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**DEPARTMENT OF TOURISM  
NOTICE 678 OF 2018  
TOURISM ACT, 2014 (ACT NO.3 OF 2014)**

**PUBLICATION OF THE NATIONAL GRADING SYSTEM FOR TOURISM**

I, Derek Hanekom, Minister of Tourism, hereby publish the National Grading System for tourism in terms of section 28 of the Tourism Act, 2014



**Mr Derek Hanekom, MP  
Minister: Tourism**



## SOUTH AFRICAN TOURISM

EFFECTIVE DATE	03 April 2017	TGCSA Grading Operations Processes	
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## 1. INTRODUCTION

The Tourism Grading Council of South Africa (TGCSA) was established in 2000 and has been mandated in accordance with South African legislation as the body that grades all categories of accommodation in South Africa. The aim of the TGCSA is to establish and maintain a recognisable and credible globally benchmarked system of quality assurance for accommodation and MESE (Meetings, Exhibitions and Special Events) experiences in South Africa. This document contains the definitions of the standard operating processes for TGCSA operations.

### 1.1. Objectives

The objective this document is to:

- Clearly document the activities that make up the TGCSA Operations processes.
- Ensure that all the roles and teams involved in the TGCSA Operations processes are clearly defined.
- Ensure that there is a single reference of all the activities involved in the grading process.
- Define and illustrate process integration and system integration points.
- Clearly outline process logic and the related timelines which drive delivery expectations in line with the TGCSA and SA TOURISM mandates and deliverables.
- Provide a reference for process review, optimization and related system development for process automation.

### 1.2. Scope

This document includes processes that are standard operating processes for the TGCSA.

- In scope:
  - New Application for Grading
  - Application for Renewal of Grading
  - Process Invoice Payments
  - Physical Assessment of Establishment
  - Pre-Screening of Motivation from Assessor
  - Monthly Property Approvals EXCO Meeting
  - Payment Assessors
  - Award Certificates and Plaques
  - Recall Issued Plaques
  - Replace Plaques
  - Establishment Assessment Impact Measurement
  - Manage Grading Standards
  - Ad hoc Update of Establishment Details
  - Change Grading Category
  - Cancellation Membership
  - Quality Protection Assurance
  - Refund process
  - Discount and funding process
  - Customer feedback processes

- Assessor Movement
- Out of Scope:
  - Grading Council (formerly Awards Committee) Process.

### 1.3. Business Rule

For properties to achieve an accolade for recognition, all listed requirements must be met.

Achieving an accolade allows the establishment to carry the TGCSA approved icon for the accolade on marketing collateral. Properties that have been awarded accolades will form an integral part of TGCSA website and search criteria.

The recommended accolades for implementation are as follows:

- Pet friendly;
- Hunting;
- Cycling friendly;
- Golfing;
- Wine tourism;
- Family friendly;
- Wedding venue;
- Birding;
- Medical care;
- Resort;
- Holistic wellness;
- Off road activities;
- Conference facilities;
- Hiking;
- Equestrian;
- Water sports;
- Responsible tourism;
- Spa and beauty.

Process Name: TGCSA Grading Operating Processes

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**2. ROLES**

Provide Descriptions of key roles

<b>Role</b>	<b>Definition</b>
<b>Accolades</b>	Accolades is a recognition given to star graded properties that have distinguished features that appeal to particular markets.
<b>Assessor</b>	Individuals that are certified to conduct grading assessments at Establishments.
<b>Quality Assurance Sub Committee</b>	The Quality Assurance Sub Committee is the body of industry experts that oversee the work done by the Tourism Grading Council of South Africa, and provide insight and guidance where required.
<b>Chief Quality Assurance Officer</b>	Managing executive to TGCSA, oversees the entire TGCSA portfolio.
<b>Provincial Master Assessor</b>	This role oversees and manages Assessors contracted to TGCSA.
<b>Quality Protection Officer</b>	The person responsible for designing and co-ordinating systems to address illegal and false advertising of stars as it becomes known.
<b>SA Tourism Finance Team</b>	The Team responsible for the handling of all financial transactions of the TGCSA.  The Finance team includes the following roles: <b>Finance Manager, Accountant, Accounts Receivable Clerks, and Accounts Payable Clerk.</b>
<b>TGCSA Marketing Team</b>	This team is responsible for the management of all marketing and communications activities, such as brand communication, corporate communication including PR, TGCSA events, management of marketing of external agencies. This team is also responsible for the overall production and distribution of marketing collateral including plaques and certificates issued to graded Establishments and accredited grading assessor toolkits.  The team further manages the customer feedback line: <a href="mailto:feedback@tourismgrading.co.za">feedback@tourismgrading.co.za</a> , through the Client Liaison Officer (CLO) whose role is to monitor and respond to emails or phone calls, management of feedback received on graded establishments, assist travelling public with inquires in relation to graded establishments and provide monthly reporting.  The team consists of the following roles:



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	<b>Marketing and communications Manager, Marketing assistant and Client Liaison Officer.</b>
<b>TGCSA Operations Team</b>	<p>This is the team responsible for the main activities of the TGCSA including the processing of grading applications, the management of data exceptions at super user access level, the management of the TGCSA reported Establishment numbers, the management of the Assessor portfolio numbers, and the management of Assessors contracted to TGCSA.</p> <p>The team consists of the following roles:</p> <p><b>Operations Manager, Assistant Operations Manager and the Provincial Master Assessors</b></p>

### 3. GLOSSARY OF TERMS

#### 3.1. Definitions

Definition of terms used in the document.

Term	Definition
<b>Dispensation</b>	<p>Dispensation gives permission to a property not to have a certain minimum requirement due to relevant reasons agreed to by the Grading Council.</p> <ul style="list-style-type: none"> <li>• Primarily only Establishments that are new to the should be requesting dispensations.</li> <li>• Existing Establishments that have memberships which are up for review can request dispensations if the Assessor assigned to the Establishment has changed.</li> </ul>
<b>Grace Period</b>	<p>A Grace period is time given to the property (new application or application for renewal) in order to assist them in implementing the required requirement to completely meet the quality standard being applied for.</p> <p>Any grace period will not have an impact or change expiry date of properties. Regardless of grace period granted, invoices will still continue to generate in terms of the business rules (Renewal invoices - in the month of 90 days before expiry date; New invoices - on the first day of integration after the approval of the new application once Grace Period has been closed)</p>
<b>Grading</b>	<p>The quality rating assigned to an Establishment by a TGCSA Accredited Assessor. Graded Properties are awarded the official TGCSA stars ranging from 1 star to 5 stars in the category in which the grading was applied for.</p>

Process Name: TGCSA Grading Operating Processes

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**3.2. Abbreviations**

Provide Descriptions Acronyms used in the document

<b>Abbreviation</b>	<b>Meaning</b>
<b>Board</b>	SA TOURISM Board Of Directors
<b>Board-Sub Committee</b>	TGCSA Quality Assurance Sub Committee Members
<b>BU</b>	Business Unit
<b>BUMA</b>	Business Unit Manager
<b>C6</b>	The following designations apply: CEO, COO, CFO, CMO, CQAO, CCBO
<b>CCBO</b>	Chief Convention Bureau Officer
<b>CEO</b>	Chief Executive Officer
<b>CFO</b>	Chief Financial Officer
<b>CLO</b>	Client Liaison Officer
<b>COO</b>	Chief Operating Officer
<b>Cx</b>	Cancellation
<b>CQAO</b>	Chief Quality Assurance Officer
<b>DOA</b>	Delegation Of Authority
<b>IA</b>	Illegal Advertising
<b>MCM</b>	TGCSA Marketing and Communications Manager
<b>MER</b>	Minimum Entry Requirements
<b>OM</b>	TGCSA Operations Manager
<b>PMA</b>	Provincial Master Assessor
<b>Grading System</b>	Quality in Tourism
<b>Grading System-IA</b>	Quality in Tourism - Illegal Advertising Module
<b>QPA</b>	Quality Protection Assurance
<b>RFO</b>	Return For Order

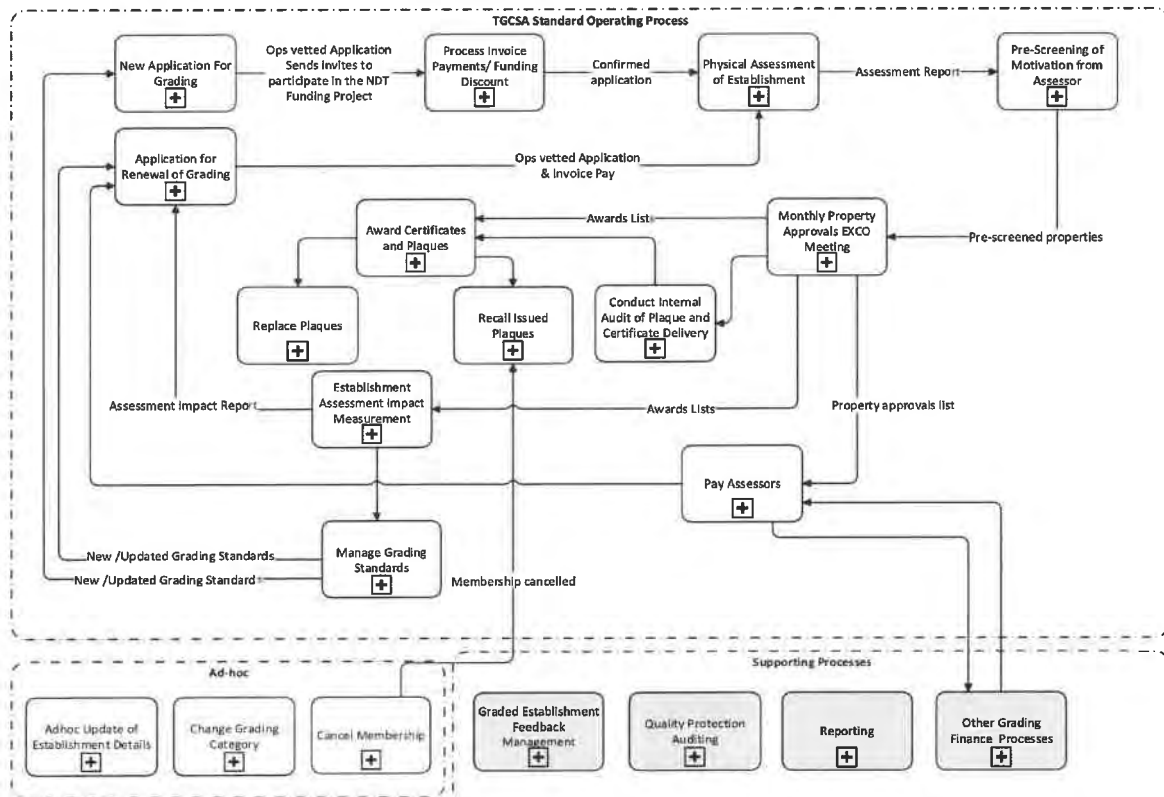
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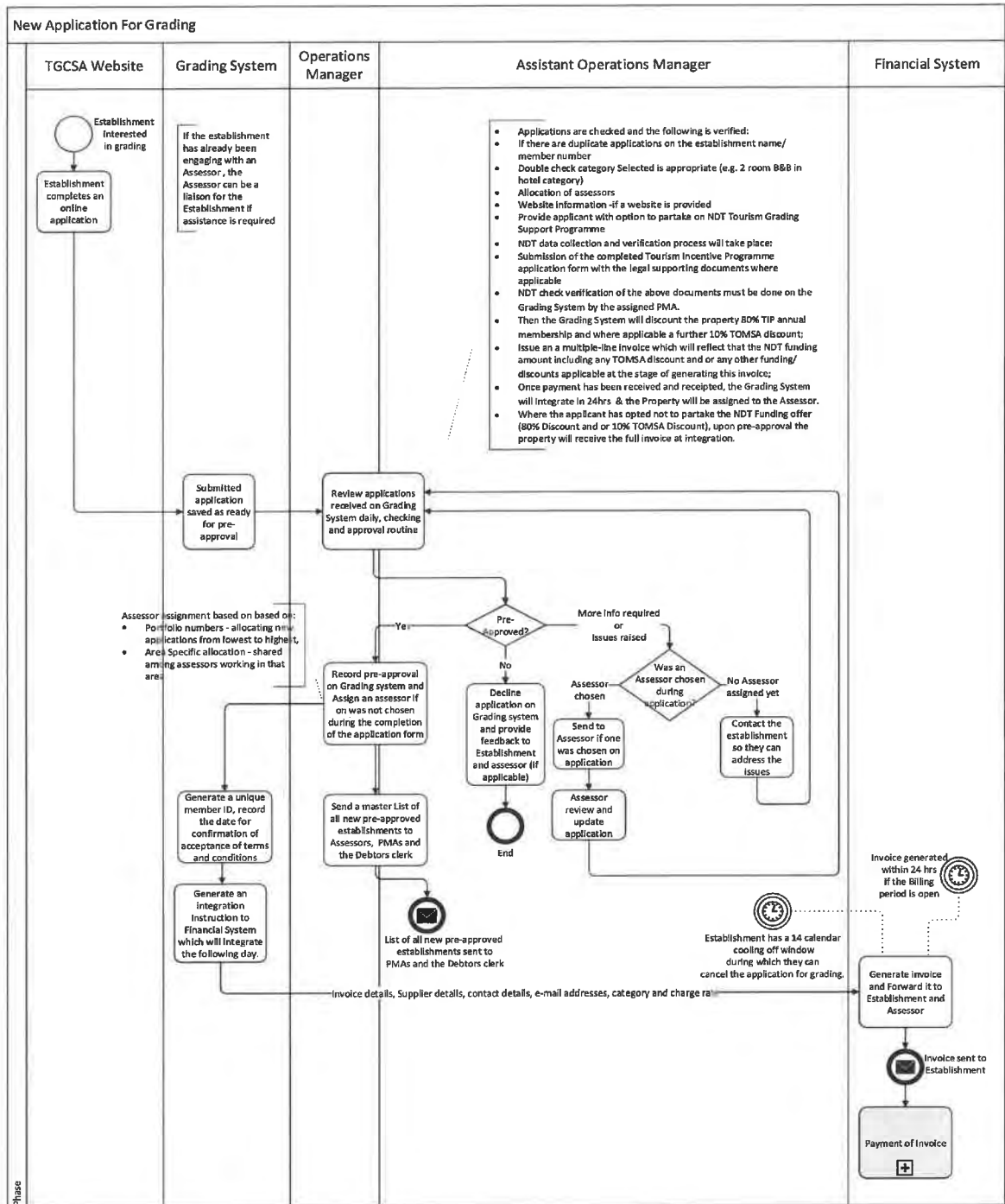
Abbreviation	Meaning
SA TOURISM	South African Tourism
TOMSA	Tourism Marketing South Africa
UA	Universal Accessibility

4. PROCESS DETAILS

4.1. High Level Grading Process Flow Diagram



4.2. New Application for Grading



#### 4.2.1. New Application for Grading - Textual Description

- Establishment applies for the annual star grading membership by submitting an online application through the TGCSA website: <http://www.tourismgrading.co.za>
- Once the application is completed, the establishment then submits it for Pre-approval;
- The Operations Manager or the Assistant Operations Manager reviews applications received on Grading System daily. The pre-approval process entails the following:
  - The Operation Manager or the Assistant Operations Manager:
    - Firstly, verifies that the application is not a duplicate of an existing graded member by using the Establishments name and member number as criteria;
    - Contacts the establishment to verify the following:
      - If all contact information has been provided;
      - Double checks that the category selected is appropriate and verify the number of rooms & room rate (e.g. 2 room B&B in hotel category);
      - Allocation of Assessors;
      - Verify that a website exists and check the website information, if applicable (a website is not a mandatory prerequisite for grading);
      - At application stage, the applicant is provided the option to partake on NDT Tourism Grading Support Programme or opt out;
        - Where the applicant has opted to partake the NDT Funding offer (80% Discount and or 10% TOMSA Discount), upon pre-approval of the application the link invite is sent immediately after pre-approval;
        - The NDT data collection and verification process will take place;
          - Submission of the completed Tourism Incentive Programme application form with the legal supporting documents where applicable (Valid Tax Clearance, Identity doc/ number/ Business Registration forms, certified copied of B-BBEE certificate, valid liability insurance documents). **30 day NDT retry window** (Should this not be done in 30 day, invoice will generate at full value)
          - NDT check verification of the above documents must be done on the Grading System by the assigned PMA. 10 day PMA window (Should this not be done in 30 day, invoice will generate at full value)
          - Once all the information has been checked & verified accordingly, the Grading System will discount the property 80% TIP annual membership and where applicable a further 10% TOMSA discount;
          - The Grading System will issue an a multiple-line invoice which will reflect that the NDT funding amount including any TOMSA discount and or any other funding/ discounts applicable at the stage of generating this invoice;
          - Once payment has been received and receipted, the Grading System will integrate in 24hours and the Property will be assigned to the Assessor.
        - Where the applicant has opted not to partake the NDT Funding offer (80% Discount and or 10% TOMSA Discount), upon pre-approval the property will receive the full invoice at integration.

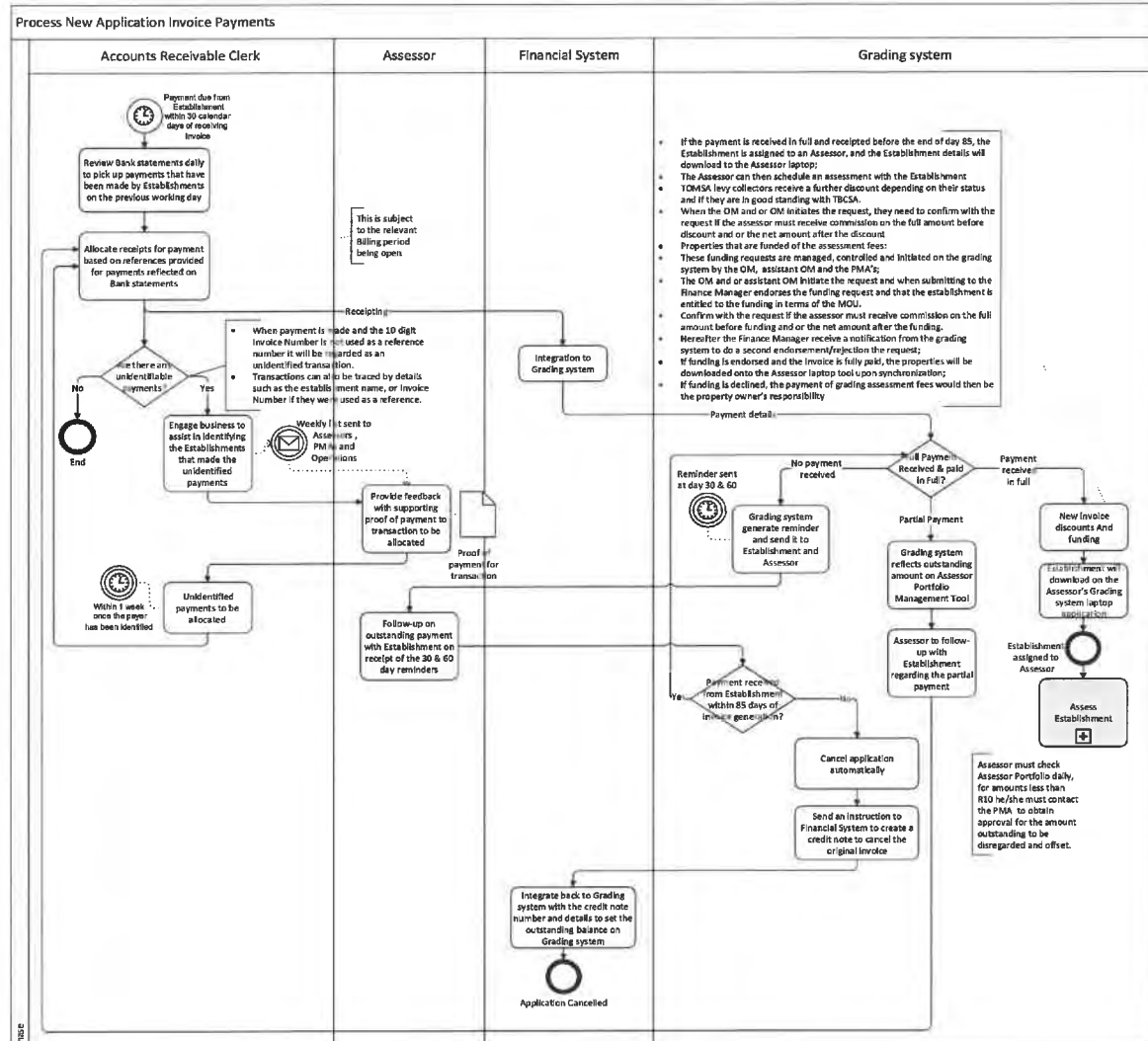
- If the application cannot be pre-approved the Operations Manager or the Assistant Operations Manager will decline application on Grading System, and feedback will be given to the Assessor and to the Establishment:
  - Declined applications remain in the system and can be used for leads in the future (provided the Establishment has given their consent)
- If more information is required or issues need to be addressed before an application can be preapproved, then the Operations Manager or the Assistant Operations Manager can request more information regarding the application from the applicant/ an Assessor:
  - If an Assessor was chosen during application, then the Operations Manager or the Assistant Operations Manager can send the query to Assessor;
    - The Assessor will review and update application and it will be rechecked by Operations Manager or the Assistant Operations Manager again to determine if it can be pre-approved.
  - If an Assessor was not chosen at application, then the Operations Manager or the Assistant Operations Manager must allocate an Assessor to the Establishment.
- If the application is pre-approved by the Operations Manager or the Assistant Operations Manager the pre-approval is recorded on Grading System and the Establishment will be assigned unique member ID, and the system will log the date for confirmation of acceptance of terms and conditions. The following will also happen:
  - If the Establishment chose an Assessor on the application form, that Assessor is automatically assigned to the Establishment;
  - If the Establishment did not choose an Assessor, the Operations Manager or the Assistant Operations Manager assigns an Assessor based on internal criteria, which is:
    - Portfolio numbers - evaluations of existing portfolio numbers; allocating new applications from lowest to highest;
    - Area Specific allocation - allocating the new applications among Assessors working in that area.
  - Once all the information has been received from the Grading System, the Grading System automatically raises an invoice instruction to the Finance system for properties that have declined the NDT Funding offer as well as those properties that did not submit the required information to receive the discount (The information the invoice derives from is being fed by the Grading system and the Finance System Invoices according to the feed/information received from the Grading system. The fee table is sitting on the grading system and the grading system calculates the value and the distribution accounts of the invoices based on the room rate and amount of rooms and fee tables in the grading system which are fed to the Finance system via integration tables);
  - The Finance System will generate an invoice based on the above and forward it to the Establishment and the assigned Assessor within 24 hrs, however if the billing period is closed the invoice will only generate once the new period is opened and will only integrate on the first integration run one day after the new period has opened. see section 4.3.3 Payment Processing Considerations;

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- Finance System integrates back to the Grading System confirming that the invoice has generated and states the invoice number. All invoices will go into a queue and will then be distributed automatically by workflow e-mailer during the course of the day and evening;
- After pre-approval has been done and the new application invoice has been raised, the Establishment has a 14 calendar days cooling off window period during which they can cancel their application for grading. Should the Establishment not settle the new invoice within the 85 days from the approval of the new application, the grading system will automatically cancel the application and fed via integration a credit note (with value and distribution accounts) to the Finance System.
- The next step in the process is Payment of the Invoice.
- The Operations Manager or the Assistant Operations Manager sends the Grading System Master List of pre-approved new applications to all Assessors, PMA's and Debtors Clerk.

4.3. Process New Application Invoice Payments





**4.3.1. Process New Application Invoice Payments - Textual Description**

- Payment for an invoice for a new membership is due from the Establishment within 30 calendar days of the invoice date;
- The Accounts Receivable Clerks review TGCSA Bank statements daily to pick up payments that have been made by Establishments;
- The Accounts Receivable Clerks allocate receipts for payment, based on the following:
  - Invoice number reflected on the Bank Statement;
  - If invoice number does appear on the Bank Statement, the correct Proof of Payment must be supplied as well as a detail breakdown of the payment details should the payment be for more than one property directly from the establishment;
  - This is subject to the relevant Billing period being open (see Payment Processing Considerations 4.3.3 below)
  - If there are any unidentifiable payments the Accounts Receivable Clerk must engage business (Assessors, PMA's, TGCSA OM, TGCSA AM, TGCSA Marketing Communications Manager) to assist in identifying the Establishments that made the unidentified payments;
    - When payment is made and the 10-digit Invoice Number is not used as a reference number it will be regarded as an unidentified transaction:
      - Transactions can only be traced by the correct Invoice Number that was used as a reference.
    - The Accounts Receivable Clerks will send a list of unidentifiable payments to (Assessors, PMA's, TGCSA OM, TGCSA Assistant OM, TGCSA Marketing Communications Manager) weekly;
    - Valid Proof of Payment must be sent to Finance: [debtors@southafrica.net](mailto:debtors@southafrica.net) from the Establishments or Assessors to verify the unidentifiable payments that were made by the Establishments.:
      - A "valid proof of payment" must show the following:
        - Transaction date;
        - Name of beneficiary;
        - Reference Number that reflects on TGCSA bank statement;
        - In addition to the proof of payment details, the establishment must confirm in writing to which the correct invoice number to which payment needs to be allocated.
    - Unidentified payments must be allocated within five working days once the payer has been identified.
- Once payments are receipted in Finance System there is integration to Grading System to reflect the payments received
- The Establishment will download onto the Assessor laptop the next day when they do their daily synchronization of the laptop Grading System application;

- o Once the Establishment is assigned to an Assessor, the Assessor can then make arrangements to go out and assess the Establishment;
- If a partial payment is received from the Establishment within 30 calendar days of receiving invoice the following happens:
  - o GRADING SYSTEM reflects outstanding amount on Assessor Portfolio Management Tool;
  - o The Assessor to follow-up with the Establishment regarding the partial payment:
    - The Assessor must check Assessor Portfolio daily, for amounts less than R10 he/she must contact the PMA to obtain approval for the amount outstanding to be disregarded and offset.
  - o The Establishment will not download onto the Assessor's laptop until the invoice is settled in full.
- If the payment is not received from the Establishment within 30 calendar days of receiving invoice the following will happen:
  - o Grading System will generate reminders on day 30 and day 60 about the invoices and send the reminders to the Establishment and Assessor;
  - o The Assessor must follow-up on the outstanding payment with the Establishment;
  - o If the payment still has not been received from the Establishment within 85 days of the invoice date not being generated, Grading System will automatically cancel the application:
    - The Establishment record is kept in Grading System and can be used as a future lead (provided the Establishment has given their consent);
    - Grading System will send an instruction via the integration tables to Finance System to create a credit note to cancel the original invoice if not paid in full within 85 days from the invoice date;
    - Finance System integrates back to Grading System with the credit note number and details to set the outstanding balance on Grading System;
  - o If the payment is received in full and receipted before the end of day 85, the Establishment is assigned to an Assessor, and the Establishment details will download to the Assessor laptop;
  - o The Assessor can then schedule an assessment with the Establishment.

#### 4.3.2. New Invoice Discounts and Funding

- TOMSA levy collectors receive a further discount depending on their status (valid contract) and if they are in good standing with TBCSA. These discounts are managed, controlled and initiated on the grading system by the TGCSA OM and TGCSA assistant OM (*Where TOMSA discount has not been automatically effected*);
- When the TGCSA OM or TGCSA assistant OM initiates and endorses the request, they need to confirm with the request / endorsement if the assessor must receive commission on the full amount before discount or the net amount after the discount;
- Properties that are funded for their assessment fees:
  - o These funding requests are managed, controlled and initiated on the grading system by the TGCSA OM, TGCSA assistant OM and the PMA's;

- The TGCSA OM or TGCSA Assistant OM can initiate adding of pre funding at pre approval stage for new applications.
- If funding is endorsed and the invoice is fully paid, the properties will be downloaded onto the Assessor laptop tool upon synchronization;
- If funding is declined, the payment of grading assessment fees would then be the property owner's responsibility.

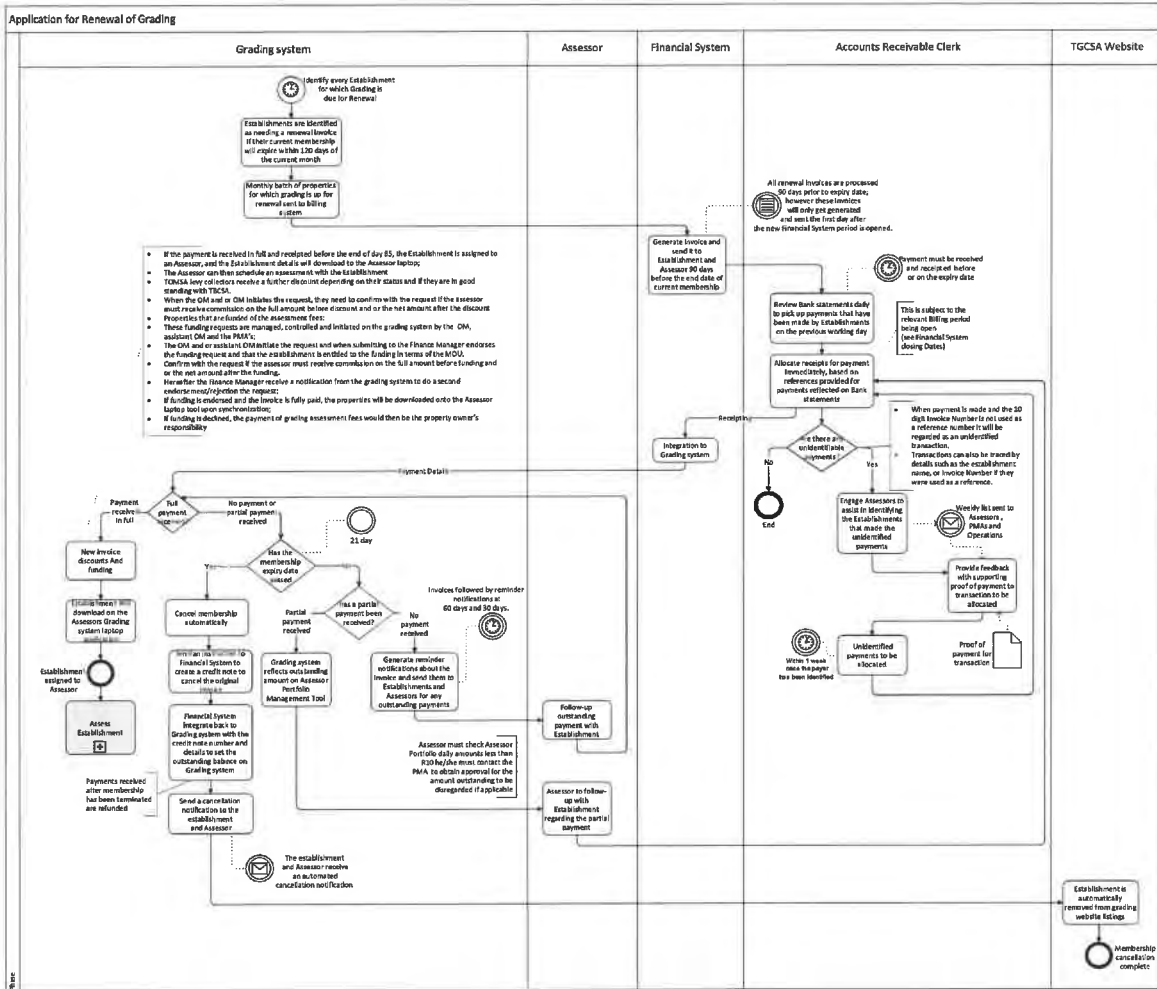
#### 4.3.3. Payment Processing Considerations

- All payments made to TGCSA are receipted on a daily basis excluding public holidays, SA TOURISM closure dates and weekends;
  - The TGCSA Bank Account Statement is checked daily to identify the payments that are on the previous working day's statement;
  - A payment that reaches the TGCSA bank account today may take up to 48 hours to be identified and receipted and or on the next working day if payment was done over the weekend except during SA TOURISM closure dates, SA TOURISM closing period in December/January of every year, any other days as per the SA TOURISM calendar where the AR clerk will not be available or South African Public holiday) which then will require up to six working days;
- Finance must close billing every month, and the closure dates are communicated by Finance annually at the start of each Fiscal year;
- Payments reflecting on TGCSA bank statement during the billing closure period can only be receipted after the first day when the new period is opened; however, these receipts will be captured in the first three working days after month end closing date. Therefore, these transactions will integrate to Grading System only once the same has been receipted in the new period.
- The integration to Grading System will happen the next day after the receipt was done on Finance System. When the next Finance billing period is opened. E.g. for March month end, the March period will only be closed on the 11th of April 2016 (and as per the Finance calendar closure dates for the following years). Therefore, receipting for money received in the TGCSA bank account for the period of the last few days of the month (depending on how the month end falls over a weekend) and from 1 April to 11th April 2016 will only be receipted on the 12th April 2016 (which will integrate on 13th April 2016), 13th April 2016 (Which will integrate on the 14th April 2016), 14th April 2016 (Which will integrate on the 15th April 2016);
- Therefore, as per the above example, the receipting for receipts during the closing of month ends will happen during the first three working days after the month end closure;
- Other receipting during the month will be done within two working days; however, receipting can only be done where the establishment has used the correct invoice reference number;
- For any deposits where the invoice reference number was not used, the Assessor must submit the POP from the establishment as well as a confirmation from the establishment for which invoice number the payment was made for (NB: Assessor cannot confirm on behalf of establishments);
- All payments which cannot be identified, will be placed on the unidentified list which will be sent out to all Assessors & PMAs on weekly basis except for SA TOURISM closure dates, SA TOURISM closing

period in December/January of every year, any other days as per the SA TOURISM calendar where the AR clerk will not be available or South African Public holiday);

- NB: When an Assessor does identify any unidentified transactions, he/she needs to obtain the bank POP & the confirmation on which invoice was paid by the establishment and submit this information promptly to the SA TOURISM debtor's department (No receipting will be done on assumptions or detail from assessors - the only information that will be accepted will be the POP & the confirmation from the establishment); Example, Where an establishment has used an incorrect reference number, the establishment needs to provide the POP & confirmation of the invoice number they are settling to the assessor. The assessor then forwards the same to SA TOURISM debtors. It is important to note that the assessor cannot confirm the invoice number on his/her own or on behalf of the establishment.
- All Cheque deposits take Ten working days to clear and only receipted on the first working day after the Ten working days;
- Short payments should be followed up by assessors immediately and on a daily basis. The assessors must use the APM tool to manage all outstanding invoices. The PMAs to manage and follow up with assessors on the outstanding amounts and where assessors are not managing the outstanding amounts as per the APM Tool, the PMA's must note the same when conducting annual assessor's performance reviews;
- The PMAs to follow up on shortfalls i.e. short payment of R10 & less - PMAs must ensure that motivation is done for these amounts to be discounted and that the discount request reach the Finance Manager at least eight working days before the cancellation date of the property (Where applicable).

4.4. Application for Renewal of Grading



**4.4.1. Application for Renewal of Grading - Process Textual Description**

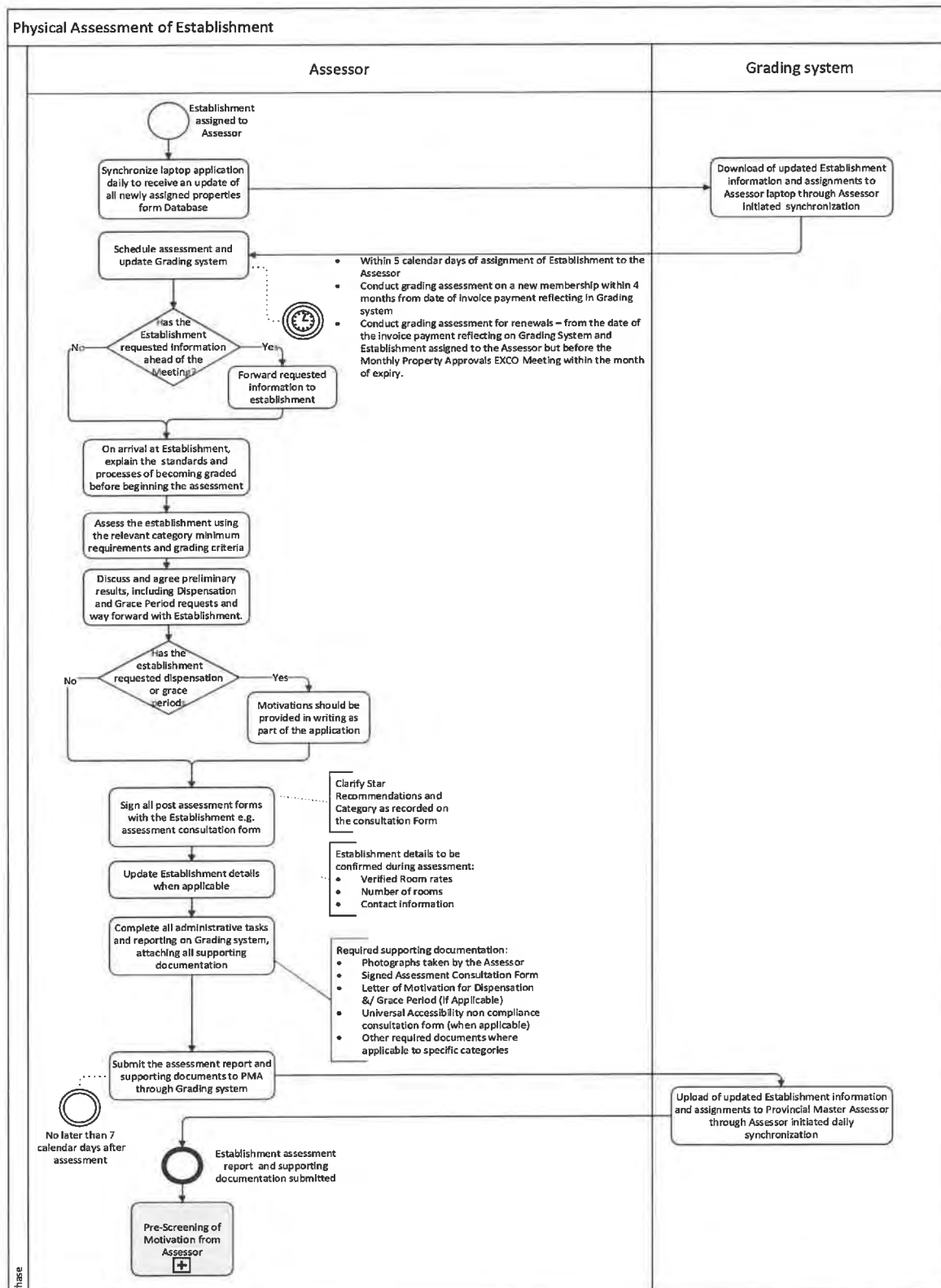
- For the detailed renewal process, refer to the CR162
- Grading System will identify every Establishment for which Grading is due for Renewal;
- An email is sent out to the Establishment between 180 and 120 days to get them to accept the terms and conditions before and invoice will be sent out. If the T's & C's are accepted, the invoice will be issued as per below. If not, they are set to expiring and will cancel when they reach their expiry date. Members who fail to log in are sent an invoice regardless and acceptance to the Terms is considered at point of payment.
- Establishments are identified as needing a renewal invoice if their current membership will expire within 90 days of the expiry date of the establishment;
- Grading System will send a batch of properties with invoice details via integration tables for which grading is up for renewal to the Finance System (billing system) monthly;
- In Finance System the invoices are generated and sent from Tourism Grading Council E-mail to the Establishment and Assessor within the month of 90 days before the end date of current membership (expiry date), with reminders sent every 30 days thereafter:
  - All renewal invoices are processed within the month of 90 days prior to expiry date; therefore, these invoices will only get generated and sent the first day after the new Finance System period is opened.
- The Accounts Receivable Clerk must review TGCSA Bank statements daily to pick up payments that have been made by the Establishments.:
  - The Accounts Receivable Clerk must allocate receipts for payment, based on step 4.3.1:
    - This is subject to the relevant Billing period being open (see Payment Processing Considerations 4.3.3 above)
- Payment is due by the end date of existing membership; payment must be received and receipted before or on the expiry date;
- If no payments have been made, Grading System will generate reminders about the invoice on, day 60 and day 30 preceding the membership expiry date and send the reminders to the Establishment and Assessor;
- If the payment is not received and receipted in full (less the discounts where applicable) by the expiry date plus Ten working days, the Establishment's current membership's expires as follows:
  - The Establishment's membership is cancelled automatically by Grading System 21 days after the expiry date of the membership, but the Establishment record is kept on Grading System;
  - Grading System will send an instruction to Finance System to create a credit note to cancel the original invoice which happens the first day after integration;
  - Finance System integrates back to GRADING SYSTEM with the credit note number and details to set the outstanding balance on Grading System; An automated Membership cancellation notification is sent to the Establishment;
  - The Establishment is also automatically removed from grading website listings on the next Wednesday evening when the Finance System, Grading System and Website databases are synchronized.

- If the payment is received after membership has been terminated the following will happen:
  - The funds will be recognised as sundry revenue if the establishment does not reapply;
  - TGCSA marketing Business will need to obtain an CQAO and CFO approval to allocate to the new invoice once the establishment has reapplied;
  - Establishment is automatically removed from grading website listings.

#### 4.4.2. Invoice Discounts and Funding

- For invoice Discounts and funding, Refer to 4.3.2 above

4.5. Physical Assessment of Establishment





#### 4.5.1. Physical Assessment of Establishment - Textual Description

- The Establishment Assessment can only be done once an Establishment is assigned to an Assessor;
- The Assessor is required to synchronize the Grading System laptop application daily to receive an update of all newly assigned properties from the Grading System database;
- The Grading System laptop application will download updated Establishment information and assignments to the Assessor's laptop through the Assessor initiated synchronization;
- The Assessor must then schedule assessment appointment and update Grading System:
  - The Assessment must be scheduled **within 5 calendar days** of assignment of Establishments to the Assessor;
  - The Assessor will then load the scheduled date on their Grading System Laptop tool, so that they can keep track and be reminded of the date for assessment;
  - The Assessor must conduct the grading assessment within the prescribed time frames:
    - For new applications - 4 calendar months from the date of the invoice payment reflecting on Grading System;
    - For renewals - from the date of the invoice payment reflecting on Grading System and Establishment assigned to the Assessor but before the Monthly Property Approvals EXCO Meeting within the month of expiry;
    - If Assessors do not adhere to the stipulated times, the properties will be retrieved from their toolkit and reallocated to other Assessors to ensure that business processes are followed.
  - If the Establishment has requested information ahead of the assessment appointment the Assessor must forward requested information to the Establishment.
- On arrival at the Establishment, the Assessor must explain the standards and processes of becoming graded before beginning the assessment;
- The Assessor must assess the Establishment using the relevant category minimum requirements and grading criteria;
- The Assessor must discuss and agree preliminary results, including Dispensation and Grace Period requests and way forward with the Establishment:
  - If the property does not meet a MER but are willing to implement and are able to implement the requirement, then a Grace Period Request letter is drafted by the property;
  - If the property does not meet an MER and cannot implement the requirement for a relevant reason, then a Dispensation Request letter is drafted by the property;
  - If the Establishment requested dispensation or grace periods, the motivations should be provided in writing as part of the application.
- The Assessor must sign all post assessment forms with the Establishment e.g. assessment consultation form:
  - The Assessor must clarify star recommendations and category as recorded on the consultation Form.
- The Assessor must update the Establishment details when applicable:

- o Establishment details that must be confirmed during assessment:
  - Verified Room rates;
  - Number of rooms;
  - Contact information.
- The Assessor must complete all administrative tasks and reporting on Grading System, attaching all supporting documentation:
  - o Required supporting documentation will include:
    - Photographs taken by the Assessor;
    - Signed Assessment Consultation Form;
    - Letter of Motivation for Dispensation &/ Grace Period (If Applicable);
    - Universal Accessibility non-compliance consultation form (when applicable);
    - Other required documents where applicable to specific categories.
- The Assessor must submit the assessment report and supporting documents to the PMA through Grading System no later than 7 calendar days after assessment;
- Grading System uploads updated Establishment information and assignments to Provincial Master Assessor through Assessor initiated daily synchronization;
- Once the Establishment assessment report and supporting documentation is submitted, the Provincial Master Assessors will commence the Pre-Screening process.

#### Procedure for Onsite Visit by Assessors

1. Before and on the date of assessment the Assessor should call the client and confirm the appointment.
2. The Assessor will then conduct the assessment as follows:

New Property	Renewal Property
<b>Fill in the MER checklist-</b> This will determine whether the property qualifies for the specified star grading and criteria being applied for.	<b>Fill in the MER checklist (minimum requirements)-</b> This will determine whether the property qualifies for the specified star grading and criteria being applied for.
<b>Fill in the Quality checklist-</b> This will determine the points that the property will accumulate and this will state what star grading the property qualifies for.	<b>Fill in the Quality checklist-</b> This will determine the points that the property will accumulate and this will state what star grading the property qualifies for.
<b>Fill in the UA Checklist-</b> For new properties the entire form needs to be completed in order to establish if the property does or does not qualify for a UA grading. Also to note if there is potential for the property to implement UA grading.	<b>Fill in the UA Checklist (universal accessibility)-</b> This form is to be completed if the property now qualifies for a UA grading. If the property previously did not qualify and still does not qualify the checklist can be marked as non-applicable.
<b>Fill in the UA Exclusion form-</b> If the property does not qualify for a UA grading they will fill in and sign this form to acknowledge that fact.	<b>Fill in the UA Exclusion form- (Universal Accessibility).</b> This form is completed and signed in the absence of the UA checklist if the property still does not qualify for a UA grading on their renewal assessment.
<b>Fill in the Visit report-</b> This report encompasses summarised details of the property. Areas of improvement and areas of	<b>Fill in the Visit report-</b> This report encompasses summarised details of the property. Areas of improvement and areas of

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strength and also the score summary for the property of the overall impression. The score determines the star grading outcome.	strength and also the score summary for the property of the overall impression. The score determines the star grading outcome.
<b>Fill in and sign the Consultation form-</b> This form has to be signed by the Assessor and the property owner in agreement to the grading assessment outcome that has taken place and the recommended star grading for the property. This form notifies the client on what to expect after their grading is approved.	<b>Fill in and sign the Consultation form-</b> This form has to be signed by the Assessor and the property owner in agreement to the grading assessment outcome that has taken place and the recommended star grading for the property. This form notifies the client on what to expect after their grading is approved.
<b>Complete the assessment picture template-</b> Pictures that correlate to the assessment that has taken place are captured on this template. This helps in the pre-approval of a property as the PMA can then see what was assessed. Picture templates for UA are also required to show if a property qualifies or does not qualify for Universal Accessibility (Current pictures should be used, if any pictures from the previous years are used the Assessor should state this and provide a reason)	<b>Complete the assessment picture template-</b> Pictures that correlate to the assessment that has taken place are captured on this template. This helps in the pre-approval of a property as the PMA can then see what was assessed. Picture templates for UA are also required to show if a property qualifies or does not qualify for Universal Accessibility. (Current pictures should be used, if any pictures from the previous years are used the Assessor should state this and provide a reason)
<b>Failed Assessment-</b> Properties that do not meet the minimum requirements of grading at the particular star rating, have to be submitted with the failed grading. A written motivation and a picture template are required to substantiate the failed submission.	<b>Failed Assessment-</b> Properties that do not meet the minimum requirements of grading at the particular star rating, have to be submitted with the failed grading. A written motivation and a picture template are required to substantiate the failed submission.
	<b>For upgrades-</b> In cases where properties have done improvements to their facilities which will enhance their star grading, a written motivation and a picture template are required to reflect the necessary changes.
	<b>For downgrades-</b> For properties that have downgraded from the current star grading, a written motivation and a picture template should be provided to reflect the condition of the facilities which will meet the recommended star grading.

**Grace Period Requests**

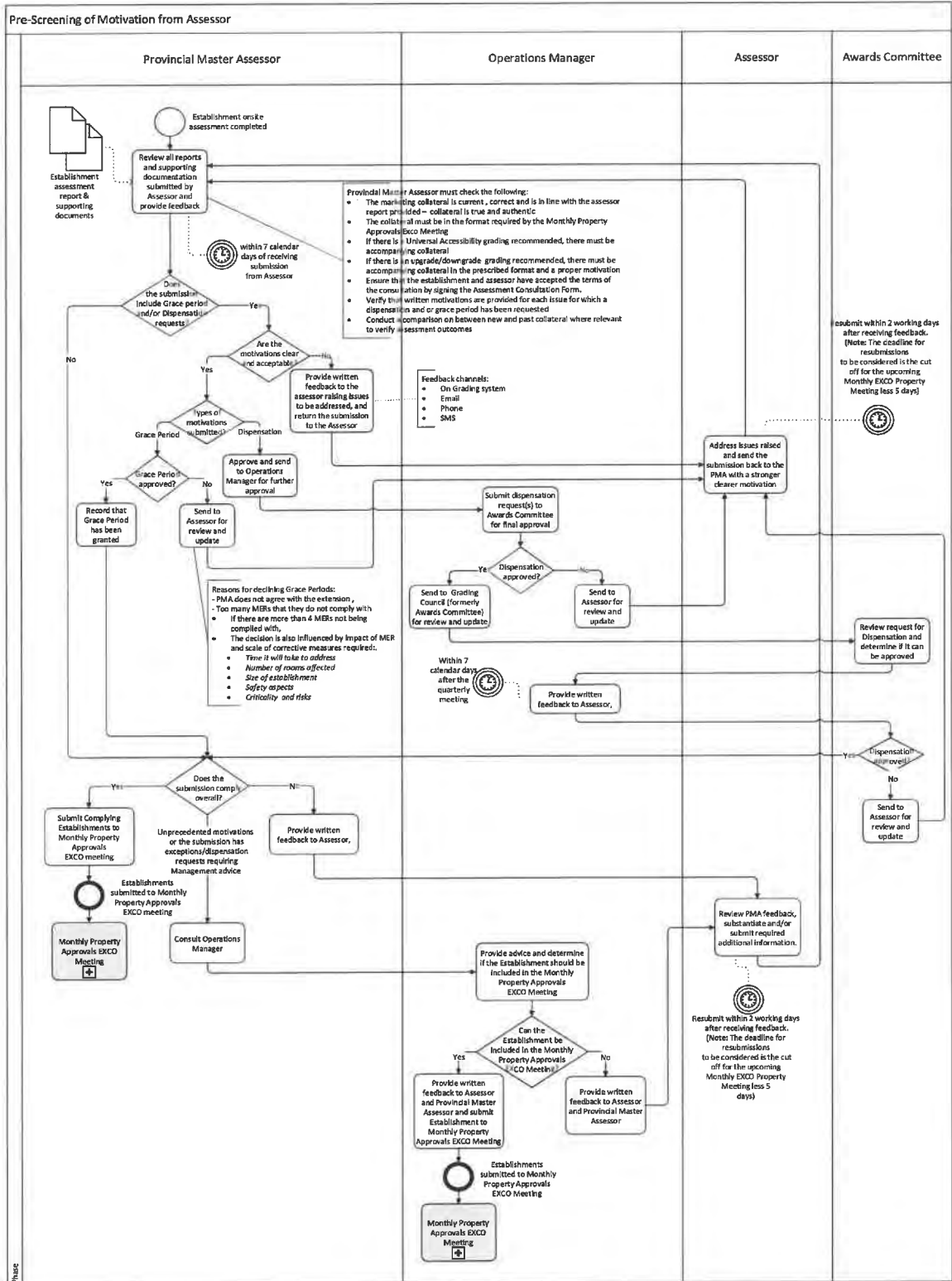
- A Grace period is time given to the property in order to assist them in implementing the required requirement to completely meet the quality standard being applied for;
- A grace period time frame is three months but a maximum of six calendar months is permissible;
- The property needs to understand that they will not receive their grading plaque until the grace period requested is completed accordingly. Written confirmation and pictures are required as proof that a grace period has been completed;
- The grace period letter needs to have the properties logo template and be signed by the property owner or manager responsible;
- The Assessor will then submit the grace period letter along with their assessment documents for PMA review;
- The expiry date of the establishment cannot be changed with granting grace period;

- Renewal invoices to generate in a month of within the month of 90days before the expiry day regardless of the grace period;
- If the grace period is rejected, then communication will be sent to the Assessor in this regard within 7 calendar days of the Monthly Property Approvals Exco Meeting;
- The Assessor will then review this feedback from the PMA and submit the required additional information. (2 working days for resubmission is applicable for any property submitted by Monthly Property Approvals EXCO Meeting deadline-less 1 day);
- The PMA will then review the additional feedback and if satisfied will submit the property to the Monthly Property Approvals EXCO meeting.

**Dispensation Requests**

- A Dispensation gives permission to a property not to have a certain minimum requirement due to relevant reasons agreed to by the Grading Council;
- A dispensation request will be reviewed by the Provincial Master Assessor (PMA) at PMA (pre-screening) review and if the PMA agrees with the reasoning for the dispensation they will then send the request to Manager Review;
- The Operations Manager will review the dispensation request and if he/she agrees the request or the reasoning thereof, it will be forwarded to the Monthly Property Approvals EXCO Meeting.
- The dispensation will be reviewed in the Monthly Property Approvals EXCO Meeting and if all are in agreement it is then submitted to the Quality Assurance Sub Committee, through round robin submission, for final approval. The Quality Assurance Sub Committee will express their approval/rejection of the dispensation request within two (2) working days.
- If the dispensation is approved by the Quality Assurance Sub Committee, the property will be submitted to the next Monthly Property Approvals Exco Meeting for approval of their grading;
- If the dispensation is rejected by the Quality Assurance Sub Committee, then the decision will be forwarded to the Assessor with the feedback on a way forward;
- The Assessor will then have to liaise with the property on a way forward before submitting again for approval at the Monthly Property Approvals Exco Meeting.

4.6. Pre-Screening of Motivation from Assessor



**4.6.1. Pre- Screening of Motivation from Assessor - Textual Description**

- Once the Establishment assessment report and supporting documents are submitted, the Provincial Master Assessors (PMA) can Pre-Screen submissions received from Assessors;
- The PMA must review all reports and supporting documentation submitted by Assessor:
  - Input is the Establishment assessment report, and all applicable supporting documents completed during the assessment;
  - The PMA must review the submission and provide written feedback within 7 calendar days of receiving it from Assessor:
    - The feedback is stored on Grading System, and should be downloaded with daily synchronizing;
    - However, the feedback on Grading System can be followed up by supplementary communication, primarily via email; SMS and phone calls only apply only for emergencies, e.g. looming deadlines.
- The PMA must check the following:
  - The marketing collateral is current, correct and is in line with the assessment report provided - collateral is true and authentic;
  - The collateral must be in the format required by the Monthly Property Approvals Exco Meeting;
  - If there is a Universal Accessibility grading recommended, there must be accompanying collateral;
  - If there is an upgrade/downgrade grading recommended, there must be accompanying collateral in the prescribed format and a proper motivation;
  - If there is a failed grading recommended, there must be accompanying collateral in the prescribed format and a proper motivation;
  - Ensure that the Establishment and Assessor have accepted the terms of the consultation by signing the Assessment Consultation Form;
  - Verify that written motivations are provided for each issue for which a dispensation and or grace period has been requested;
  - Conduct a comparison between new and past collateral where relevant to verify assessment outcomes.
- If the submission includes Grace Period and/or Dispensation requests the PMA must check if the motivations are clear and acceptable:
  - If the motivations are not clear and acceptable the PMA must:
    - Provide written feedback to the Assessor raising issues to be addressed, and return the submission to the Assessor;
    - The Assessor must address issues raised and send the submission back to the PMA with a stronger clearer motivation;
  - If they are clear and acceptable the relevant approvals must be given:
    - For Dispensations:

- The PMA must approve the Dispensation and send to Operations Manager for further approval, the Dispensation will then be presented to the Monthly Property Approval Exco Meeting;
- The Monthly Property Approval Exco Meeting will approve and then submit dispensation request(s) to the Quality Assurance Sub Committee meeting for final approval;
- The Quality Assurance Sub Committee will review the request for Dispensation and determine if it can be approved;
- The Assessor must provide feedback to the Assessor within 7 calendar days after the Quarterly Quality Assurance Sub Committee meeting;
- If the dispensation is not approved by any of the required approvers, it will be returned to the Assessor for a review:
  - The Assessor must address issues raised and send the submission back to the PMA with a stronger clearer motivation.
- If the dispensation is approved, it must be noted on Grading System.
- For Grace Periods:
  - If the Grace Period is not approved by any of the required approvers, it will be returned to the Assessor for a review:
    - The Assessor must address issues raised and send the submission back to the PMA with a stronger clearer motivation.
  - Reasons for declining Grace Periods: -
    - PMA does not agree with the extension;
    - Too many MERs that they do not comply with:
      - If there are more than 4 MERs not being complied with;
      - The decision is also influenced by impact of MERs and scale of corrective measures required:
        - Time it will take to address;
        - Number of rooms affected;
        - Size of Establishment;
        - Safety aspects;
        - Criticality and risks.
  - If the Grace Period is granted it must be recorded in Grading System.
- The Assessor must determine if each of the submissions complies with overall grading requirements (taking into consideration dispensations and Grace periods requested, where applicable):
  - If the submissions comply overall all the PMA will submit the complying Establishments to Monthly Property Approvals EXCO Meeting;
  - For any submission that does not comply overall, provide written feedback to Assessor:
    - Assessor must review the PMA feedback and substantiate and/or submit required additional information within 48 hours of receiving feedback;
    - The deadline for resubmissions to be considered is the cut off for the upcoming Monthly Property Approvals EXCO Meeting less 5 days.

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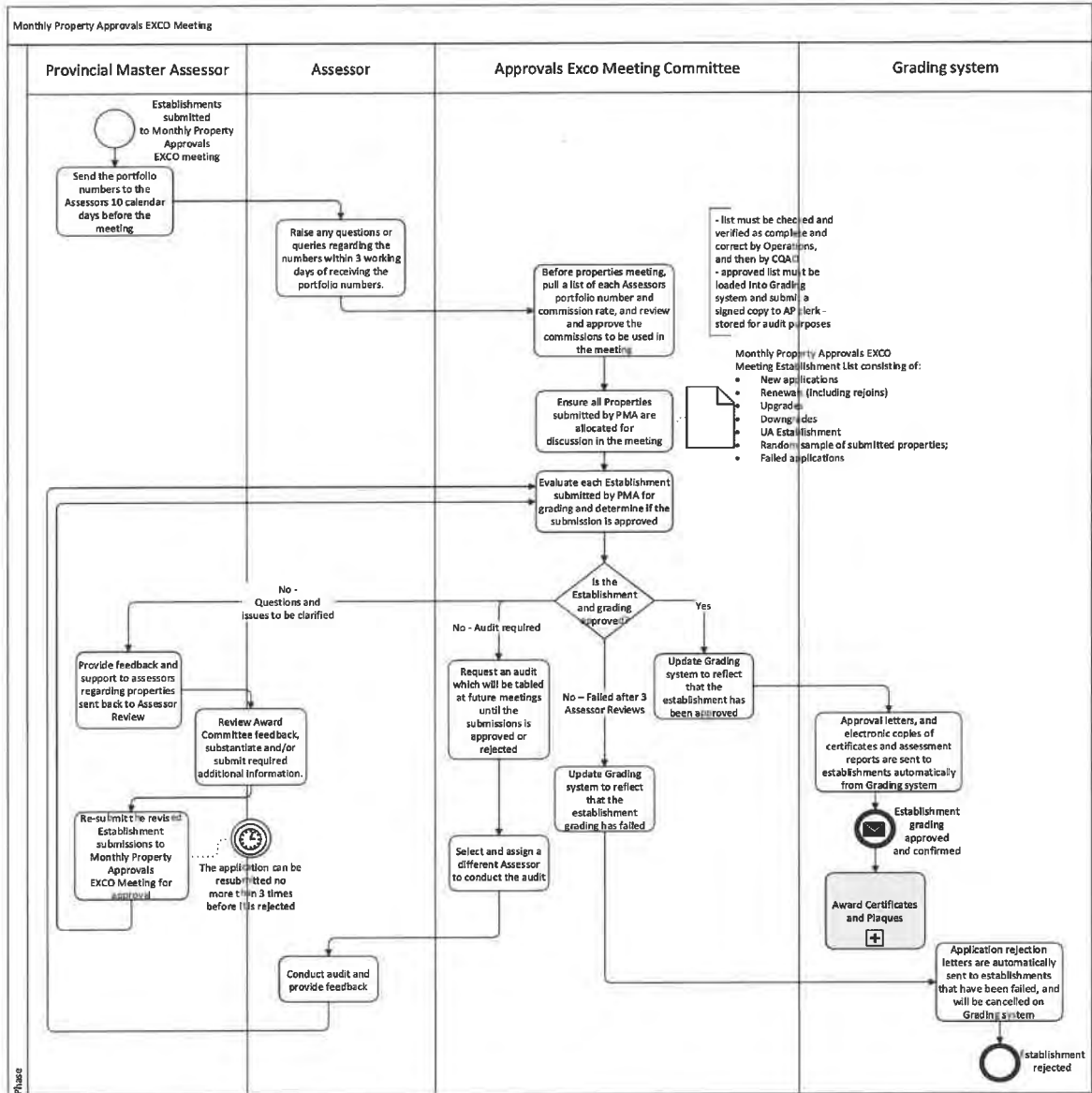
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- For any submission that contains unprecedented motivations or the submission has exceptions/dispensation requests requiring Management advice, then the PMA must consult the Operations Manager:
  - The Operations Manager must provide advice and determine if the Establishment should be included in the Monthly Property Approvals EXCO Meeting:
    - The Operations Manager will communicate the feedback in writing to the Assessor and the Provincial Master Assessor stating whether they can submit the Establishment to Monthly Property Approvals EXCO Meeting.
- All qualifying Establishments that are submitted to Monthly Property Approvals EXCO Meeting can then be reviewed during the meeting.



4.7. Monthly Property Approvals EXCO Meeting



#### 4.7.1. Monthly Property Approvals EXCO Meeting - Textual Description

The Monthly Property Approvals Exco Meeting is usually held mid-month between the 12th and 15th of the month. The meeting is attended by at least one SA Tourism Exco Committee Member, the Operations Team (Operations Manager & Assistant Manager, the PMA's) and the Marketing Manager.

The Meeting is usually chaired by the CQAO. The meeting is broken down into 2 sections, discussion of points pertaining to grading and the review of properties and their approval.

- In order to be graded, Establishments must be pre-screened and submitted to Monthly Property Approvals EXCO Meeting;
- Before the Monthly Property Approvals Exco Meeting, the operations team that participate in the Monthly Property Approvals Exco Meeting Committee (namely Operations Manager & Assistant Operations Manager, the PMA's) must pull a list of each Assessors portfolio number and commission rate, and review and approve the commissions to be used in the meeting:
  - The portfolio numbers must be sent to Assessors by the PMAs 10 calendar days before the meeting;
    - NB: the portfolio numbers are fixed as at end of previous month, so changes should preferably be done before the months' end.
  - The Assessors must raise any questions or queries that they have regarding the numbers within 3 working days of receiving the portfolio numbers;
  - The list must be checked and verified as complete and correct by Operations, and then by CQAO and signed off up to 1 working day before the meeting;
  - The approved list must be loaded into Grading System and a signed copy must be submitted to the Accounts Payable Clerk and TGCSA Finance Manager One day after the Property Approval Meeting - stored for audit purposes;
- The Monthly Property Approvals EXCO Meeting Committee will check each submission and ensure all Properties submitted by PMA are allocated for discussion in the meeting:
  - The meeting is centred around the Monthly Property Approvals EXCO Meeting Establishment List consisting of:
    - New applications;
    - Renewal (including re-joins);
    - Upgrades;
    - Downgrades;
    - Universal Accessibility Establishments;
    - Random sample of submitted properties;
    - Failed applications.
- The Monthly Property Approvals EXCO Meeting Committee will evaluate each Establishment submitted by PMA for grading and determine if the submission can be approved:
  - When reviewing the property, the meeting looks at:

- the pictures submitted by the Assessor (Current vs Last Year);
  - the Visit Reports;
  - UA facilities;
  - Required documentation specific to category application e.g. Captivity permit for Game Lodges)
  - The quality checklist (if there are concerns) and the website, if applicable.
- o If the Establishment and the grading that has been applied for is approved the Monthly Property Approvals EXCO Meeting Committee must update Grading System to reflect that the Establishment has been approved:
- Approval letters and electronic copies of certificates and assessment reports are sent to Establishments automatically from Grading System as soon as approval of the meeting is recorded in Grading System;
  - Within 24hrs after the meeting, Assessor Purchase Orders (PO's) are generated in accordance with the number of properties they have submitted for that specific meeting.
- o If the Establishment and the grading that has been applied for are not approved, then one of 3 possible scenarios will apply:
- Questions and issues will be raised:
    - The PMA must provide feedback and support to Assessors regarding properties sent back to Assessor Review;
    - The PMA and Assessor must review Committee feedback and substantiate and/or submit required additional information;
    - The Assessor will have to verify and answer the questions that the meeting has posed. The Assessor through answering the questions will either motivate the reason for their previous decision of grading, or they will have to supply sufficient motivation as to why they feel the property should receive the requested grading. The pre-screening PMA will also assist the Assessor and motivate on their behalf, if they agree with the Assessor's recommendation;
    - With the assistance of the pre-screening PMA the Assessor can resubmit the revised Establishment submissions to Monthly Property Approvals EXCO Meeting for approval:
      - o The application can be resubmitted no more than 3 times before it is rejected.
  - An Audit will be required:
    - The Committee will request an audit which will be tabled at future meetings until the submissions is approved or rejected;
    - The Committee must select and assign a different Assessor (not the Assessor who originally assessed the Establishment) to conduct the audit;
    - *NB: TGCSA Business needs to urgently do a System CR so that The Grading System automatically generates a PO email notification and system generated PO for audit assessor payments, as this is currently being done manually*
    - The Assessor will then conduct an audit and provide feedback. The feedback will be evaluated at a future Monthly Property Approvals EXCO Meeting.

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- A grading application will be rejected after failing to meet requirements, even after 3 Assessor Reviews:
  - The Committee will update Grading System to reflect that the Establishment grading has failed;
  - Rejection letters are automatically sent to Establishments that have failed the grading, and the memberships will be cancelled on Grading System.
- Establishments for which grading was approved and confirmed will be considered for Awarding Certificates and Plaques.

### Grading Awards

#### Approval of star grading memberships

When the Monthly Property Approvals EXCO Meeting (MPAEM) approves the Establishments, they are awarded the official TGCSA stars ranging from 1 Star to 5 Star from the following grading categories

1. Game / Nature Lodge;
2. Formal Service Accommodation:
  - a. Hotel;
  - b. Or Lodge.
3. Guest Accommodation:
  - a. Bed & Breakfast/
  - b. Country House/
  - c. Guest House
4. Self-Catering:
  - a. Exclusive;
  - b. Shared Vacation)
5. Backpackers and Hostelling;
6. Caravan and Camping Accommodation;
7. Meetings, Exhibitions and Special Events (MESE) Venues

### UA Grading

When the Monthly Property Approvals EXCO Meeting (MPAEM) approves the Establishments for UA assessments, they are awarded the UA grading status ranging from level 1 to 3 from the following categories of UA:

1. Mobility;
2. Communication;
3. Visual.

### Post Awards Activities:

Approval of the meeting is an automated process and all correspondence (i.e. approval letters and Visitor Reports) get automatically sent to clients from Grading System, usually within 24 hours of the Monthly Property Approvals EXCO Meeting.

The Assistant Operations Manager will manually export the approved list from Grading System and will indicate on the list which properties should receive plaques and certificates (This includes: Category

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changes, upgrades & downgrades, UA and completed grace period for issuing of plaques). The list is then sent to Marketing for dispatching of plaques and certificates. **NB: This process must be automated for accuracy during production and to avoid human error.**

Certificates and Plaques are distributed by the TGCSA Marketing team, while Purchase Orders and Payments are handled by the Finance Team.

The Post Awards high level Activities entails the following:

- Operations team approves the meeting;
- Notification are sent to all Establishments from the meeting comprising of the following:
  - Assessment report;
  - Corporate Identity guidelines;
  - Stars images depended on level achieved (1 -5 stars);
  - Electronic grading certificate;
  - An opportunity exists here to provide access to establish dashboard.
- **Funded projects and TOMSA Levy properties:**
  - The Establishments that qualify for funding and TOMSA levies must pay their invoices less the discount as shown on the invoices;
  - A list of funded properties that were approved at the current meeting gets generated and forwarded to G4S to request the relevant discounts/credits to be applied;
  - A separate list of properties that qualify for the TOMSA Levy also gets sent to G4S for the same purpose.
- **Grace Period, Dispensation and Plaque Requests:**
  - The PMA's submit their lists of Grace Period, Dispensation and Plaque requests for that specific four days before the meeting to the Assistant Operations Manager for recording.
- **Integration between Grading System and Finance System:**
  - The PO's get sent to the Assessors who in return must submit invoices against the specific PO's within 3 days;
  - Finance Department processes the payments and sends such to the CQAO for final approval;
  - Electronic Transfers then take place on or before the last working day of each month.
- **Visit Reports, Post Awards Lists and Electronic Certificates:**
  - Visit Reports and Electronic Certificates get generated and sent to clients from Grading System via email:
  - An email is electronically generated and sent to the client to inform them of the outcome of the meeting. The relevant pre-screening PMA is copied in on the email. (See example below).

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**TOURISM GRADING COUNCIL  
OF SOUTH AFRICA**  
*Quality in Tourism*

Dear Me X

Following your recent assessment visit we can confirm that the report for XX is available to view.

Your grading certificate, jpeg image of the TGCSA logo as well as your stars to be used on your Marketing Collateral are also available for download.

Please use the following link and logon credentials to access your report:

Link: <http://application.tourismgrading.co.za/asp/elecreport/elecreportlogin.asp>

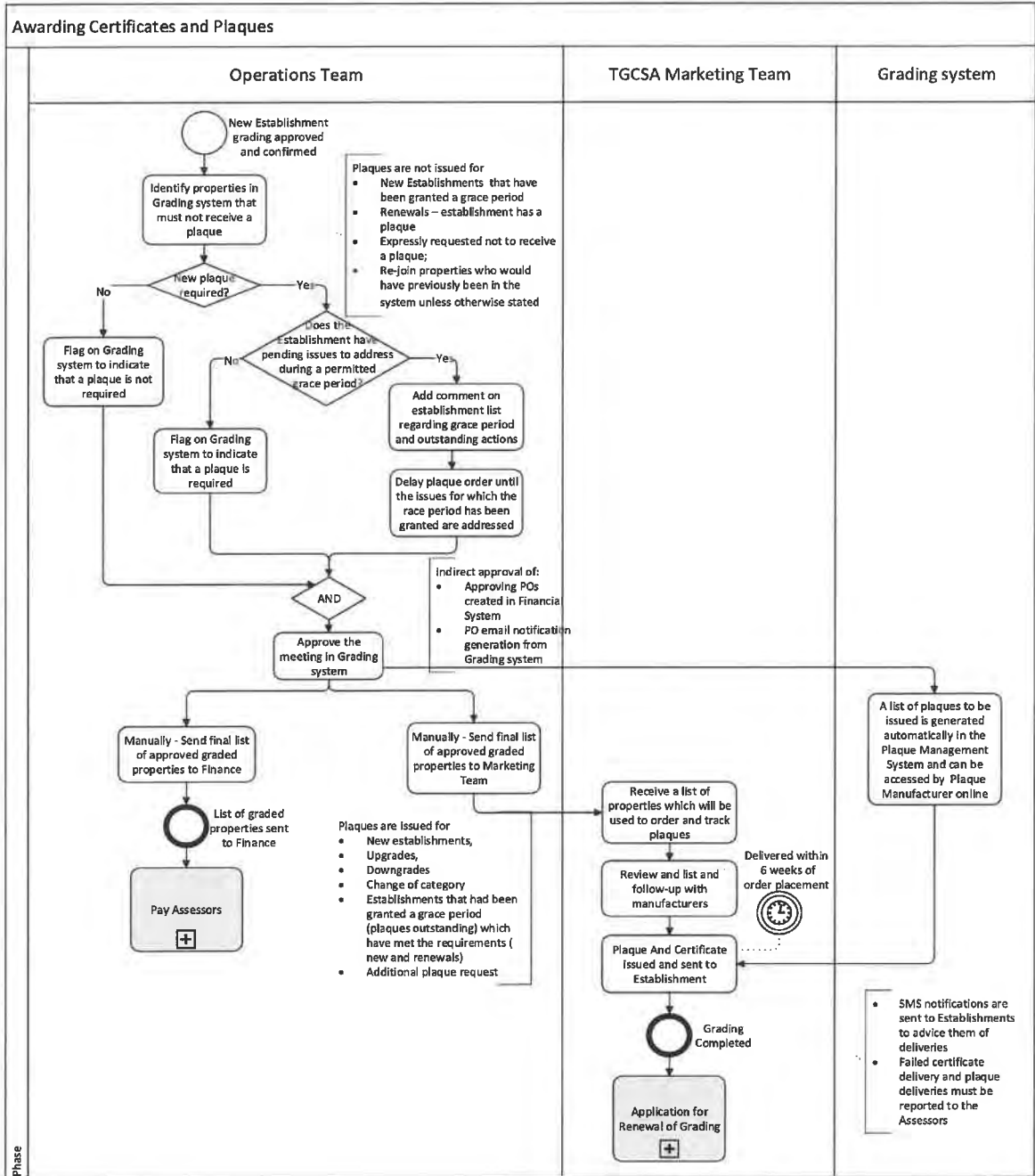
Assessment Id: X

Viewing Code: X

With kind regards

The Tourism Grading Council of South Africa (TGCSA)

4.8. Awarding Certificates and Plaques



#### 4.8.1. Awarding Certificates and Plaques - Textual Description

- Generally, plaques are not issued for:
  - New Establishments that have been granted a grace period;
  - Renewals - Establishment has a plaque for a correct category;
  - Expressly requested not to receive a plaque;
  - Re-join properties who would have previously been in the system unless otherwise stated e.g. re-joined with upgrade or downgrade as well as change of category;
- The Operations Team will flag an Establishment on Grading System to indicate that a plaque is not required;
- If a new plaque is required checks must still be done to verify if it can be ordered, and the decision must be recorded on Grading System:
  - The Operations must check if the Establishment has pending issues to address during a permitted grace period:
    - If there is a grace period, that has been applied for and granted:
      - The Operations team will add comment on the Establishment list regarding grace period and outstanding actions;
- Should there be any issues related to grace completion, there will be a delay of ordering of the plaque until such issues are addressed by Assessor and PMA
- Once the checks are completed and the Operations team must send a final list of approved graded properties including the plaque distribution comments to the Finance Team, and the Marketing Team;
- Grading System send notification to the Plaque Manufacturer who can then access the plaque orders from within Grading System;
  - Due to current manual interventions on the Post Awards list, the Plaque Manufacturer receives a comprehensive list from the Marketing Assistance which he uses for production.
- The list of graded properties sent to Finance will be used to support the process of Paying Assessors;
- The same list of Establishments is used by the Marketing Team and Plaque Manufacturer for plaque orders:
  - The marketing team receives the list of properties which will be used to order plaques and track plaque orders;
  - The marketing team will review the list and follow-up with distributors;
  - Plaques are issued for:
    - New Establishments;
    - Upgrades;
    - Downgrades;
    - Change of category;
    - Establishments that had been granted a grace period (plaques outstanding) which have met the requirements (applies to new applications and renewals);
    - Additional plaque request.

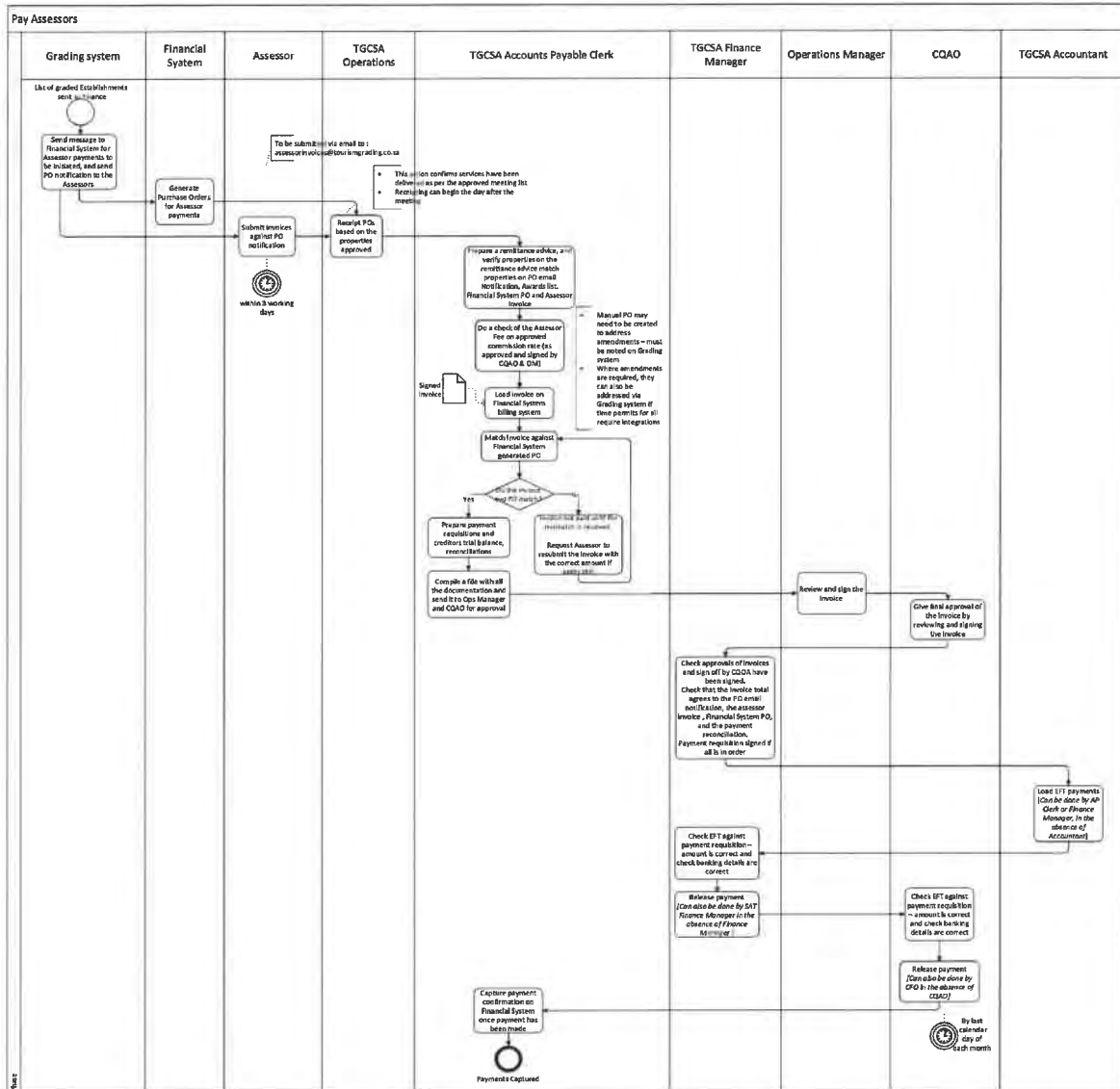


Process Name: TGCSA Grading Operating Processes

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- Plaques and Certificates are issued and sent to the Establishments, within 8 weeks of the Monthly Property Approvals EXCO Meeting:
  - The Establishment receives an SMS notification advising them of the date and time when the courier delivery will take place.
- Once the Grading is completed, the next anticipated process involving the Establishment will be application for Renewal of Grading in 1 years' time;
- If any plaques or certificates are not delivered or returned by Post Office, the relevant Assessors are to be notified.

4.9. Payment of Assessors



#### 4.9.1. Payment of Assessors - Textual Description

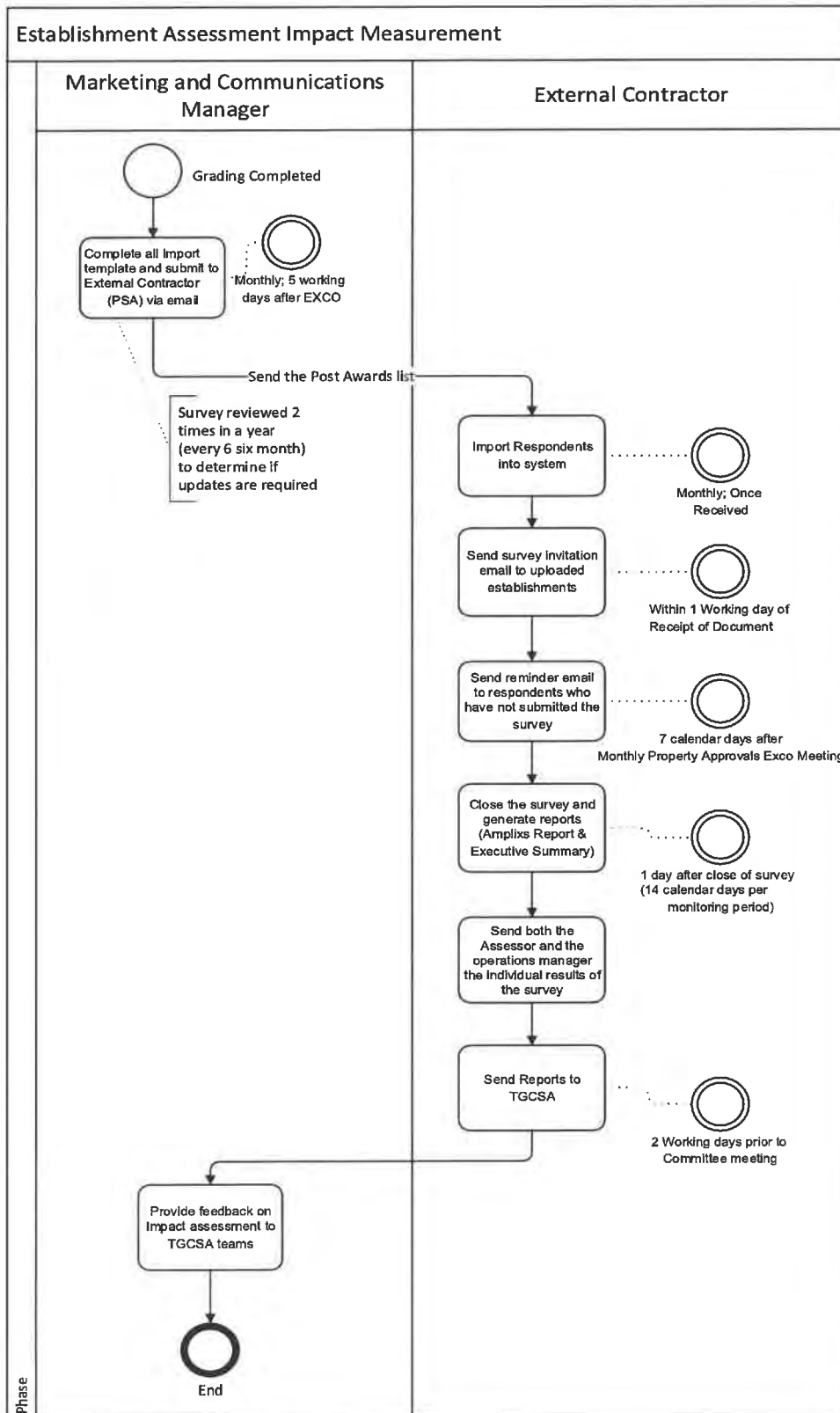
- After the property approvals meeting has been approved and integration message is sent to Finance System by Grading System in order for Assessor payments to be initiated through the raising of Purchase Orders. Grading System sends PO notification emails to the Assessors;
- *NB: FOR AUDIT REQUESTS (TGCSA Business needs to urgently do a System CR so that The Grading System automatically generates a PO email notification and system generated PO for audit assessor payments, as this is currently being done manually)*
- Finance System then generates Purchase Orders for Assessor payments;
- The Assessors must then submit invoices against PO notification within business calendar requirements.
- The Operations team must receipt the Purchase Orders:
  - This action confirms services have been delivered as per the approved meeting list;
  - Receipting can begin the day after the meeting and must be completed.
- The Accounts Payable Clerk will prepare a remittance advice, and verify properties on the remittance advice match properties on PO email Notification, Awards list, Finance System PO and Assessor Invoice;
- The Accounts Payable Clerk will do a check of the Assessor Fee based on the approved commission rate as received from business and as checked and approved and signed by Operations Manager and CQAO;
- Financial System generated PO's may need to be created to address amendments - TGCSA business must advise the Administrators of the grading system to make a note on Grading System for PO's which were generated in the Finance System which did not go through the integration process;
- The Accounts Payable Clerk must load all the assessor invoices on Finance System;
- The Accounts Payable Clerk must match Invoices against Finance System generated PO:
  - If the invoice and PO do not match the Accounts Payable Clerk must not pay the invoice until the mismatch is resolved, however if the PO is less than the invoice payment can be made as per the PO amount:
    - The clerk may request the TGCSA Operations to request from the assessor to resubmit the invoice with the correct amount (if applicable).
  - If the invoice and PO match the Accounts Payable Clerk must do the following:
    - Prepare payment requisitions and creditors trial balance, reconciliations and compile a file for payment;
    - TGCSA Accountant will review and check if above preparations are done correctly;
    - Compiled file with all the documentation is then submitted to Ops Manager and CQAO for approval;
    - The Operations manager must review and sign the invoice which confirms that the following checks were done:
      - The commission rate according to the Assessor portfolio size, is the rate at which the assessor has charged SA Tourism;

Process Name: TGCSA Grading Operating Processes

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- That all the properties reflecting on the assessor invoice reflects on the approved awards committee list;
- That the assessor portfolio account is accurate and correct for each assessor as reflected on the signed list submitted to Finance (signed by CQAO and TGCSA OM) reflecting the figures at the end of each month which is used for determining the assessor's commission rate;
- That signed submitted list is accurate and correct and that this list is agreeing to the numbers reflected in the grading system;
- That the assessor portfolio numbers in the grading system are correct, accurate as at end of each month end and agrees to the business provided definition of what is making up each assessor portfolio numbers.
  - CQOA gives final approval of the invoice by reviewing and signing the invoice;
  - The TGCSA Accountant must then Load EFT payments:
    - This can be done by AP Clerk in the absence of TGCSA Accountant.
  - The TGCSA Finance Manager must then check the payment documentation as follows:
    - Check that the invoice total agrees to the PO email notification, the Assessor invoice, Finance System PO, and the payment reconciliation.
    - If all the above is done the TGCSA Finance Manager must sign the payment requisition.
- The TGCSA Finance Manager must then check EFT against payment requisition - specifically amount is correct and check banking details are the same as on the assessor invoice:
  - If the above point is in order the TGCSA Finance Manager can release the payments as the first release (in absence of TGCSA Finance Manager, the SAT Manager Finance can do the first release) and then the second release is done by CFO and in the absence of the CFO by the CQAO.
- The CFO (CQAO) must also check the EFT against the payment requisition to ensure the amount is correct and check banking details are correct, before releasing the payment.
  - If everything is in order the CFO (CQAO) must provide the second approval to release the payments;
  - This must be done by the last day of each calendar month.
- The Accounts Payable Clerk must capture the payment confirmation on Finance System once payment has been made and POP has been printed and attached to the payment requisition.

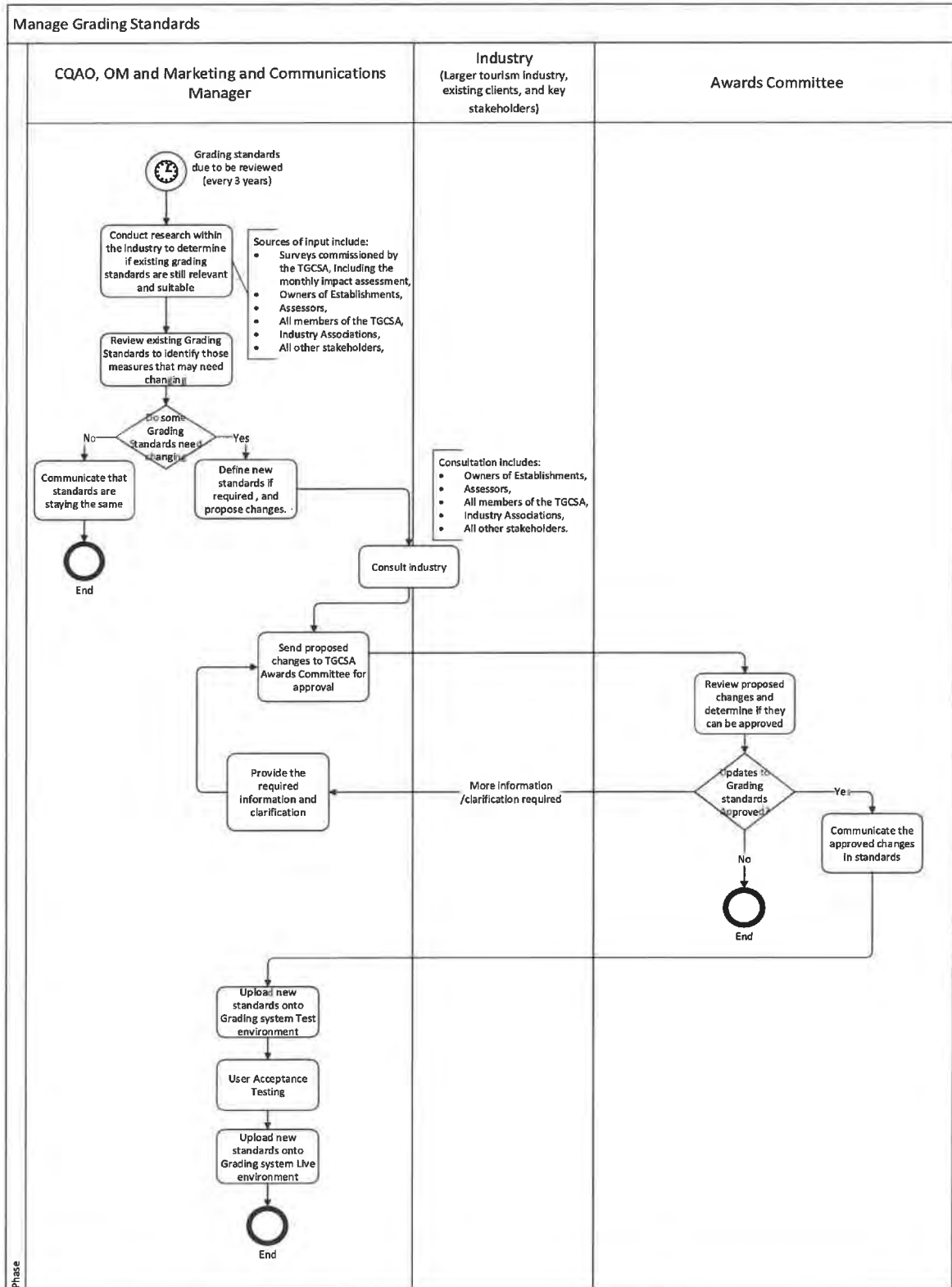
4.10. Establishment Assessment Impact Measurement



**4.10.1. Establishment Assessment Impact Measurement - Textual Description**

- Establishment Assessment Impact Measurement is conducted each month after grading has been completed:
  - The content and structure of the survey must be revised every 6 months and subsequently updated if required.
- The operation team has to send the Post Awards list to the External Contractor to commence with the survey;
- The External Contractor will import respondents into their system;
- The External Contractor will send survey invitation emails to the Establishments from the imported list within 1 working day of receiving the import template;
- The External Contractor will send reminder emails to respondents who have not submitted the survey 7 calendar days after the survey invitation emails were sent;
- The External Contractor will close the survey and generate reports (Report & Executive Summary) 1 working day after the close of survey (14 calendar days after the previous Monthly Property Approvals EXCO Meeting);
- The External Contractor will send both the Assessor and the operations manager the individual results of the survey;
- The External Contractor will send reports to TGCSA 2 working days prior to Monthly Property Approvals EXCO Meeting;
- The Marketing and Communications Manager will provide feedback on Impact assessment to TGCSA teams.

4.11. Manage Grading Standards



#### 4.11.1. Manage Grading Standards - Textual Description

- Grading standards are reviewed every 3 years;
- The CQAO, Operations Manager and Marketing and Communications Manager will begin the process by conducting research within the industry to determine if existing grading standards are still relevant and suitable. Sources include:
  - Surveys commissioned by the TGCSA, including the monthly impact assessment;
  - Owners of Establishments;
  - Assessors;
  - All members of the TGCSA;
  - Industry Associations;
  - All other stakeholders.
- The CQAO, Operations Manager and Marketing and Communications Manager and TGCSA team will review the existing Grading Standards to identify those measures that may need changing;
- If none of the standards need changing, they will communicate to stakeholders and industry that standards are staying the same;
- If some of the standards need changing, they will define new standards if required and propose changes to the existing standards;
- The CQAO, Operations Manager and Marketing and Communications will consult the industry and will consider industry inputs:
  - Owners of Establishments;
  - Assessors;
  - All members of the TGCSA;
  - Industry Associations;
  - All other stakeholders.
- The CQAO, Operations Manager and Marketing and Communications will then send the proposed changes to the Quality Assurance Sub Committee for approval;
- The Quality Assurance Sub Committee review the proposed changes and determine if they can be approved:
  - If the Quality Assurance Sub Committee requires more information or clarification on the updates:
    - The CQAO, Operations Manager and Marketing and Communications Manager will provide the required information and clarification, and re-send proposed changes to Quality Assurance Sub Committee for approval.
  - If the Quality Assurance Sub Committee does not approve the changes then the standards will remain unchanged:
    - The CQAO, Operations Manager and Marketing and Communications Manager Communicate to stakeholders and industry that standards are staying the same.

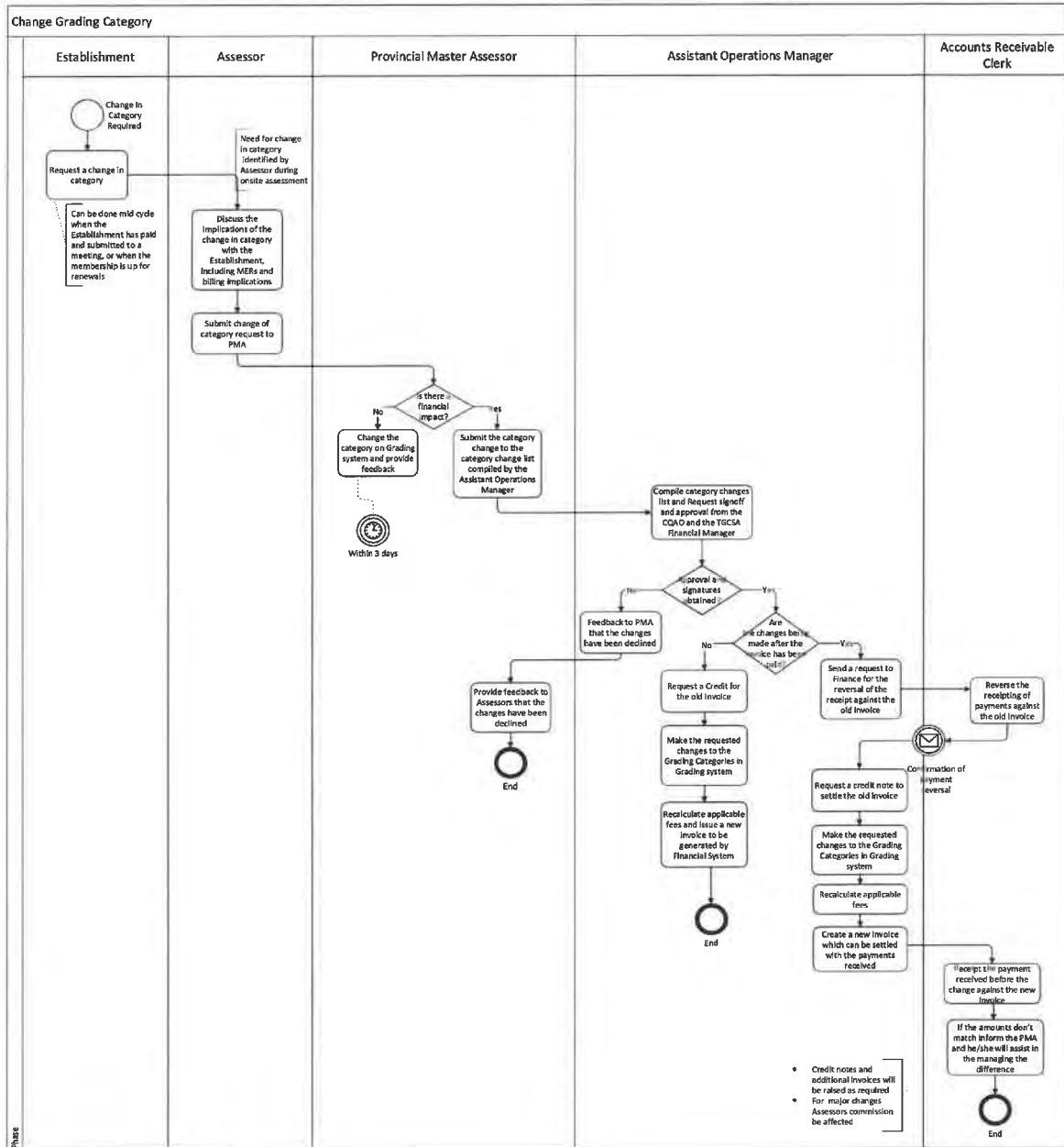


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- o If the updates are approved by the Quality Assurance Sub Committee, the CQAO, Operations Manager and Marketing and Communications Manager communicate the approved changes in standards to the industry:
  - The CQAO, Operations Manager and Marketing and Communications Manager will oversee the following activities:
    - TGCSA will upload new standards onto the Grading System Test environment;
    - TGCSA will conduct User Acceptance Testing on the Grading System Test environment;
    - TGCSA will upload new standards onto the Grading System Live environment.

4.12. Change Grading Category

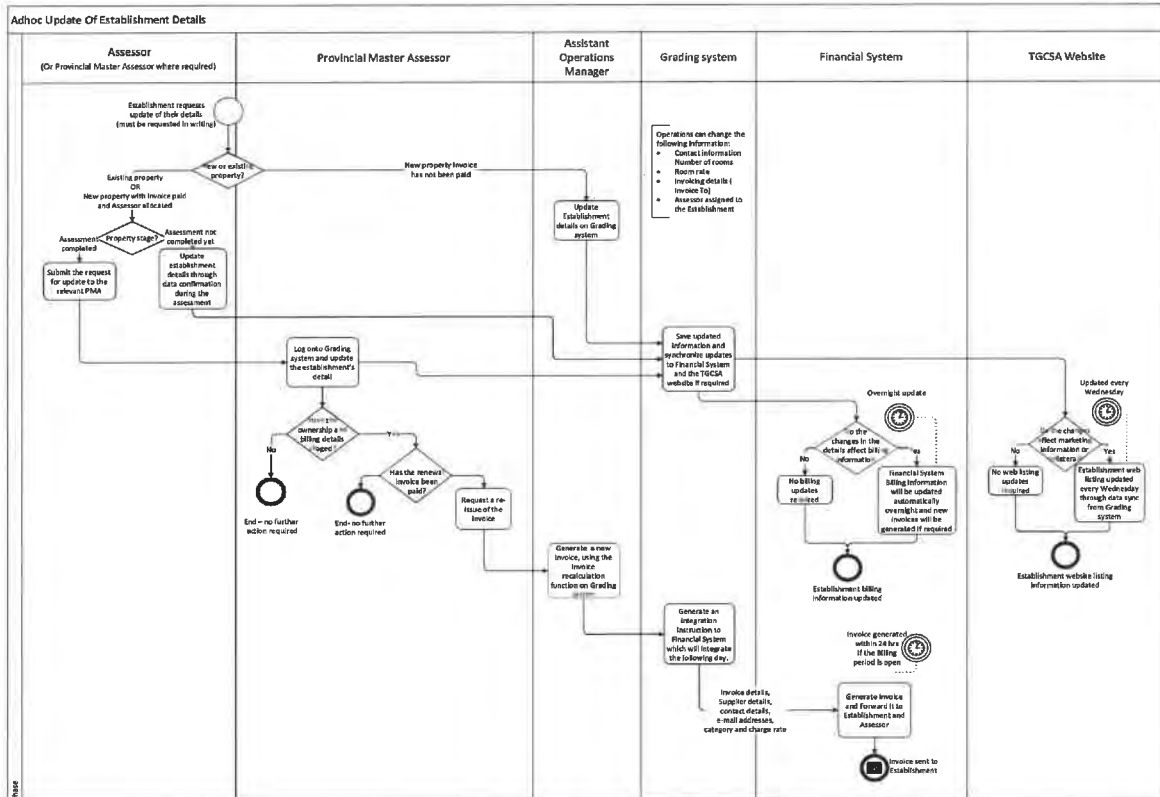


#### 4.12.1. Change Grading Category - Textual Description

- Establishments are graded for a particular category and the category changes can only be done via recalculation of the invoice while the invoice is still outstanding. The recalculation is done by the TGCSA OM and TGCSA OM;
- Change category can be applied when membership is up for renewal, however these changes should be done by the Ops team before the renewal invoice generates in the month of within the month of 90 days before the expiry date;
- Where payment has been receipted and change of category is requested thereafter such properties are seen as mid cycle, to be able to effect these changes a motivation requesting change of category must be submitted by Operations Team to CQAO and CFO for approval as the revenue stream will be affected by the changes. This process currently is manually applied, G4S and Operations Team are currently busy to automate the full change of category process;
  - Also in case where a property has been submitted to a monthly property EXCO approval Meeting, the same process must be followed i.e. a motivation requesting change of category must be submitted for approval as the revenue stream will be affected by these changes
- The Assessor will discuss the implications of the change in category with the Establishment including MERs and billing implications:
  - The need for change in category is usually identified during onsite assessment;
  - The Assessor should propose a change in category when they realize that there is a need for a change in category.
- The Assessor will notify their PMA of the required change and will submit the request for a change of category in writing to the PMA;
- If there is no financial implication, the PMA will change the category and provide feedback within 3 calendar days of receiving the request after obtaining CQAO and CFO approval;
- If there is a financial implication the requested change in category will be logged to a category changes list compiled by the Assistant Operations Manager or Operations Manager and the changes must be approved by the CQAO and CFO before it can be implemented;
- If the required approvals and signatures not obtained the Assistant Operations Manager provide feedback to PMA that the changes have been declined:
  - The PMAs will in turn provide feedback to Assessors that the changes have been declined.
- If the required approvals and signatures are obtained, then the changes can be applied as follow:
  - If the changes are being made before the invoice has been paid (approval not required):
    - The Assistant Operations Manager will change category as requested and will recalculate on the assessment screen/finance screen on Grading System, thereafter the credit note to settle the old invoice will be automatically issued upon integration of Grading System & Finance System over night;
  - If the changes are being made after the invoice has been paid (approval is required as the above):
    - The Operations Team must obtain an approval through an Executive approval;

- Where approval is obtained for category changes where there are no financial implications, only revenue account is incorrect (the revenue would have been allocated to the incorrect Revenue account). NB: This process is currently under review.

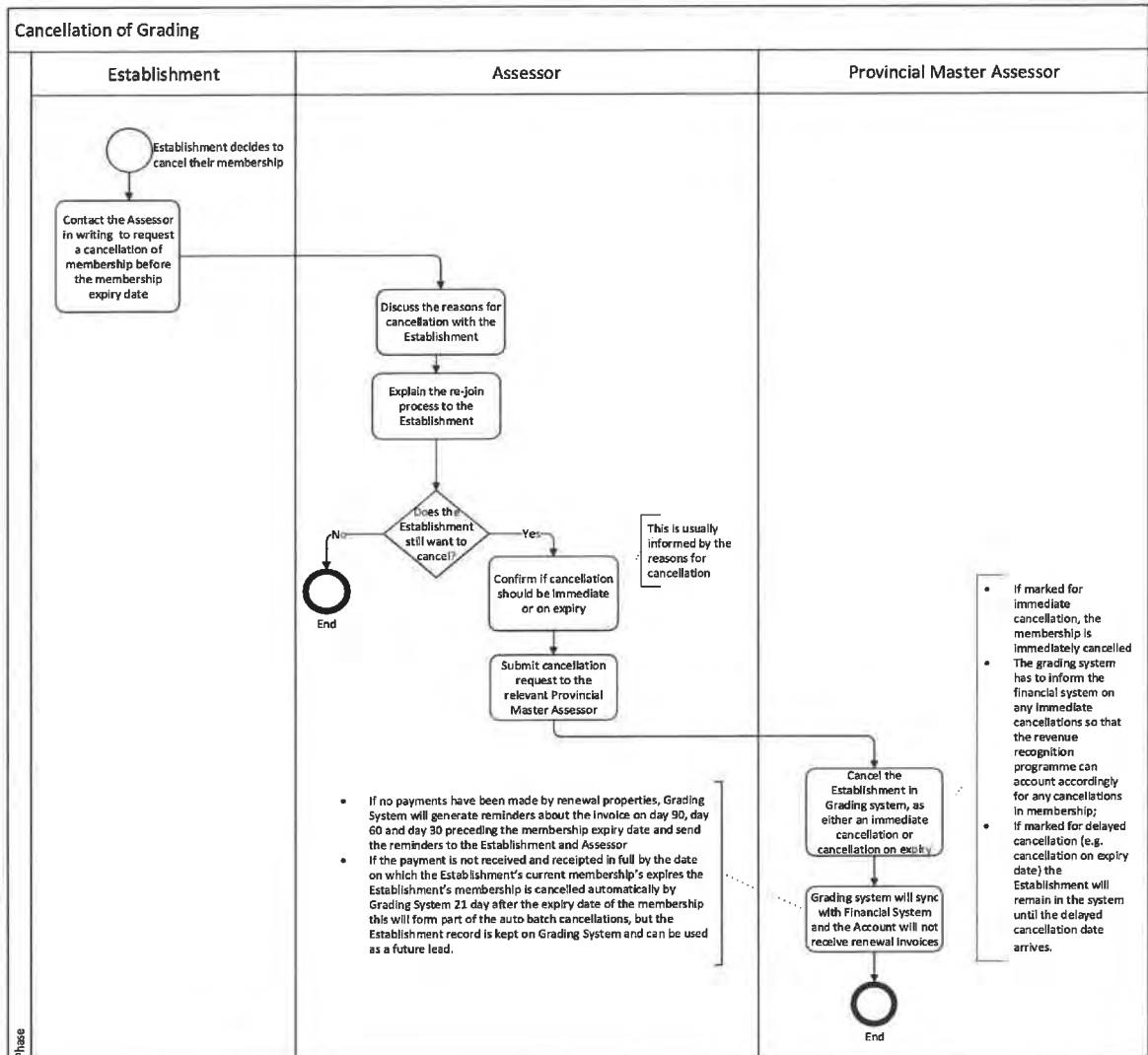
4.13. Adhoc Update of Establishment Details



#### 4.13.1. Adhoc Update of Establishment Details - Textual Description

- An Establishment may request an update of their details at any time:
  - It must be a written request.
- If the Establishment is an existing property or a new property for which the invoice has been paid and an Assessor has been allocated, the changes can be made by the Assessor who manages the Establishment through data confirmation during the assessment (the PMA can also make the changes if required):
  - The Assessor (or PMA) must log onto Grading System and update the Establishment's details;
  - At all other times (before and after assessment), the PMA can make the changes on Grading System;
  - If the changes related to change of ownership, and the renewal invoice has not yet been paid, then the PMA must request a re-issue of the renewal invoice from Assistant Operations Manager to the new contact details of the new owners/management of the establishment:
    - Assistant Operations Manager or Operations Manager will generate a new invoice, using the invoice recalculation function on Grading System;
    - Grading System will generate an integration instruction to Finance System which will integrate the following day;
    - Finance System will generate a new renewal invoice and forward it to Establishment and Assessor.
  - If the changes related to change of ownership, and the renewal invoice has already been paid, then there is no need to re-issue the invoice. The current membership must run its course; at renewal the new invoices will be raised with the new contact details of the new owners/management of the establishment.
  - If the changes are for a new property and the invoice has not been paid, the Assistant Operations or Operation Manager will be able to update the following Establishment details:
    - Contact information;
    - Number of rooms;
    - Room rate;
    - Invoicing details (Invoice To);
    - The Assessor that is assigned to an Establishment e.g. at Assessor resignation.
  - The Operations Manager and or Assistant Operations Manager will then request a new invoice, which will be generated from Finance System.
- Once changes are made Grading System will save updated information and update Finance System and the Website during database synchronization if required:
  - If the changes in the details affect billing information Finance System billing information will be updated automatically overnight integrated invoice number;
  - If the changes affect marketing information or collateral the Establishment web listing updated every Wednesday through data sync from Grading System.

4.14. Cancellation of Membership

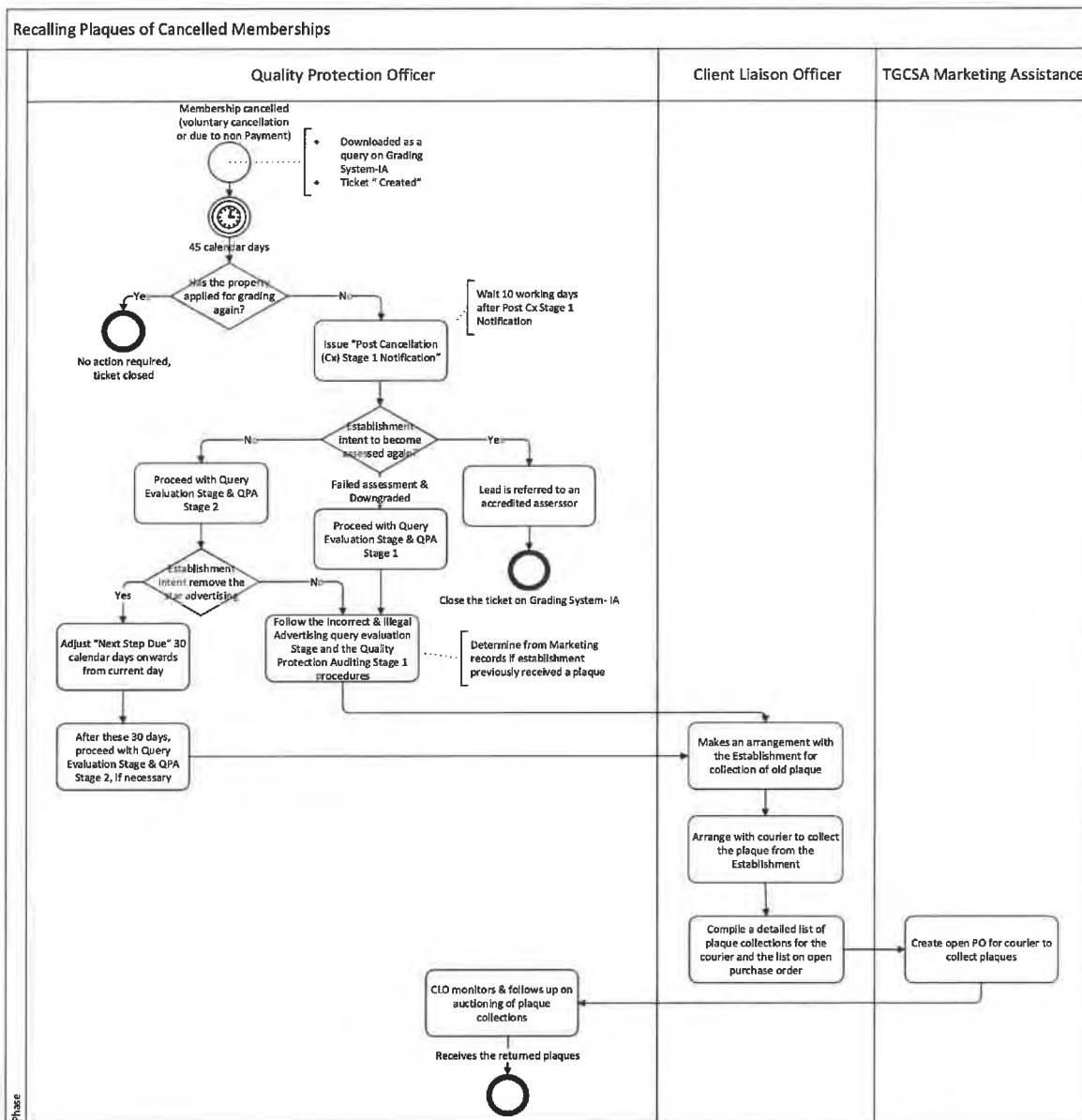


4.14.1. Cancellation of Membership - Textual Description

- If the Establishment decides to cancel their membership, they must contact the Assessor to request a cancellation of membership in writing before the expiry of the current membership;
- The Assessor must discuss the reasons for cancellation with the Establishment;
- The Assessor must also explain the re-join process to the Establishment;
- If the Establishment still wants to cancel the membership, the Assessor must confirm if cancellation should be immediate or on expiry:
  - This is usually informed by the reasons for cancellation.
- The PMA will submit their list of cancellation to the □ Operations Manager and or Assistance Operations Manager who will present it at the Monthly Property EXCO meeting with stipulated reasons for cancellations:

- o Once submissions have been manually signed off by Operations Manager & CQAO for cancellation on the last day of the monthly property EXCO meeting, the list can be sent to G4S for cancellation at the back end;
- The PMA will cancel the Establishment in Grading System, as either an immediate cancellation or cancellation on expiry:
  - o If marked for immediate cancellation, the membership is immediately cancelled;
  - o The grading system has to inform the financial system on any immediate cancellations so that the revenue recognition programme can account accordingly for any cancellations in membership;
  - o If marked for delayed cancellation (e.g. cancellation on expiry date) the Establishment will remain in the system until the delayed cancellation date arrives.
- Grading System will synchronise with Finance System and the Establishment will not receive renewal invoices;
- If no payments have been made by renewal properties, Grading System will generate reminders about the invoice on day 60 and day 30 preceding the membership expiry date and send the reminders to the Establishment and Assessor;
- If the payment is not received and receipted in full (less the discounts where applicable) by the date on which the Establishment's current membership's expires the following will happen:
  - o The Establishment's membership is cancelled automatically by Grading System 21 day after the expiry date of the membership this will form part of the auto batch cancellations, but the Establishment record is kept on Grading System and can be used as a future lead.

4.15. Recalling Plaques of Cancelled Memberships



4.15.1. Recalling Plaques of Cancelled Memberships - Process Textual Description

- When a membership is cancelled on Grading System it is downloaded on the Grading System-IA "To Do List" as a "created" IA query/ticket;
- At this stage the ticket is on Stage 0 on the Grading System-IA;
- After 45 calendar days from the date of the cancellation on Grading System the QPO checks if the Establishment has completed an online application to become graded again:



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- If there has been an online application completed (membership status “Live”) after the cancellation took place, there will be no further action required and the QPO closes the ticket on Grading System-IA;
- If there has not been an online application completed after the cancellation took place, the QPO will issue the Post Cancellation (Cx) Stage 1 Notification Email to the Establishment:
  - If the Establishment replies to the QPO with intent to become assessed again, the grading lead is referred to an accredited assessor, based on recommendation from the TGCSA Assistant Operation Manager or any of the Provincial Master Assessors and the QPO closes the ticket;
  - If the Establishment replies to the QPO with intent to remove all the star advertising the QPO engages with the Establishment accordingly and adjusts “Next Step Due” on Grading System-IA to 30 calendar days from current date;
    - After the above-mentioned 30 calendar days the QPO will proceed with the Query Evaluation Stage and QPA Stage 2, if any illegal display(s) of stars can be accurately detected/proven.
  - If the Establishment does not reply at all within ten working days after Post Cancellation Stage 1 Notification E-mail the QPO will continue with these procedures:
    - Incorrect and Illegal Advertising Query Evaluation Stage as in paragraph 4.18;
    - Quality Protection Auditing Stage 2 as in paragraph 4.19.
  - If a plaque was not issued or it cannot be determined with certainty that a plaque was previously received by the establishment, then no further action is required and the ticket is closed.
- For a cancellation due to “Failed” assessment (Source Type “Awards List: Fail”), as well as for downgrades, the QPO will follow the full procedure to issue a formal letter to the Establishment, by starting with these procedures:
  - Incorrect and Illegal Advertising Query Evaluation Stage as in paragraph 4.17;
  - Quality Protection Auditing Stage 1 as in paragraph 4.18.
    - At this point the QPO or CLO must determine from TGCSA Marketing records whether the establishment actually did previously receive a plaque, before the CLO can contact the establishment further to arrange return of the plaque;
    - If it cannot be determined with certainty that the establishment did receive a grading plaque previously, the CLO cannot contact them to make further arrangements for returning a plaque.
- If a plaque was definitely previously issued and the establishment is not re-applying for an assessment, then the CLO in the Marketing Team must contact the Establishment, to make arrangements for collection of the old plaque:
  - The CLO will then arrange for a SA TOURISM appointed courier to collect the plaque from the Establishment:
    - A detailed list of plaque Collections is sent to the courier and billed to an open Purchase Order that is created by the TGCSA Marketing Assistant.

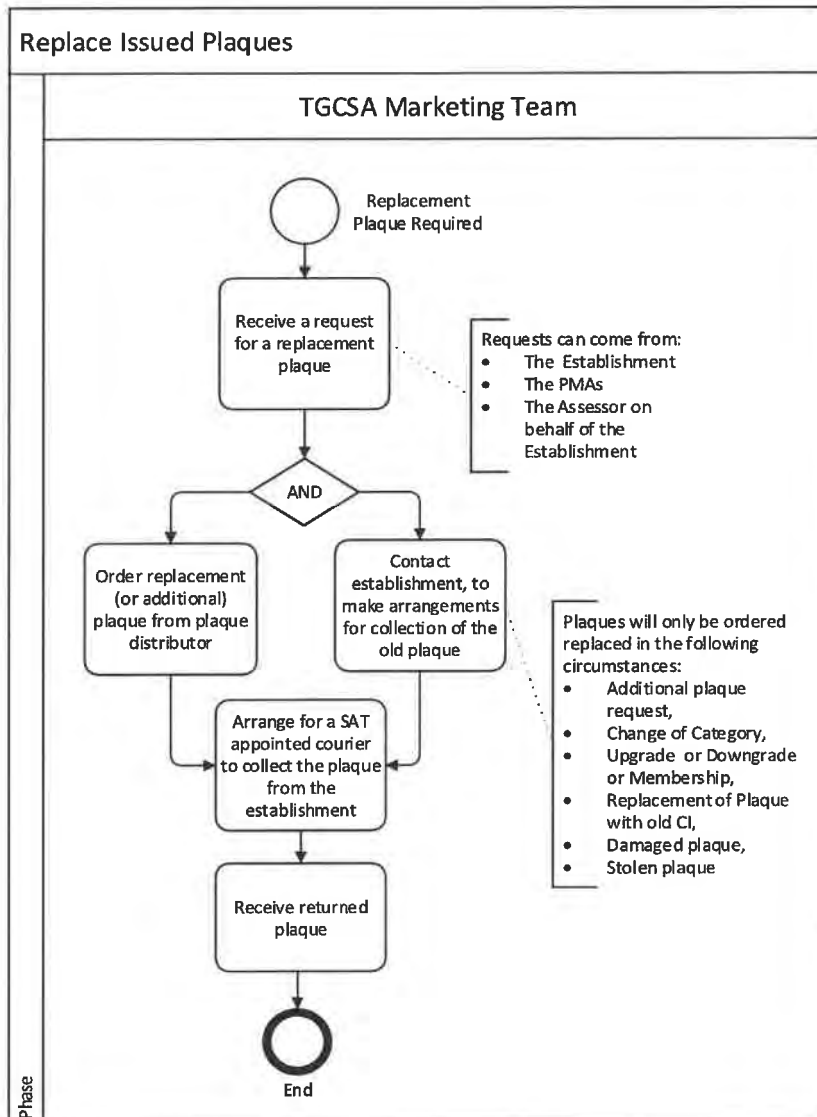
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Process Name: TGCSA Grading Operating Processes

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- The CLO follows up and monitors plaque collections as per detailed List of Plaque Collections to be actioned.
- The process ends when the CLO or QPO receives the returned plaque. The received plaque is then locked in a cupboard and the key to the cupboard is kept by the QPO.
- ***BUT*** if the online Plaque and Certificate Management System is in full use the “Case” for “Plaque Recovery” will be raised on the Grading System, automatically logging the “Case” on the online Plaque and Certificate Management System for the plaque service provider to action:

## 4.16. Replace Issued Plaques



## 4.16.1. Replace Issued Plaques - Textual Description

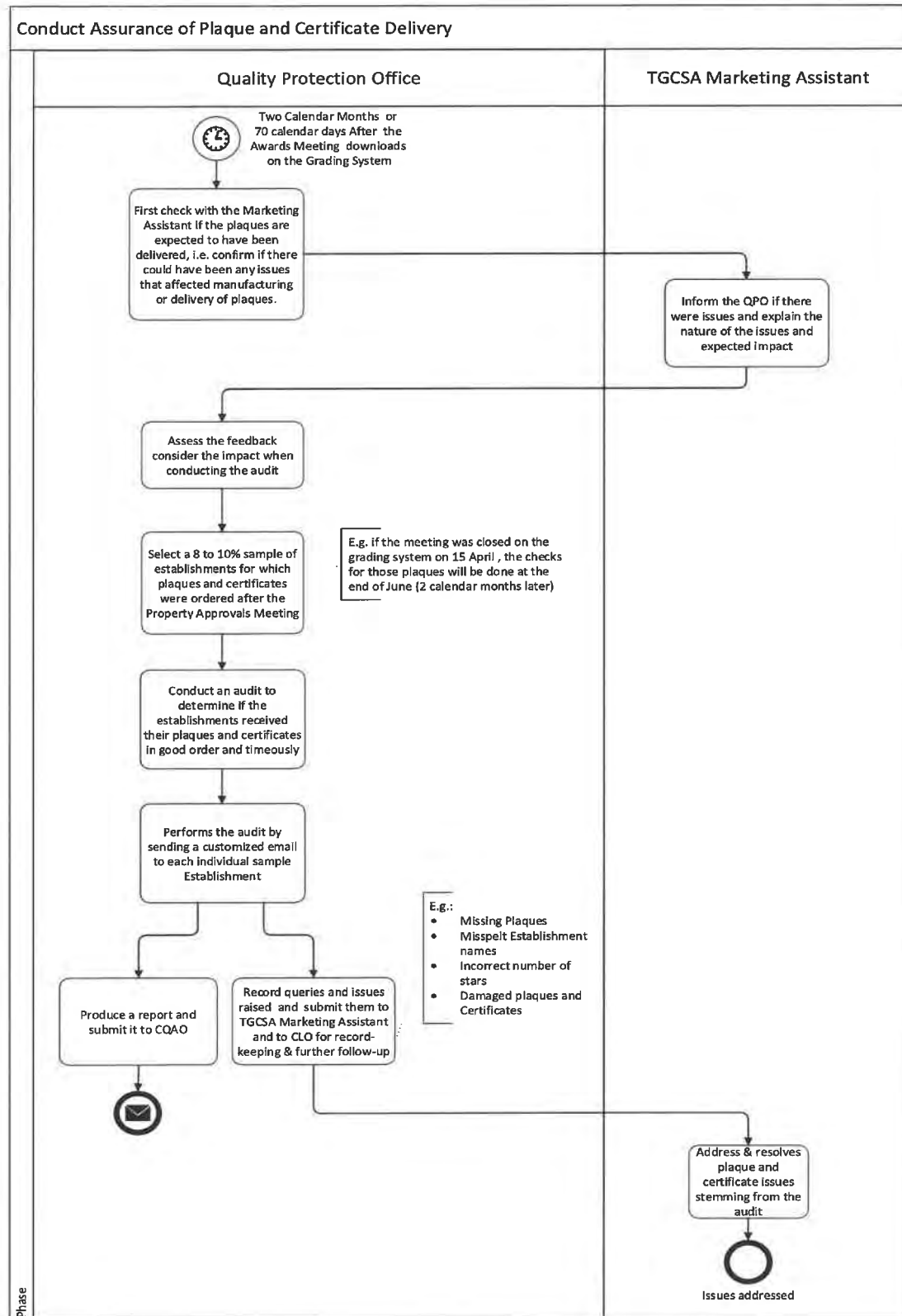
- The TGCSA Marketing Team will receive a request for a replacement plaque:
  - The requests can come from:
    - The Establishment;
    - The PMAs;
    - The Assessor on behalf of the Establishment.
- The TGCSA Marketing Team will contact the Establishment, to make arrangements for collection of the old plaque (unless it was stolen):
  - Plaques will only be ordered or replaced in the following circumstances:
    - The Establishment has requested an additional plaque if they have more than one entrance;
    - Change of Category;

- Upgrade or Downgrade of membership;
- Stolen plaque;
- Damaged plaque;
- Replacement of plaque with old CI.
- The TGCSA Marketing Team will arrange for a TGCSA appointed courier to collect the plaque from the Establishment.
- At the same time the TGCSA Marketing Team will order replacement (or additional) plaque from plaque distributor;
- The TGCSA Marketing Team will receive the returned plaque.

#### 4.16.2. Internal control and management of returned plaques

- The MA, CLO and QPO can all receive plaques that are returned for various reasons pertaining to each of these positions' duties;
- Plaques are only returned to the TGCSA from accommodation properties as a last option within SOP, due to the shortage of storage space within the South African Tourism infrastructure;
- Plaques that must be returned for any reason would mainly be handled and recycled by the plaque manufacturer that is appointed by the TGCSA;
- For plaques that are received at the South African Tourism premises, there is a centralised plaque register, which is saved under the "MARKETING" folder on the TGCSA's G-drive, where the serial number and/or property name pertaining to the returned plaque is recorded;
- The returned plaque is then stored in the South African Tourism basement storeroom or in a locked cupboard in the TGCSA office, depending on where there is space available.
  - This storage area (basement storeroom or TGCSA office cupboard) is also recorded on the centralised plaque register, mentioned above.
- The Manager: Administration of South African Tourism keeps the keys of the basement storeroom;
- The QPO keeps the keys of the returned plaques cupboard in the TGCSA office.
- Plaques that have been stored for two years or longer will from July 2016 and onwards be recycled, with the permission and sign-off of the CQAO.

4.17. Conduct Assurance of Plaque and Certificate Delivery

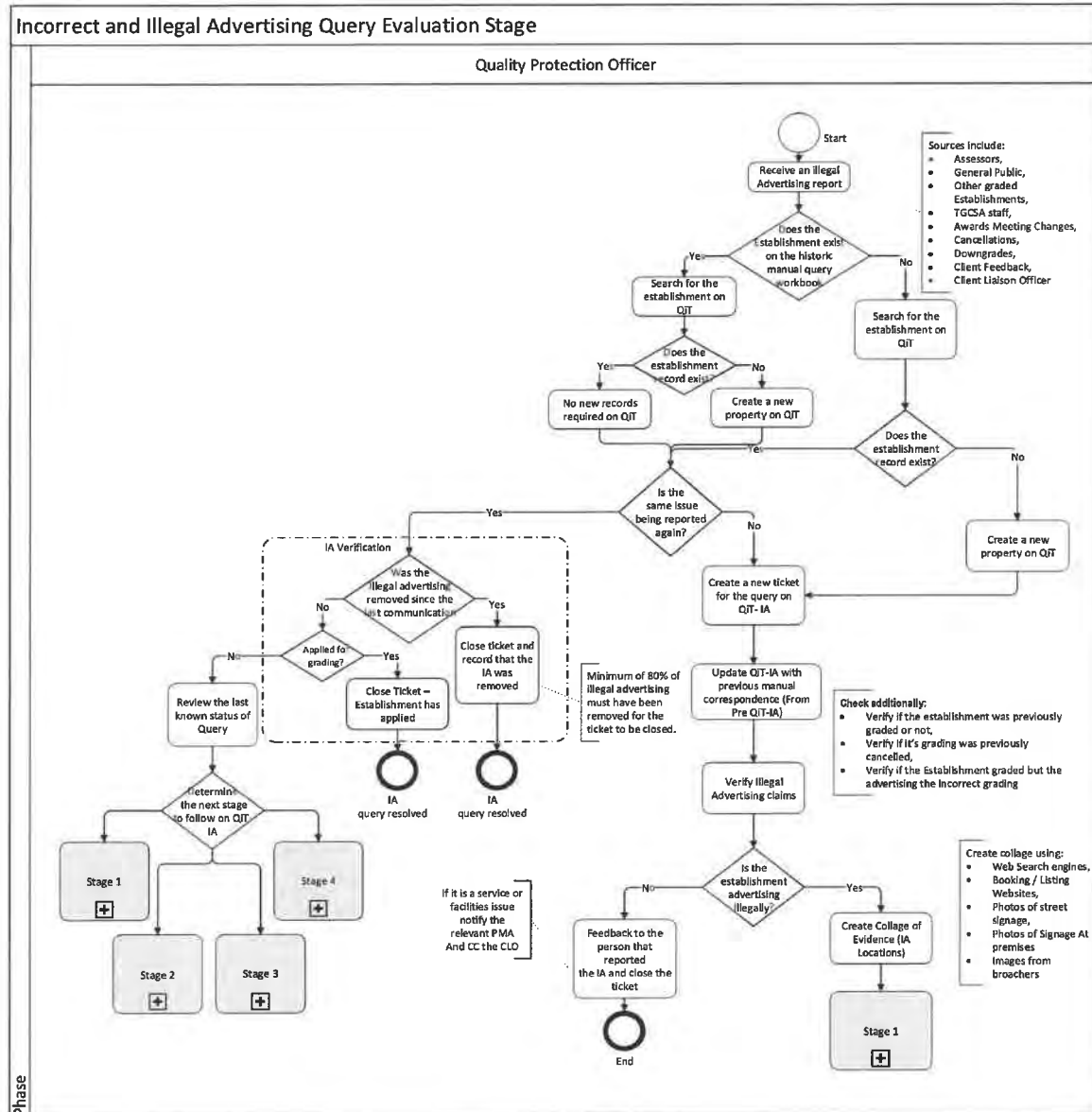


**4.17.1. Conduct Assurance of Plaque and Certificate Delivery - Textual Description**

- The QPO must conduct an audit of the delivery of Plaques and certificates, two calendar months or 70 calendar days after the Property Approvals Meeting downloads into Grading System;
- The QPO must first check with the TGCSA Marketing Assistant if the plaques are expected to have been delivered, i.e. confirm if there could have been any issues that affected manufacturing or delivery of plaques;
- The TGCSA Marketing Assistant will inform the QPO if there were issues and explain the nature of the issues and expected impact;
- The QPO will assess the feedback and consider the impact when conducting the audit;
- The QPO will then select an 8 to 10% sample of establishments for which plaques and certificates were ordered after the Property Approvals Meeting download:
  - E.g. if the meeting was on 15 April, the checks for those plaques will be done at the end of June.
- The QPO will conduct the 8 to 10% audit to determine if the establishments received their plaques and certificates in good order and timeously;
- The QPO performs the audit by sending a customised email to every individual Establishment in the sample;
- The QPO will produce a report and submit it to CQAO on a monthly basis;
- The QPO will record queries and issues raised by sample Establishments and submit them to TGCSA Marketing Assistant and Client Liaison Officer (CLO) to resolve:
  - E.g.:
    - Plaques and/or original certificates not yet received
    - Missing Plaques;
    - Misspelt Establishment names;
    - Incorrect number of stars;
    - Damaged plaques or certificates.
- The TGCSA Marketing Assistant will address and resolve plaque and certificate issues stemming from the audit;
- The CLO will keep record and follow-up with TGCSA Marketing Assistant on the resolving of these queries.

4.18. Query Evaluation Stage

Incorrect and Illegal Advertising Query Evaluation Stage



**4.18.1. Query Evaluation Stage - Textual Description**

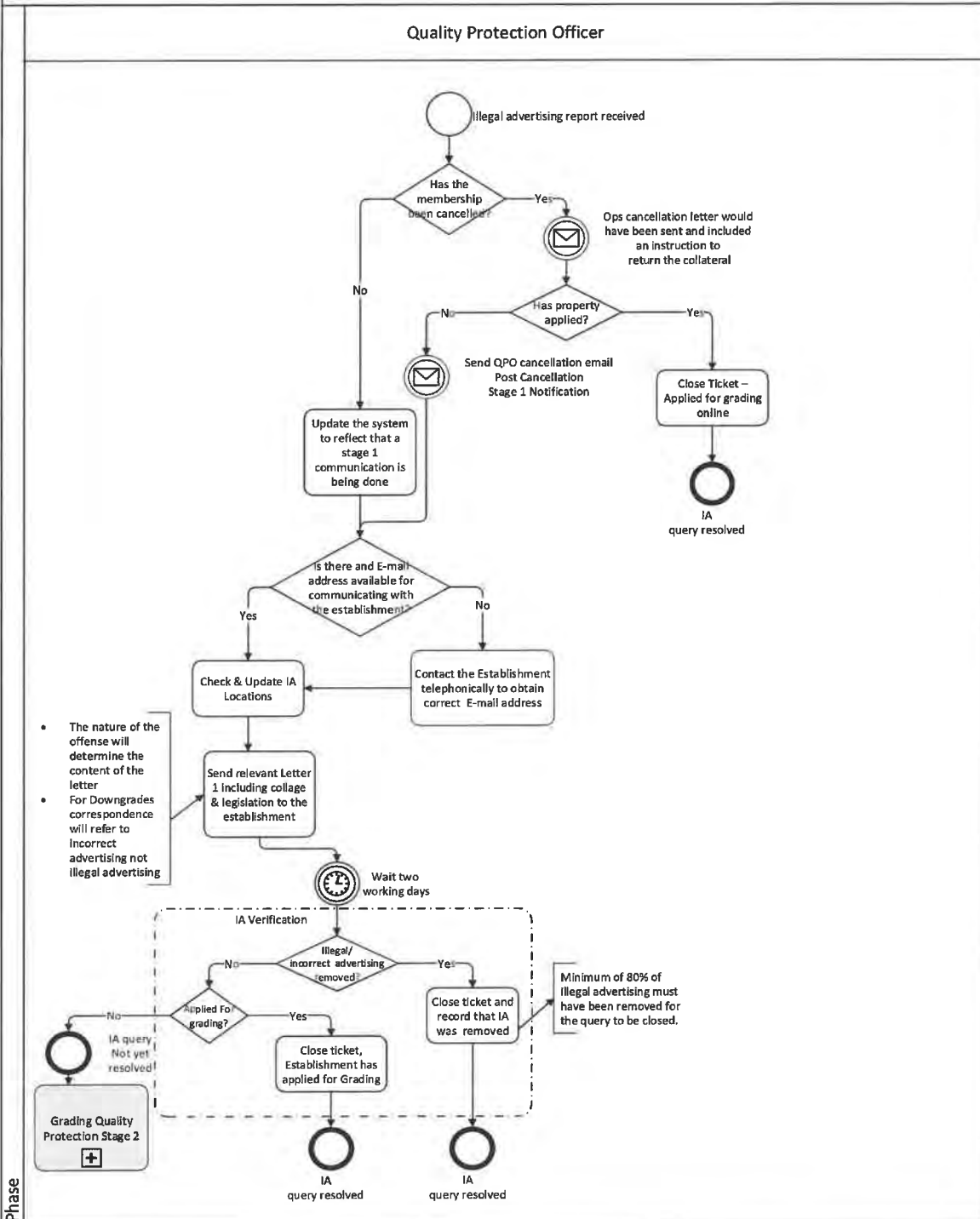
- The QPO receives an Illegal Advertising query from the following sources:
  - Assessors;
  - General Public;
  - Other graded Establishments;
  - TGCSA staff;
  - Awards Meeting Changes;
  - Cancellations;
  - Downgrades;
  - Client Feedback;
  - Client Liaison Officer (CLO).
- Check if the Establishment exist on the historic manual query workbook (previous MS Excel records);
- Search for the establishment on Grading System;
- Determine if the Establishment record exist on Grading System:
  - If it does not exist, create a new property on the main Grading System;
  - If it does exist, check if the query has been worked on before on either Grading System-IA or the previous manual MS Excel workbook process.
    - If it has been worked on before on Grading System-IA, proceed to IA verification steps (repeat of query evaluation stage and then following the next correspondence stage);
    - If it has been worked on before on the previous manual MS Excel process only but the establishment exists on the Grading System:
      - Create a new ticket for the query on Grading System-IA
      - Update Grading System-IA with previous manual correspondence (From Pre - Grading System-IA)
    - If it is a new query, create a new ticket for the query on Grading System-IA and proceed to IA verification steps.
- Illegal Advertising (IA) verification steps:
  - If the query has been worked on before, check if the Establishment has since applied for grading:
    - If there is a live application on Grading System for the Establishment, the IA query is resolved and QPO closes ticket;
    - If there is no live application on Grading System for the Establishment:
      - Review the last known status and correspondence of the query;
      - Check if 80% or more of IA locations have been rectified:
      - If 80% or more of IA locations have been rectified, the IA query is resolved and QPO closes ticket;
      - If less than 80% of IA have been rectified, QPO determines the next stage to follow on Grading System-IA, which may include adding IA locations to the collage.
  - If it is a new query
    - Verify if the establishment was previously graded or not;
    - Verify if it's grading was previously cancelled;
    - Verify if the Establishment graded but is advertising the incorrect number of stars;



- Determine if the establishment is advertising illegally:
  - If no, provide feedback to the person that reported the IA and close the ticket:
    - If it is a service or facility issue, notify the CLO after closing ticket.
  - If yes, create Collage of Evidence (IA Locations) using the following:
    - Web Search engines;
    - Booking / Listing Websites;
    - Photos of street signage;
    - Photos of Signage at premises;
    - Images from brochures.
- Proceed to the applicable Stage on Grading System-IA.
  - This results in an e-mail being sent to the establishment (automatically copying the CLO) with the following attachments:
    - An appropriate formal letter;
    - A collage of examples of illegal advertising;
    - A document with applicable sections of legislation.

4.19. Quality Protection Assurance - Stage 1

Quality Protection Assurance – Stage 1



**CONTINUES ON PAGE 258 - PART 3**



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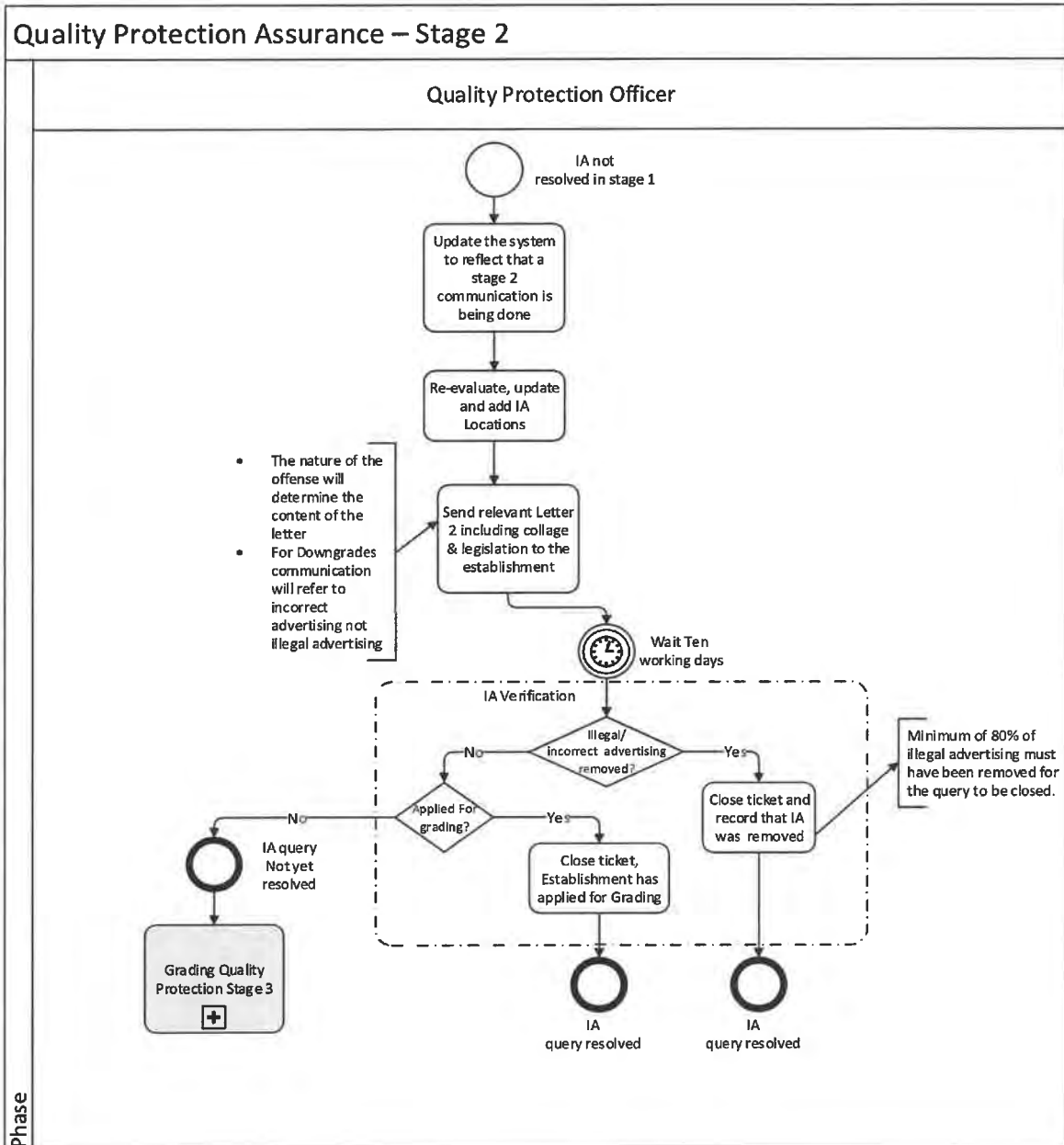


**AIDS HELPLINE: 0800-0123-22 Prevention is the cure**

**4.19.1. Quality Protection Assurance - Stage 1 - Textual Description**

- Determine whether the Establishment previously had a membership that was cancelled:
  - If yes, an Operations Cancellation E-mail would have been sent to the Establishment, including an instruction to remove and return star collateral:
    - If the property has subsequently applied for grading:
      - IA query is resolved and QPO closes the ticket.
    - If there is no online application on Grading System:
      - The QPO sends customised Post Cancellation Stage 1 Notification E-mail to the Establishment.
  - If no, QPO updates Grading System-IA system to reflect that a Stage 1 is been done.
- The QPO determines if there is a valid E-mail address available on the system
  - If no, contact the Establishment telephonically to obtain valid E-mail address
    - The QPO captures the correct E-mail address on Grading System-IA (In the "Alt Email" field)
- The QPO investigates and captures IA locations;
- The QPO sends relevant Letter 1 with collage and legislation document:
  - The nature of the offense will determine the content of the Letter;
  - For Downgrades the correspondence will refer to incorrect advertising not illegal advertising.
- After two working days, the QPO follows the Illegal Advertising (IA) Verification Steps again as stipulated in the Query Evaluation Stage paragraph;
- If the IA query has not been resolved at this point, the Grading System-IA system will indicate that the next stage is expected to be performed according to the SLA of the Grading System-IA;
- The QPO can skip a Grading System-IA Stage if:
  - That IA has been previously dealt with manually by the QPO or any other stakeholder;
  - The merits, profile and gravity of the specific case warrants it.
- In such a situation, the QPO will capture notes on Grading System-IA relating to previous manual correspondence or regarding the profile of the case.

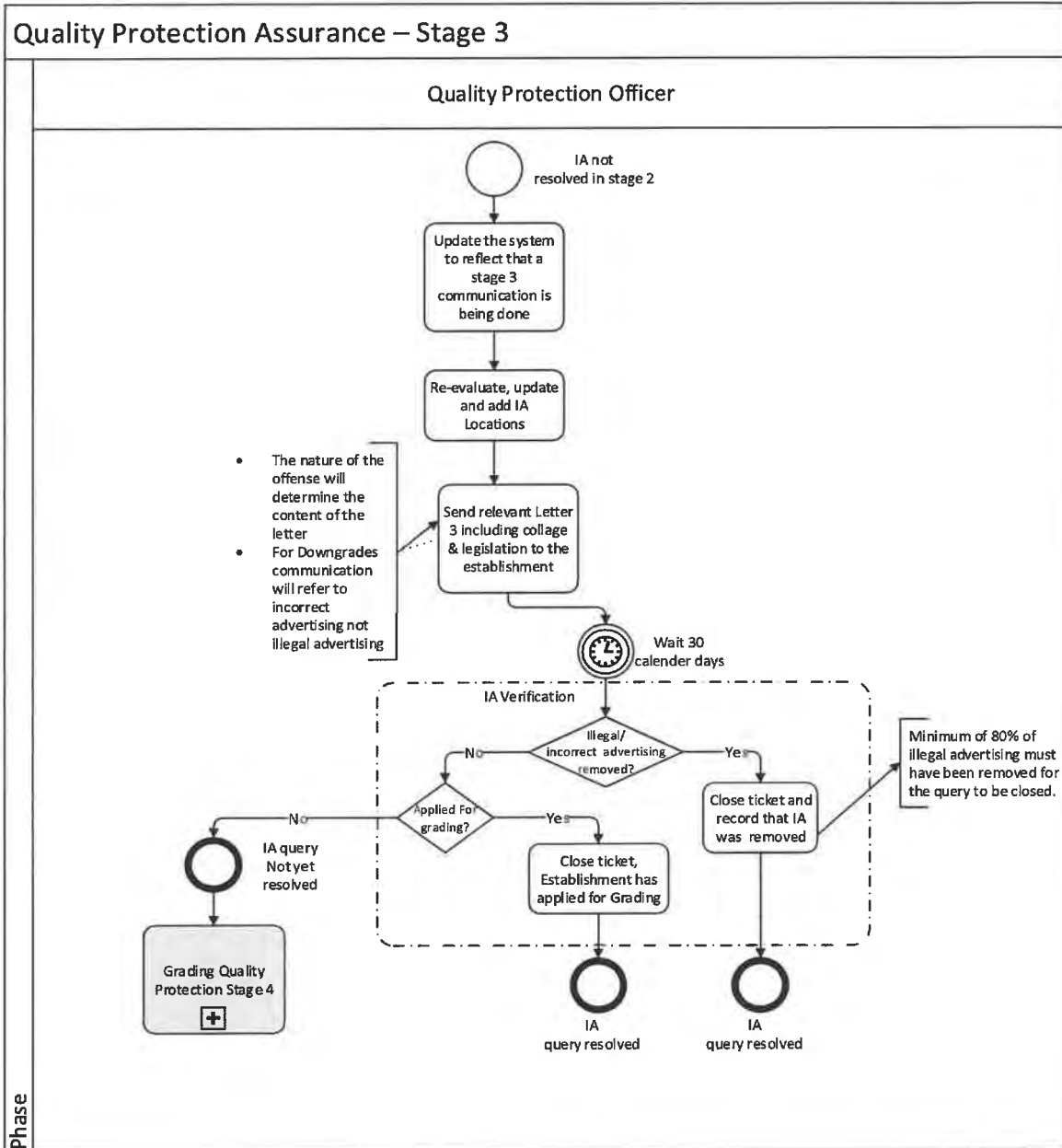
4.20. Quality Protection Assurance - Stage 2



**4.20.1. Quality Protection Assurance - Stage 2 - Textual Description**

- The QPO updates the Grading System-IA system to reflect that a Stage 2 is being done;
- The QPO re-evaluates, updates and adds IA Locations where applicable;
- The QPO sends relevant Letter 2 including collage & legislation document to the establishment;
  - The nature of the offense will determine the content of the Letter;
  - For Downgrades the correspondence will refer to incorrect advertising not illegal advertising.
- After ten working days, the QPO follows the Illegal Advertising (IA) Verification Steps as stipulated in the Query Evaluation Stage paragraph;
- If the IA query has not been resolved at this point, the Grading System-IA system will indicate that the next stage is expected to be performed according to the SLA of the Grading System-IA;
- The QPO can skip a Grading System-IA Stage if:
  - That IA has been previously dealt with manually by the QPO or any other stakeholder;
  - The merits, profile and gravity of the specific case warrants it.
- In such a situation, the QPO will capture notes on Grading System-IA relating to previous manual correspondence or regarding the profile of the case.

4.21. Quality Protection Assurance - Stage 3

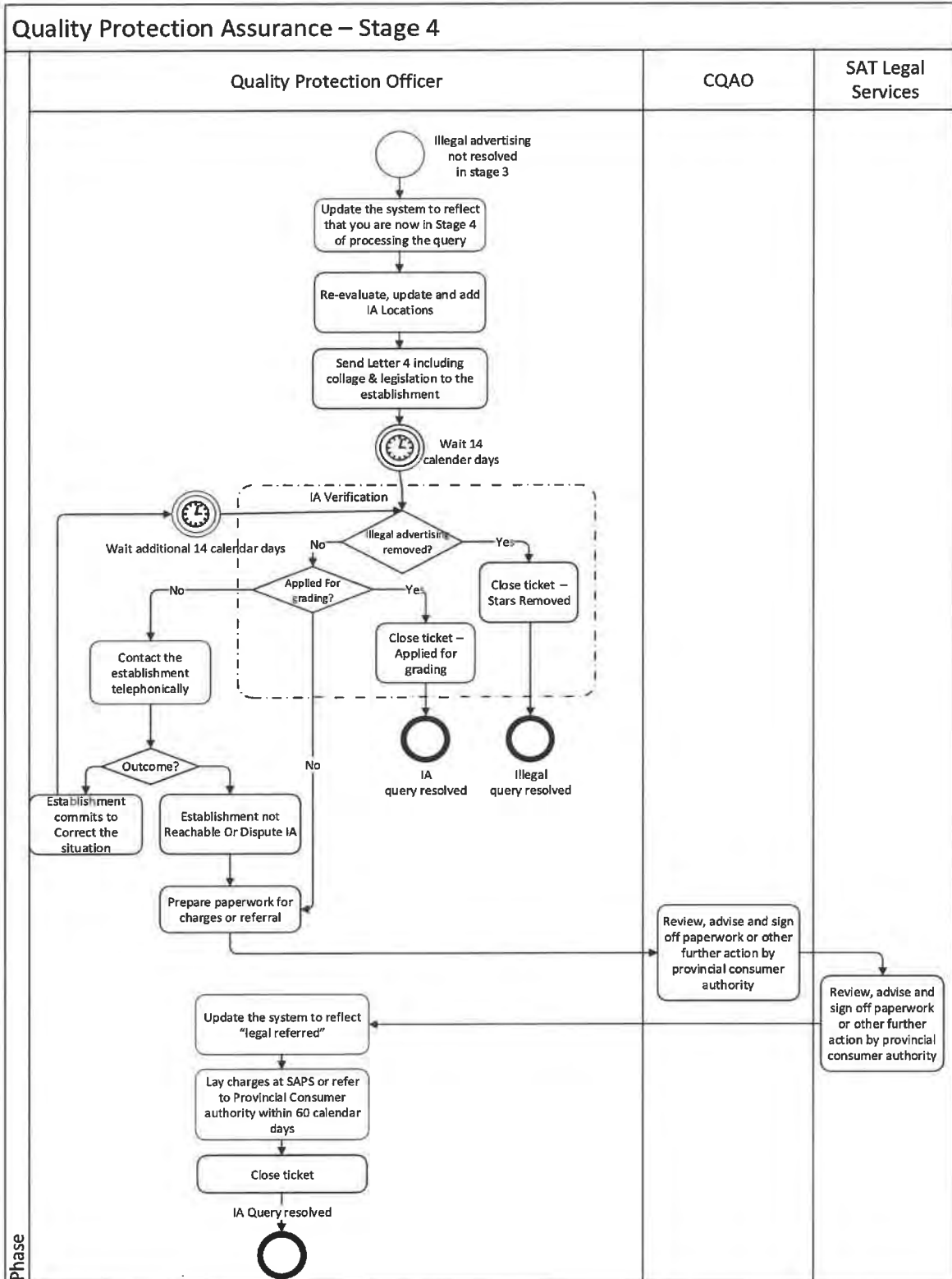




**4.21.1. Quality Protection Assurance - Stage 3 - Textual Description**

- The QPO updates the Grading System-IA system to reflect that a Stage 3 is being done;
- The QPO re-evaluates, updates and adds IA Locations where applicable;
- The QPO sends relevant Letter 3 including collage & legislation document to the establishment;
  - The nature of the offense will determine the content of the Letter;
  - For Downgrades the correspondence will refer to incorrect advertising not illegal advertising.
- After 30 calendar days, the QPO follows the Illegal Advertising (IA) Verification Steps as stipulated in the Query Evaluation Stage paragraph;
- If the IA query has not been resolved at this point, the Grading System-IA system will indicate that the next stage is expected to be performed according to the SLA of the Grading System-IA;
- The QPO can skip a Grading System-IA Stage if:
  - That IA has been previously dealt with manually by the QPO or any other stakeholder;
  - The merits, profile and gravity of the specific case warrants it.
- In such a situation, the QPO will capture notes on Grading System-IA relating to previous manual correspondence or regarding the profile of the case.

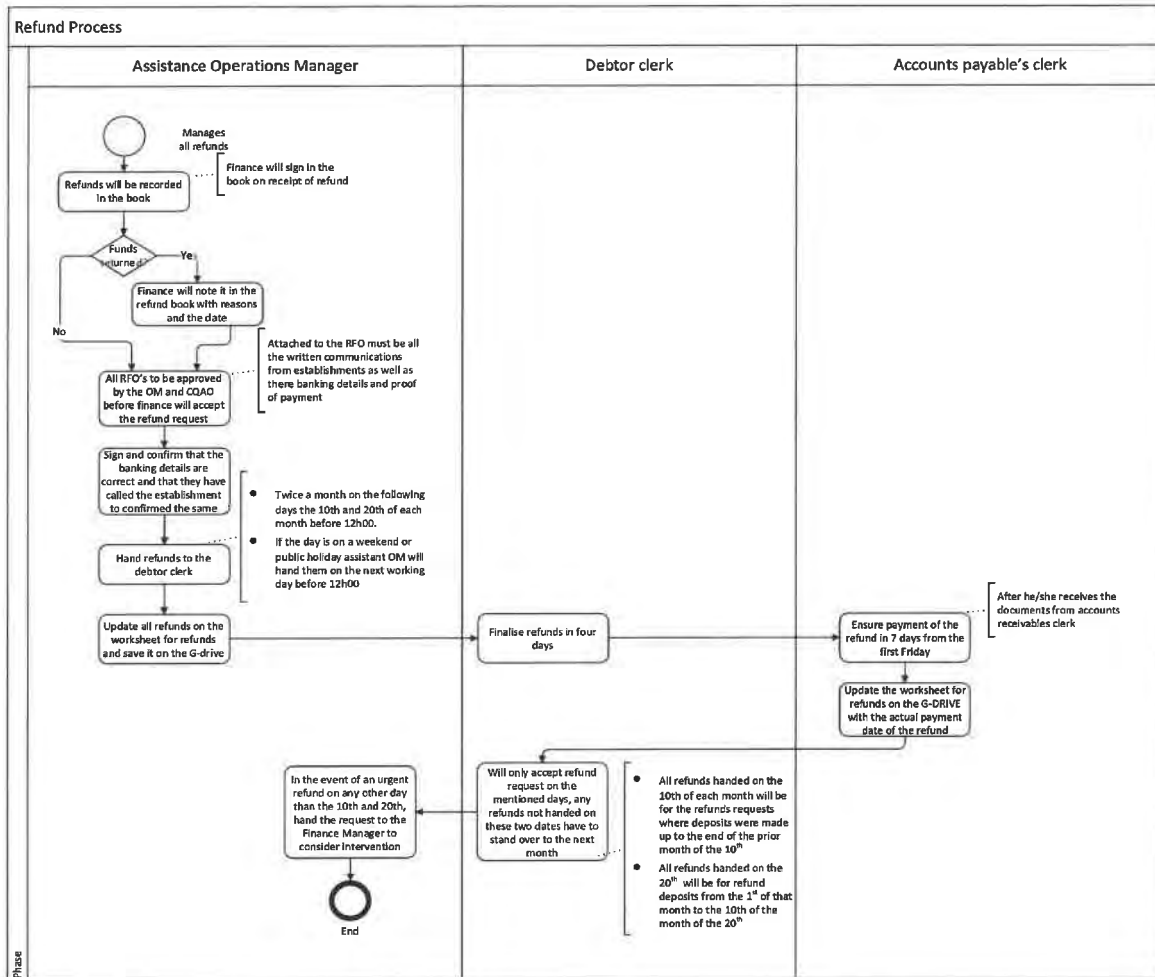
4.22. Quality Protection Assurance - Stage 4



**4.22.1. Quality Protection Assurance - Stage 4 - Textual Description**

- The QPO updates the Grading System-IA system to reflect that a Stage 4 is being done;
- The QPO re-evaluates, updates and adds IA Locations where applicable;
- The QPO sends Letter 4 including collage & legislation document to the establishment;
- After 14 calendar days, check if the Establishment has since applied for grading:
  - If there is a live application on Grading System for the Establishment, the IA query is resolved and QPO closes ticket;
  - If there is no live application on Grading System for the Establishment;
    - Review the last known status and correspondence of the query;
    - Check if 80% or more of IA have been rectified:
      - If 80% or more of IA have been rectified, the IA query is resolved and QPO closes ticket;
      - If less than 80% of IA have been rectified, QPO contacts Establishment telephonically to prevent further legal steps:
        - If the Establishment commits to correct the situation, the QPO allows an additional 14 calendar days before repeating the Illegal Advertising (IA) Verification Steps as stipulated in the Query Evaluation Stage paragraph:
          - If these Illegal Advertising (IA) Verification Steps result in a satisfactory outcome: the query is then resolved and the QPO closes the ticket.
          - If these IA Verification Steps result in an unsatisfactory outcome, the QPO prepares paperwork for criminal charges or for referral to the Provincial Consumer Affairs Office/Authority;
        - If the Establishment is not reachable telephonically or still disputes the IA:
          - The QPO prepares paperwork for criminal charges or for referral to the Provincial Consumer Affairs Office/Authority;
- The CQAO reviews, advises on and signs off this paperwork;
- The QPO update the Grading System-IA system to reflect status “legal referred”
- SA TOURISM Legal Services review, advise on and sign off the above mentioned paperwork;
- The QPO has 60 calendar days after sign off by Legal Services to lay charges at SAPS or to refer the matter to the Provincial Consumer Affairs Office for further investigation
- The QPO closes the ticket on Grading System-IA.

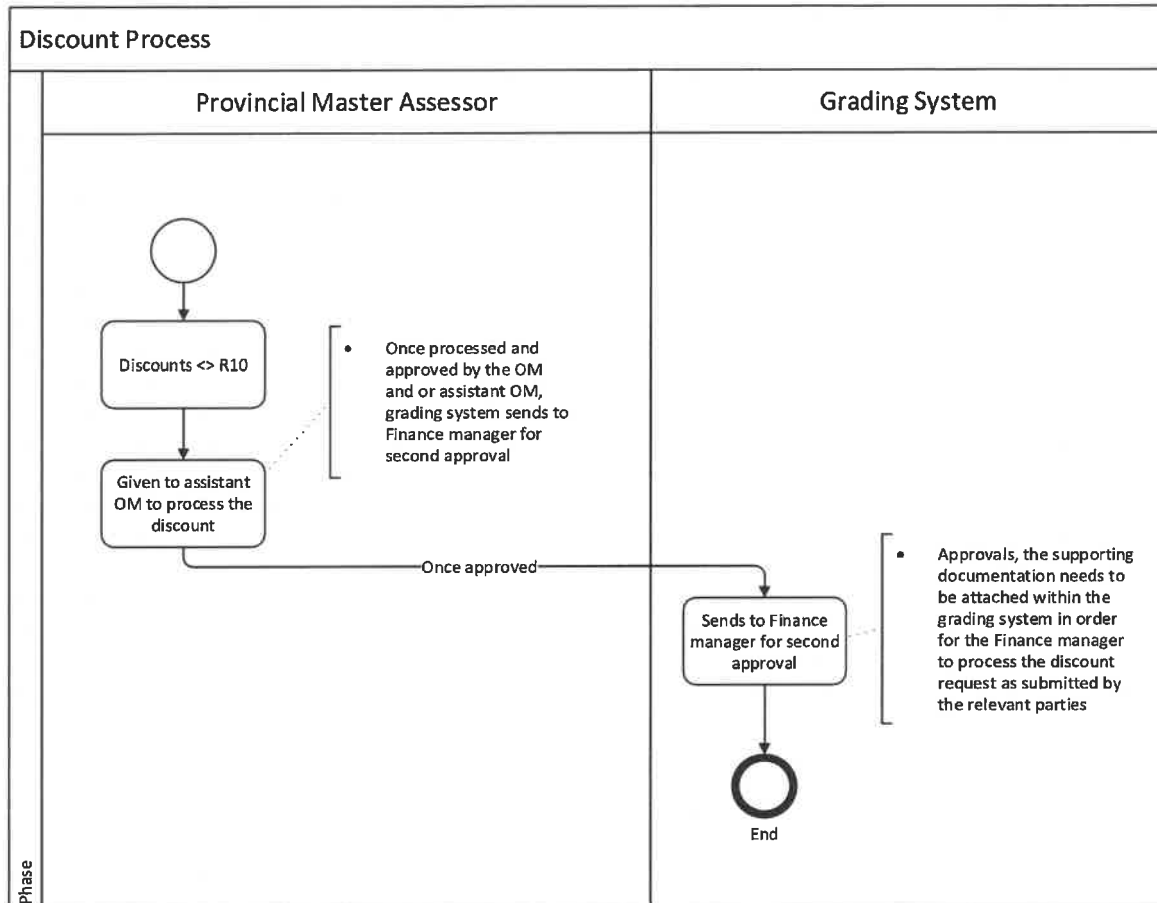
4.23. Refund Process



**4.23.1. Refund Process - Textual Description**

- Assistant OM manages all refunds.
  - All refunds will be recorded in the book and finance will sign in the book on receipt of the refund.
  - If the refund is returned to Assistant OM, finance will note it in the refund book with reasons and the date.
- All Return for Order (RFO's) to be approved by the Operations Manager and CQAO before finance will accept the refund request;
- Attached to the RFO must be all the written communications from establishments as well as their banking details from their bankers and proof of payment;
- The operations team must also sign and confirm that the banking details are correct and that they have called the establishment to confirm the same;
- The assistant OM will hand refunds to the debtor clerk twice a month on the following days, the 10<sup>th</sup> and 20<sup>th</sup> of each month before 12h00. If the day is on a weekend or public holiday assistant OM will hand them on the next working day before 12h00;
- The assistant OM will also update all refunds on the worksheet for refunds and save it on the G-drive;
- Debtor clerk will have four working days to finalize and to hand to Accounts payable's clerk.
- The accounts payable's clerk will ensure payment of the refund in 7 days from the first Friday after he/she receives the documents from accounts receivables clerk;
- The accounts payable's clerk will update the worksheet for refunds on the G-DRIVE with the actual payment date of the refund;
- All refunds handed to receivables clerk on the 10<sup>th</sup> of each month will be for the refunds requests where deposits were made up to the end of the prior month of the 10<sup>th</sup>;
- All refunds handed to receivables clerk on the 20<sup>th</sup> will be for refund deposits from the 1<sup>st</sup> of that month to the 10<sup>th</sup> of the month of the 20<sup>th</sup>;
- The account receivables clerk will only accept refund request on the above mentioned days, any refunds not handed on these two dates have to stand over to the next month;
- In the event of an urgent refund on any other day than the 10<sup>th</sup> and 20<sup>th</sup>, the assistant operations manager will then discuss the request with the Finance Manager to consider intervention.

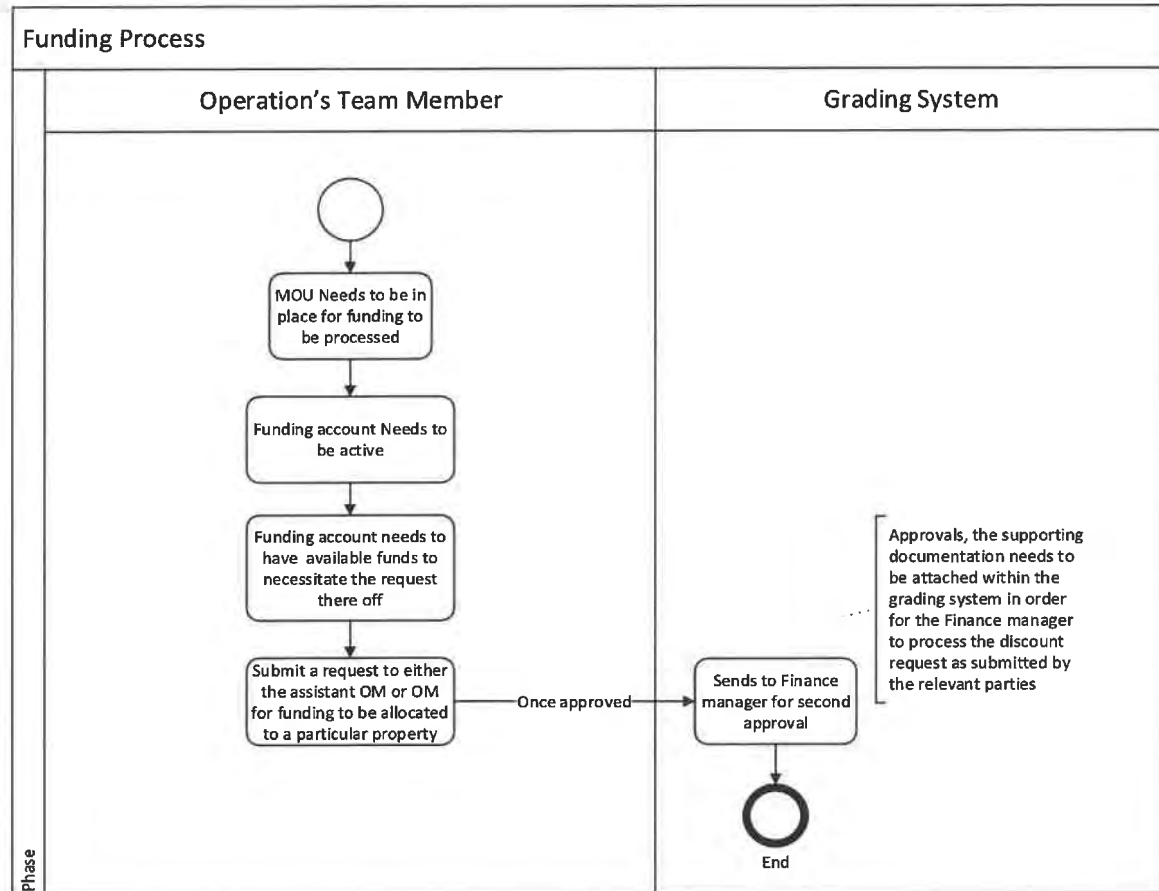
**4.24. Discount Process**



**4.24.1. Discount Process - Textual Description**

- Discounts less than R10
  - PMA can obtain approval from the CQAO and given to assistant OM to process the discount;
  - Once processed and approved by the OM and or assistant OM, grading system sends to Finance manager for second approval;
- Discounts over than R10
  - PMA can obtain approval from the CQAO and given to assistant OM to process the discount;
  - Once processed and approved by the OM and or assistant OM, grading system sends to Finance manager for second approval if applicable;
- For both above approvals, the supporting documentation needs to be attached within the grading system in order for the Finance manager to process the discount request as submitted by the relevant parties.

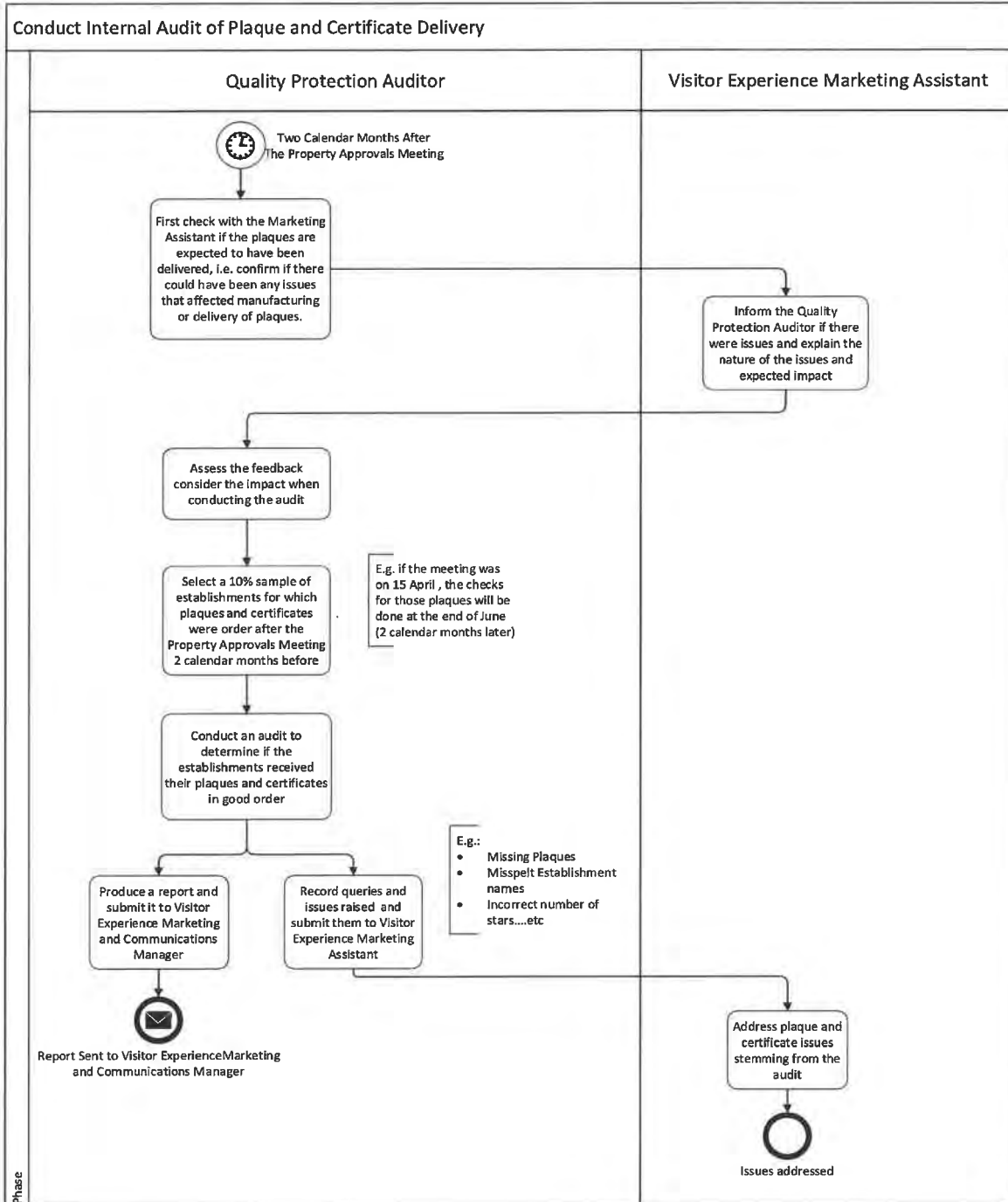
4.25. Funding - Process



4.25.1. Funding - Textual Description

- For funding to be processed, it is vital that an MOU is in place and that a funding account is active and has available funds to necessitate the request thereof. The following needs to happen:
  - The Operation’s team member responsible for that funding project will submit a request to either the assistant OM or OM for funding to be allocated to a particular property.
  - The operations team must keep records of all supporting documentation for all funding requests (for safe keeping on request of the AG, internal audit, finance, etc.)
- Once processed and approved by the OM and or assistant OM, grading system the funding will generated automatically provided there are funds in the funding account;
- The operations team must keep records of all supporting documentation for all funding requests (for safe keeping on request of the AG, internal audit, finance, etc.)

4.26. Customer Feedback



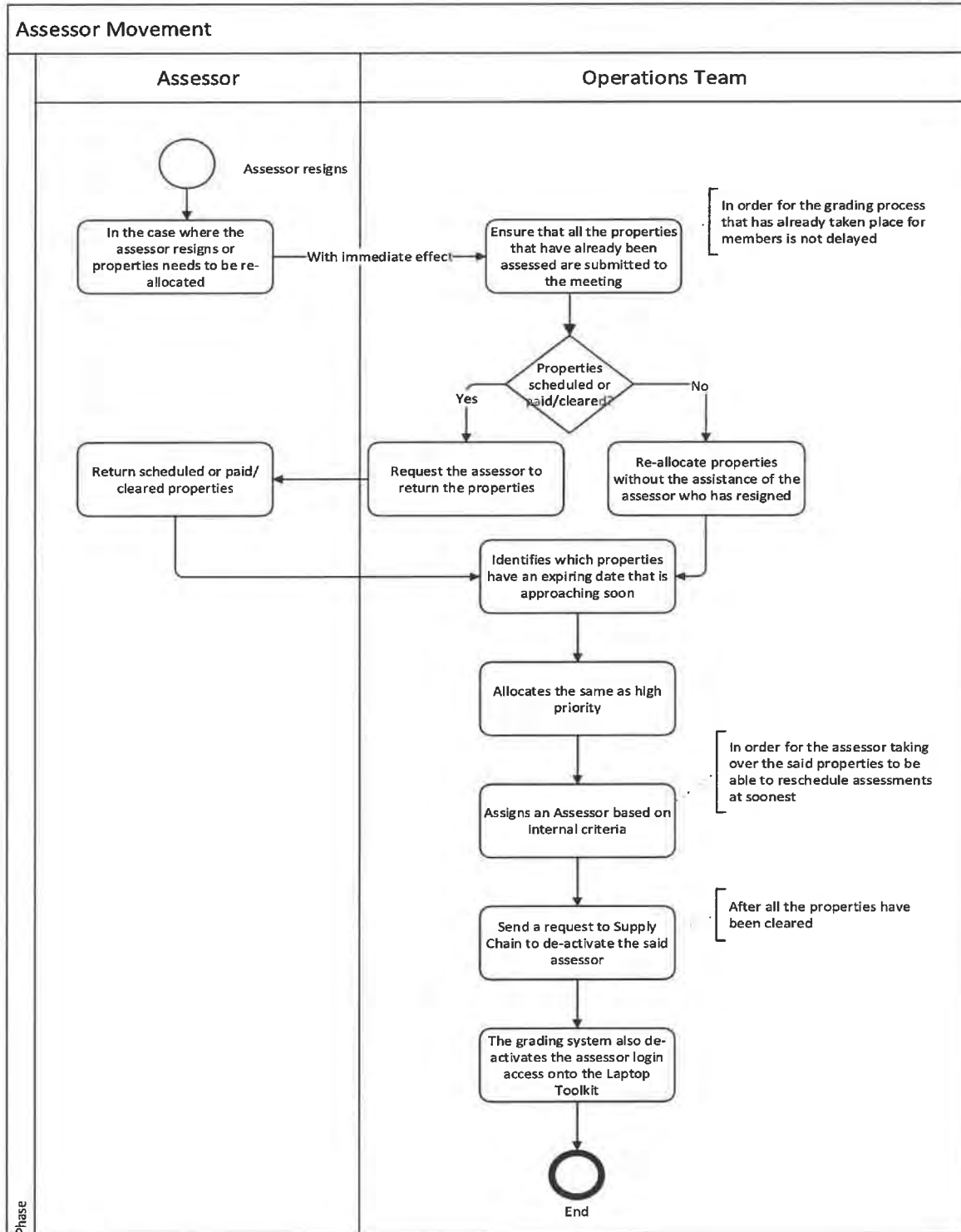


#### 4.26.1. Customer Feedback - Textual Description

- Client liaison officer's role is to manage feedback received from internal and external stakeholders including graded /ungraded Establishments, Assessor, industry stakeholders and the travelling public.
  - Internal (Establishments, Assessors, SA TOURISM staff, NTD, Portfolio committee, etc.)
  - External (Hospitality Industries e.g. associations, APEX bodies & the travelling public, etc.)
- Feedback is submitted through the following channels:
  - Website:
    - The customer logs onto: [www.tourismgrading.co.za](http://www.tourismgrading.co.za);
      - Select about the TGCSA;
      - Select get in touch;
      - Send feedback.
  - Email:
    - The customer sends an e-mail to: [feedback@tourismgrading.co.za](mailto:feedback@tourismgrading.co.za)
  - Telephone:
    - The customer calls: 011 895 3013
- CLO receives Feedback from Establishments pertaining to the following:
  - Grading Membership Queries (Invoices, grading certificates plaques, Grading status, etc.)
  - How to get graded;
  - Grading fees and grading criteria enquires.
- CLO receives Feedback from Assessors pertaining to the following:
  - Receipting of payments;
  - Invoice requests;
  - Request for Establishments marketing collateral (grading certificates / plaques, website listing, etc.)
  - Assistance with basket of benefits;
  - Assistance with assessment related queries.
- CLO receives Feedback from external customers pertaining to the following:
  - General public and or industry stakeholders:
    - Experience at graded and ungraded Establishments (Positive & Negative);
    - Confirmation / verification of grading status;
- Steps when query is logged via E-mail / website:
  - An automated acknowledgement email is sent to the Client confirming receipt and informing client of the TGCSA working hours turn-around time.
  - CLO reviews feedback, depending on complexity:
    - Resolves, respond to the Client and close the query or;
    - Sends query to relevant person / department (CLO must be copied in all communications).
      - If no respond is received within the 48 hours, sends the reminder;
      - If no respond is received after the 48 hours, escalates to the relevant line manager;
      - Only upon receipt of confirmation from responsible persons / departments that query has been resolved does the CLO close the query.
- Steps when query is logged via telephone:
  - CLO request the client to submit query via email:
    - CLO follows e-mail / website process above.

- Generate internal and external monthly reports and submit to Marketing and Communications Manager every first Thursday of the month.

4.27. Assessor Movement



**4.27.1. Assessor Movement - Textual Description**

- In the case where the assessor resigns, the following happens to the properties that were already allocated;
- With immediate effect, Ops team ensure that all the properties that have already been assessed are submitted to the meeting.
  - In order for the grading process that has already taken place for members is not delayed.
- For properties that have been scheduled or paid/cleared, the assessor is requested to return those properties;
- For properties that have not been scheduled or paid, the Ops team re-allocate those properties without the assistance of the assessor who has resigned;
- The Ops team then identifies which properties have an expiring date that is approaching soon;
- The Ops team allocates the same as high priority;
- The Ops team assigns an Assessor based on internal criteria;
  - In order for the assessor taking over the said properties to be able to reschedule assessments at soonest.
- Re-allocating of properties, Ops team following the criteria as per Standard Operating Procedure.
- After all the properties have been cleared; Supply Chain is sent a request to de-activate the said assessor and consequently the grading system also de-activates their login access onto the Laptop Toolkit.

Process Name: TGCSA Grading Operating Processes

Company Confidential

**5. PROCESS EXCEPTIONS AND DEVIATIONS**

Requests that fall outside of the process defined above must be submitted to the Operations Team for consideration and tabling at Monthly Property Approvals EXCO Meeting. The Meeting can address most requests through data updates, which inform changes in the system process.

**6. CONTROLS AND MEASURES**

Include controls and measures applicable to the process/procedure.

Measure	Target	Accountable Person
Pre-approve new applications	Daily	Operations Management
Allocate Receipts for Payments Received (New applications and Renewals)	Daily	Accounts Receivable Clerk
Allocate unidentified Payments	Within 1 week (within 7 calendar days) once the payer has been identified	Accounts Receivable Clerk
Set up appointment for onsite assessment of Establishment	Within 3 working days of the Establishment being allocated to the Assessor	Assessor
Conduct onsite Grading assessment of New Membership	Within 4 calendar months of invoice payment	Assessor
Conduct Grading assessment for a renewal of Membership	Before the expiry: i.e. between the date of receipting and assigning to the Assessor to before the Monthly Property Approvals EXCO Meeting within the month of expiry	Assessor
Submit Assessment Report & supporting documents	Within 7 calendar days of assessment	Assessor
Review Assessment Reports	Within 7 calendar days of submission	PMA
Deadline to submit Establishments for the Monthly Property Approvals Exco Meeting	1 working day before the Meeting	PMA

Process Name: TGCSA Grading Operating Processes

Company Confidential

Measure	Target	Accountable Person
Feedback on an Assessor Review	2 working days	Assessor
Number of reviews permitted on a submission	3	Assessor
Submit invoices against PO Notification	3 working days	Assessor
Pay Assessors	Last day of Month	CQAO
Review Grading Standards	Every 3 years	CQAO & Marketing and Communications Manager
Sign off Monthly Property Approvals Exco Meeting	Within 24 hours of Meeting	CQAO
Conduct Internal Audit of Plaque and Certificate delivery	2 calendar months after the Monthly Property Approvals Exco Meeting	QPA

Process Name: TGCSA Grading Operating Processes

Company Confidential

**7. REFERENCES****7.1. Applicable Documents**

Document Type	Document Number	Document Name
Contract	N/A	Service Partner Agreement
Contract	N/A	Grading Terms And Conditions

**7.2. Applicable Forms**

Document Type	Document Number	Document Name
Form	N/A	Online Grading Application Form
Form	N/A	Consultation form
Form	N/A	MER checklist
Form	N/A	Quality checklist
Form	N/A	UA Checklist
Form	N/A	UA Exclusion form
Form	N/A	Visit report
Template	N/A	Assessment picture template

**8. APPENDICES**

None.

Level 1

Responsible Tourism Requirements

## Responsible Tourism Requirements Level 1 (Core)

<b>A: Sustainable Operations and Management</b>		Core	Not Applicable
1	The organisation shall comply with all relevant national, provincial and local legislation, regulations, licences and permits, as may be required Business is registered with SARS for VAT, PAYE and income tax and payments are up-to-date (tax clearance certificate)	✓	
	Business is registered with CIPRO and/or has a licence to trade (Trading licence for sole proprietor)	✓	
	Business is registered for and pays applicable rates and taxes	✓	
	Business has applicable liquor licence	✓	
	Business pays applicable skills development levy	✓	
	All employees are registered for UIF and payments are up-to-date	✓	
	Business pays applicable Occupational Health and Safety levy	✓	
	Compliance with Promotion of Access to Information Act	✓	
	Business pays applicable SAMRO and SAMPRA fees	✓	
2	The organisation shall establish a responsible tourism policy that is suitable to its reality and scale, and that considers environmental, socio-cultural, economical, quality, health and safety issues	Core	Not Applicable
	Suitable and applicable responsible tourism policy	✓	
3	The organisation shall facilitate staff awareness of and training in its responsible tourism policy	Core	Not Applicable
	Staff have received training on the organisation's responsible tourism policy	✓	
	Staff are aware of the organisation's responsible tourism policy	✓	
	Staff understand and apply the organisation's responsible tourism policy	✓	
4	Promotional materials shall be accurate and complete, shall not promise more than can be delivered by the organisation and shall not make misleading claims regarding sustainability All promotional material about the business/ organisation (printed, electronic, on social media, etc.) are accurate and complete and do not promise more than can be delivered and do not make misleading claims regarding sustainability	Core	Not Applicable
		✓	

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Level 1

Responsible Tourism Requirements

B: Social and Cultural Criteria		Level 1
5	The organisation shall contribute to the protection of sites that are of local historical, archaeological, cultural and spiritual importance and that are located on its properties	Core
	Sites that are of local historical, archaeological, cultural and/or spiritual importance have been identified and located on the property	✓
	There is a policy in place for the protection of the identified sites	✓
	The identified sites are appropriately protected	✓
6	The activities of the tourism organisation shall not jeopardise the provision of basic services, such as water, energy and sanitation, to neighbouring communities	Core
	The activities of the organisation to not jeopardise the provision of water to neighbouring communities	✓
	The activities of the organisation to not jeopardise the provision of energy to neighbouring communities	✓
	The activities of the organisation to not jeopardise the provision of sanitation to neighbouring communities	✓
	The activities of the organisation to not jeopardise the provision of any other basic services to neighbouring communities	✓
7	The organisation shall provide opportunities for visitors to purchase local products and services	Core
	Local products and services are sold in the organisation's curio or similar shop	✓
	And/or visitors are provided with an opportunity to purchase local products and services directly from the seller (either on or off-site)	✓
8	Historical and archaeological artefacts may not be sold, traded or displayed, unless permitted by law	Core
	No evidence of historical and archaeological artefacts are sold, traded or displayed	✓
9	The organisation shall provide information to staff about wellness and general well-being	Core
	The organisation has an appropriate wellness and dread disease policy	✓
	Employees are aware of and understand the organisation's wellness and dread disease policy	✓
	Employees have received training on the organisation's wellness and dread diseases policy	✓
	The organisation makes available applicable information on wellness and dread disease	✓
	The organisation provides appropriate support for the prevention of wellness and other dread diseases	✓



Level 1

## Responsible Tourism Requirements

C: Economic Criteria		Core	Not Applicable
10	<b>The organisation shall use fair and equitable processes for recruitment and advancement, in relation to race, gender and disability</b>	✓	
	The organisation has a policy for the fair and equitable recruitment and advancement of employees irrespective of race, gender and disability		
	The organisation demonstrates fair and equitable processes in the recruitment of employees	✓	
	The organisation demonstrates fair and equitable processes in the advancement of employees	✓	
11	<b>The organisation shall provide training opportunities for staff relevant to the organisation context</b>	Core	Not Applicable
	The organisation has a policy for the training and development of staff	✓	
	The organisation provides appropriate and regular training and development opportunities for all staff	✓	
	Staff skills and knowledge are effectively and appropriately developed such that they are able to deliver excellent service which enhances the customer experience	✓	
12	<b>The organisation shall purchase local and fair trade services and goods, where available, and set targets for improvement</b>	Core	Not Applicable
	The organisation supports local community initiatives	✓	
	The organisation supports local producers, services and buys in bulk where possible	✓	
13	<b>The organisation shall demonstrate support to small enterprises</b>	Core	Not Applicable
	Evidence of procurement is sourced from small or micro enterprises	✓	
14	<b>The organisation shall pay employees a living wage that is equal to or above the legal minimum wage</b>	Core	Not Applicable
	Management confirm that all employees are paid a wage that is equal to or above the legal minimum wage for the hospitality sector	✓	
15	<b>The organisation shall prohibit child labour, forced labour and sexual exploitation</b>	Core	Not Applicable
	The organisation has a policy on the protection of child labour, including child performers	✓	
	The organisation has a policy on the prevention of forced labour	✓	
	The organisation has a policy on the prevention of sexual exploitation	✓	
	Staff have been trained on, and are aware of, the organisation's policies on child labour, forced labour and sexual exploitation	✓	
	The organisation does not have any employees (permanent, temporary or part-time) who are younger than 15-years of age	✓	
	There is no evidence of forced labour in the organisation	✓	
	Child performers are protected	✓	
	There is no evidence of sexual exploitation in the organisation	✓	

Level 1

## Responsible Tourism Requirements

D: Environmental Criteria		Core	Not Applicable
16	<b>The organisation shall measure energy consumption, indicating all energy sources as a percentage of the overall consumption, and shall adopt quantitative goals and measures to decrease overall consumption</b>	✓	
	TVs, stereos, DVD players and other electrical equipment shall be switched off between guest visits	✓	
	Energy saving light bulbs are used for lighting fixtures	✓	
	Solar power/ heating initiatives in place	✓	
17	<b>The organisation shall measure water consumption, indicating all sources as a percentage of the overall consumption, and shall adopt quantitative goals and measures to decrease overall consumption and improve the reuse of waste water</b>	Core	Not Applicable
	Water efficient appliances installed	✓	
	Water savings fittings in place	✓	
	No towel and linen change options for guests. Guests need to be informed on how to opt for this service	✓	
	Garden watering done either early morning or later afternoon to minimise evaporation	✓	
	Garden landscaping designed to reduce water requirements	✓	
	Reduced flush or twin flush cisterns in all or most toilets	✓	
18	<b>The organisation shall implement a waste management plan, addressing both solid and liquid wastes, with quantitative goals to minimise waste produced</b>	Core	Not Applicable
	The organisation has a recycling programme e.g. plastic, paper, glass, cans, printer cartridges, batteries, etc. are separated and recycled	✓	
	Evidence of preference for the use of recycled paper products (e.g. forms, menus, serviettes, letterheads, photocopy paper, etc.)	✓	
19	<b>The organisation shall adhere to any national or international requirements that govern the trade in listed, endangered or threatened (or any combination of these) species and shall alert visitors to these requirements</b>	Core	Not Applicable
	Property possesses legal authorization as evidence to trade in listed, endangered or threatened species	✓	
	Proof of adherence to any national or international requirements if there is evidence of trade in listed, endangered or threatened (or any combination of these) species. In which case visitors are alerted to these requirements (evidence provided)	✓	
20	<b>The organisation shall not hold captive any wildlife without the required permits and appropriate enclosures</b>	Core	Not Applicable
	No evidence of wildlife being held captive without the required valid permits and appropriate enclosures	✓	
	No interaction (touching) between visitors and wildlife	✓	

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**Category: Hotel Accommodation (previously Formal Accommodation)****Sub-category: Hotel****Proposed  
Definition**

An Hotel provides accommodation with full or limited service to the travelling public and ideally has a minimum of 10 rooms. An Hotel has a reception area and offers a dining facility.

Hotel	1-Star	2-Star	3-Star	4-Star	5-Star
An on-site representative contactable 24 hours a day, 7 days a week	*	*	*	*	*
Daily servicing of rooms	*	*	*	*	*
Bathroom facilities must be en-suite	*	*	*	*	*
Where applicable, any meals and beverages provided	*	*	*	*	*

**Sub-category: Small Hotel****Proposed  
Definition**

A Small Hotel provides accommodation with full or limited service to the travelling public and has up to approximately 80 rooms. A Small Hotel has a reception area and offers a dining facility.

A Boutique Hotel is a Small Hotel that achieves a 4- or 5-Star Grading

Small Hotel	1-Star	2-Star	3-Star	4-Star	5-Star
An on-site representative contactable 24 hours a day, 7 days a week	*	*	*	*	*
Daily servicing of rooms	*	*	*	*	*
Bathroom facilities must be en-suite	*	*	*	*	*
Where applicable, any meals and beverages provided	*	*	*	*	*

**Sub-category: Apartment Hotel****Proposed  
Definition**

An Apartment Hotel provides accommodation with full or limited service to the travelling public and ideally has a minimum of 10 rooms. An apartment hotel has a reception area and offers a dining facility. There is a kitchenette and dining area in each room.

Apartment Hotel	1-Star	2-Star	3-Star	4-Star	5-Star
An on-site representative contactable 24 hours a day, 7 days a week	*	*	*	*	*
Daily servicing of rooms	*	*	*	*	*
Bathroom facilities must be en-suite	*	*	*	*	*
Where applicable, any meals and beverages provided	*	*	*	*	*
Kitchen/ Kitchenette and dining area to be provided in more than 60% of guest rooms	*	*	*	*	*

**Sub-category: Hotel with Venues/ Conference Hotel****Proposed  
Definition**

An Hotel/ Small Hotel/ Apartment Hotel with Venue/s that can accommodate cumulatively 50 or more delegates (in the maximum seating style). The Venues in these Hotels will be assessed against the applicable Venue criteria.

Core Requirements

Hotel Accommodation

Core Requirements  
Hotel Accommodation

		Applicability per Sub-Category								
A- Exterior		Hotel	Small Hotel	Apartment Hotel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
1	Building Exterior	✓								
2	Grounds and Gardens	✓	Small Hotel	Apartment Hotel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
3	Parking / Driveway / Signage	✓	Small Hotel	Apartment Hotel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Provision of fit for purpose on-site and/ or designated parking areas	✓	✓	✓		*	*	*	*	*
	Directional signage - acceptable condition, clearly visible, fit for purpose.	✓	✓	✓		*	*	*	*	*
	Tidy, well maintained parking area	✓	✓	✓		*	*	*	*	*
	Well lit parking area	✓	✓	✓		*	*	*	*	*
	Vehicle services available (minimum 18 hours per day) where the guest can leave their vehicle parked at check in/out by (re)located staff (unless parking is available directly in front of the hotel)	✓	✓	✓	✓					*
	Sufficient covered/ weatherproof guest parking facilities available	✓	✓	✓						*
	Covered drop-off or Porte Cochere (or fit-for-purpose weather protection provided for arriving/ departing guests)	✓	✓	✓						*
4	Safety and Security	✓	Small Hotel	Apartment Hotel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Appropriate, fit for purpose 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 (including relevant telephone numbers) & evacuation signage and procedures clearly displayed and explained/ tour available on request	✓	✓	✓		*	*	*	*	*
	An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress	✓	✓	✓		*	*	*	*	*
	Guests to have secure access into facility / establishment.	✓	✓	✓		*	*	*	*	*
	High regard for security and safety of guests, which is unobtrusive (e.g. on-site security, private security, armed-response, night watchman, panic buttons, internal radio communication, radio contact with local police, suitable perimeter security, part of a Community Policing Forum, video surveillance (CCTV) cameras, medical support on call, etc.)	✓	✓	✓		*	*	*	*	*

		Applicability per Sub-Category								
		Hotel	Small Hotel	Apartment Hotel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
<b>5</b>	<b>Bedroom Entrance, Safety &amp; Security</b>									
	Information on how to call for assistance and evacuation procedures in the event of an emergency to be displayed in each guestroom	✓	✓	✓		*	*	*	*	*
	Emergency lighting (alternative to grid electricity) available for each guestroom (e.g. backup generator, torch, solar lights, etc.)	✓	✓	✓		*	*	*	*	*
	All bedroom doors must be lockable/ secure (from the inside and outside of the bedroom)	✓	✓	✓		*	*	*	*	*
	Secondary guest controlled internal door lock (without staff override)	✓	✓	✓		*	*	*	*	*
	Secondary security device to be provided where bedrooms have direct external access (e.g. into a garden, road, etc.)	✓	✓	✓		*	*	*	*	*
	Peephole facility in bedroom doors	✓	✓	✓		*	*	*	*	*
	Safety deposit facility available on request.	✓	✓	✓		*	*	*	*	*
	In-room safe (appropriate to the market)	✓	✓	✓		*	*	*	*	*
<b>6</b>	<b>Beds, Bases &amp; Mattresses</b>									
	Sofa beds and foam mattresses are not acceptable as permanent bed spaces.	✓	✓	✓		*	*	*	*	*
	Bed provided for each advertised sleeping position	✓	✓	✓		*	*	*	*	*
	There should be access to both sides of beds for double occupancy.	✓	✓	✓		*	*	*	*	*
	An acceptable form of headboard firmly secured	✓	✓	✓		*	*	*	*	*
	All single sleeper beds are a standard size or bigger. Minimum dimensions for a standard single bed: L188cm x W92cm.	✓	✓	✓		*	*	*	*	*
	All single sleeper beds are a 3/4 size or bigger and extra length. Minimum dimensions for a 3/4 single bed: L200cm x W107cm.	✓	✓	✓		*	*	*	*	*
	All 2 sleeper beds are a standard double size or bigger. Minimum dimensions for a double bed: L188cm x W137cm	✓	✓	✓		*	*	*	*	*
	All 2 sleeper beds are extra length queen or standard king-sized beds or bigger. Minimum dimensions: Queen bed: L200cm x W152cm, King bed: L188cm x W180cm or 2 single beds of L188cm x W92cm	✓	✓	✓		*	*	*	*	*
	If using a divan bed set, the sprung base must be upholstered or have a valance on the base.	✓	✓	✓		*	*	*	*	*
<b>7</b>	<b>Bedding &amp; Linen</b>									
	Mattress protectors and pillow protectors are required to be fitted to all mattresses and pillows.	✓	✓	✓		*	*	*	*	*
	All bedding well-fitted and appropriately sized (flat sheets minimum of 6 to 8cm overhang past the mattress depth)	✓	✓	✓		*	*	*	*	*
	All bedding must be free of stains, holes and fraying	✓	✓	✓		*	*	*	*	*
	Fitted/flat undersheet and duvet with duvet cover OR fitted or flat undersheet, topsheet, blanket and a bedspread per bed	✓	✓	✓		*	*	*	*	*
	Fitted or flat undersheet, a flat top sheet and duvet with duvet cover OR fitted or flat undersheet, flat topsheet, blanket, flat topsheet, duvet cover and an optional bedspread per bed	✓	✓	✓		*	*	*	*	*
	Additional bedding available on request.	✓	✓	✓		*	*	*	*	*
	Additional blanket available in the bedroom - depending on location and time of year	✓	✓	✓		*	*	*	*	*



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	Window dressings must be large enough to draw easily and completely across the width and height of the window	✓	✓	✓	✓	*	*	*	*	*	*	*	*
	All ground floor bedrooms must provide additional privacy without restricting the natural light.	✓	✓	✓	✓	*	*	*	*	*	*	*	*
	Window coverings must provide full block out.	✓	✓	✓	✓								*
11	<b>Flooring, Ceiling, Skirting &amp; Cornices</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star			
	A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the guest.	✓	✓	✓	✓	*	*	*	*	*			*
12	<b>Temperature Control &amp; Ventilation</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star			
	Adequate ventilation in the room.	✓	✓	✓	✓	*	*	*	*	*			*
	Heating and cooling system appropriate to the level of star grading being applied for, that can be individually controlled by the guest to their comfort levels based on the geographical location of the establishment.	✓	✓	✓	✓	*	*	*	*	*			*
13	<b>Lighting, Power &amp; Switches</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star			
	Light switch to be located by the entrance door.	✓	✓	✓	✓	*	*	*	*	*			*
	One bedside light per sleeping position. In a twin room, one light between two beds is acceptable.	✓	✓	✓	✓	*	*	*	*	*			*
	One bedside light per sleeping position with switches conveniently placed within reach of the guests' sleeping position.	✓	✓	✓	✓	*	*	*	*	*			*
	Two bedside lights in a twin bedded room.	✓	✓	✓	✓	*	*	*	*	*			*
	Provision of direct lighting at dressing table/desk (study light)	✓	✓	✓	✓	*	*	*	*	*			*
	Spare and convenient power points in each room	✓	✓	✓	✓	*	*	*	*	*			*
	An international multi-power point/plug is available on request.	✓	✓	✓	✓	*	*	*	*	*			*
	Integrated multi-power plug with USB port and international plug points - located on or near the desk/bedside table and should be easily accessible	✓	✓	✓	✓	*	*	*	*	*			*
14	<b>Electronic Appliances</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star			
	Hair-dryer available on request	✓	✓	✓	✓	*	*	*	*	*			*
	Hair-dryer (minimum 1 600W) to be provided in each room	✓	✓	✓	✓	*	*	*	*	*			*
	Hair-dryer/ hair-dryer plug point located close to a mirror	✓	✓	✓	✓	*	*	*	*	*			*
	Television in each guest room, with working remote control	✓	✓	✓	✓	*	*	*	*	*			*
	Flat panel, high definition television in all rooms, with working remote control and minimum size of 32 inches	✓	✓	✓	✓	*	*	*	*	*			*
	Televisions to be conveniently located and large enough for the screen to be visible from the bed	✓	✓	✓	✓	*	*	*	*	*			*
	Note: when upgrading televisions owners/operators are encouraged to purchase smart televisions which offer on-demand/ on-line viewing and which are of an appropriate size for comfortable viewing.	✓	✓	✓	✓	*	*	*	*	*			*
	Free to air channels available only	✓	✓	✓	✓	*	*	*	*	*			*
	Multi-channels (minimum 9 channels) available in each room. Channel choice should be appropriate to the market served	✓	✓	✓	✓	*	*	*	*	*			*
	Multi-channels (minimum 12 channels) available in each room. Channel choice should be appropriate to the market served	✓	✓	✓	✓	*	*	*	*	*			*

Core Requirements

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Requirement	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Multi-channels (>12 channels) including radio programmes available in each room. Channel choice should be appropriate to the market served	✓	✓	✓						*
Wi-Fi to be available throughout the establishment (public areas and guest rooms). Exemption allowed if there is no signal/ service telephone in each bedroom (or similar or internal, two-way communication). Note: owners/operators are encouraged to consider new technology for internal communication.	✓	✓	✓						*
<b>15 Mirror &amp; Mirror Lighting</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Reasonably sized mirror with adequate lighting	✓	✓	✓		*	*			
Full length mirror in guestroom or bathroom	✓	✓	✓				*	*	*
A well lit mirror at dressing table area in close proximity to a plug point	✓	✓	✓				*	*	*
<b>16 Accessories and Hospitality Stations</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Adequate, fit for purpose and appropriate protection against insect repellent, mosquito net, insect pesticide, etc. applicable to location and time of year.	✓	✓	✓		*	*	*	*	*
Iron and ironing board to be made available on request.	✓	✓	✓		*	*			
Iron and ironing board in guest room or ironing/ pressing service to be made available.	✓	✓	✓				*	*	*
Tea and coffee available in a common area.	✓	✓	✓		*	*			
Tea and coffee making facilities provided in all rooms. A kettle and adequate crockery and cutlery should be provided for each guest in the room.	✓	✓	✓						
Complimentary sachets of tea, coffee and sugar (at least two sachets per guest per day) are required. Adequate preparation space located near the crockery, cutlery and near a dedicated power point in the bedroom are required.	✓	✓	✓				*	*	*
Filtered water or mineral water provided	✓	✓	✓					*	*
Drinking glass/ cup provided per sleeping position (in addition to glasses in bathroom)	✓	✓	✓				*	*	*
Local Tourism Information and Entertainment Guide to be made available.	✓	✓	✓		*	*	*	*	*
Information on surrounding restaurants and take-away menus to be made available (if no lunch/ dinner dining facilities offered)	✓	✓	✓	✓	*	*	*	*	*
Instructions on how to use the television and heating/cooling system (if applicable)	✓	✓	✓	✓	*	*	*	*	*
Mini-bar fridge available on request	✓	✓	✓					*	*
Mini bar fridge in each guest room (stocked on request)	✓	✓	✓						*
<b>17 Spaciousness &amp; Overall Impression</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Unrestricted access to all storage facilities within the room.	✓	✓	✓		*	*	*	*	*
All bedrooms with sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds. There should be no restriction of free movement. Doors and drawers must be able to open and close easily without having to move furniture.	✓	✓	✓		*	*			
Good amount of space allowing for ease of movement and relaxation.	✓	✓	✓				*	*	*
Well-planned layout - quite spacious, allowing ease of movement, comfort and relaxation.	✓	✓	✓					*	*
Well-planned layout - very spacious, allowing generous ease of movement, comfort, dining and relaxation.	✓	✓	✓						*

**C: Bathrooms** Applicability per Sub-Category



Core Requirements

Hotel Accommodation

Type of Bathroom	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
18 Type of Bathroom If an establishment incorporates an open plan bathroom within the room, showers, baths and hand basins may be open plan but the toilet must be separate with an adequate door to ensure guest privacy. All bathrooms must have a door from the bedroom if not open-plan Bathroom facilities must be en-suite.	✓	✓	✓		*	*	*	*	*
	✓	✓	✓		*	*	*	*	*
	✓	✓	✓		*	*	*	*	*
	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
19 Flooring and Ceiling An impervious surface to be provided on walls, floors and ceilings.	✓	✓	✓		*	*	*	*	*
	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
20 Lighting and Ventilation Individually controlled lighting Sufficient lighting to light the bathroom Direct frontal light source provided at washbasin and mirror Sufficient and appropriate ventilation for the bathroom	✓	✓	✓		*	*	*	*	*
	✓	✓	✓		*	*	*	*	*
	✓	✓	✓		*	*	*	*	*
	✓	✓	✓		*	*	*	*	*
	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
21 Fixtures and Fittings All basins, baths and showers supplied with sufficient hot and cold water supply. Basins, Baths and showers providing a strong and easily adjustable flow of water. Towel rails/tracks/shelf to be sufficient for the number of guests in the room. A mirror must be situated above or adjacent to the hand basin. Sufficient vanity space for the maximum number of guests. Spacious vanity space to accommodate guest amenities according to the sleeping capacity of the guestroom. Window treatment to ensure privacy. Bathrooms to include WC (toilet) with seat and lid Bathrooms to include at least one hand basin All bathrooms to include a bath or a shower (shower over bath is also acceptable) All bathrooms to have a separate shower All bathrooms to have a separate shower and a bath. Shower curtains are acceptable. Must be free of stains, tears, holes and mould. The shower must have a screen (shower curtains not acceptable) A hook for clothes.	✓	✓	✓		*	*	*	*	*
	✓	✓	✓		*	*	*	*	*
	✓	✓	✓		*	*	*	*	*
	✓	✓	✓		*	*	*	*	*
	✓	✓	✓		*	*	*	*	*
	✓	✓	✓		*	*	*	*	*
	✓	✓	✓		*	*	*	*	*
	✓	✓	✓		*	*	*	*	*
	✓	✓	✓		*	*	*	*	*
	✓	✓	✓		*	*	*	*	*
	✓	✓	✓		*	*	*	*	*
	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star



Hotel Accommodation

Core Requirements

	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Opening window or effective air extraction			✓		*	*	*	*	*
At least one hygienic and durable work surface			✓		*	*	*	*	*
Washing up sink, with hot and cold running water, a plug and a draining board			✓		*	*	*	*	*
Sufficient storage space for crockery, cutlery, kitchen equipment, cleaning equipment and guest supplies			✓		*	*	*	*	*
<b>29 Electrical Equipment</b>			Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Microwave oven			✓		*	*	*	*	*
Oven or convection microwave			✓		*	*	*	*	*
2-Plate hob			✓		*	*	*	*	*
3- or 4-plate hob			✓					*	
4-plate hob			✓						*
Extractor fan			✓	✓					*
Mini-bar refrigerator with a freezer compartment			✓		*	*			*
Refrigerator with freezer compartment			✓					*	*
Dishwasher or daily cleaning service (plus additional cleaning service available on request)			✓	✓				*	*
Covered waste disposal bin, inclusive of bin liner			✓		*	*	*	*	*
Kettle			✓		*	*	*	*	*
Toaster			✓		*	*	*	*	*
Blender			✓	✓	*	*	*	*	*
Coffee machine			✓	✓					*
<b>30 Cutlery, Crockery and Utensils</b>			Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Cutlery (knife, fork, dessert spoon and teaspoon) sufficient for the maximum number of occupants in the unit			✓		*	*	*	*	*
Cutlery box or drawer divider			✓				*	*	*
Drinking glasses - sufficient for the maximum number of occupants in the unit			✓		*	*	*	*	*
Crockery (dinner plate, side plate, bowl and coffee/tea mug or teacup and saucer) sufficient for the maximum number of occupants in the unit			✓		*	*	*	*	*
2 pots/ saucepans of varying sizes			✓		*	*	*	*	*
3 or more pots/ saucepans of varying sizes (small, medium and large)			✓					*	*
Frying pan			✓		*	*	*	*	*
2 or more frying pans of different sizes			✓					*	*
Teapot			✓		*	*	*	*	*
Sugar bowl			✓		*	*	*	*	*

Core Requirements

Hotel Accommodation

	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Condiment set			✓		*	*	*	*	*
Oven gloves or similar			✓		*	*	*	*	*
Table cloth or placemats (sufficient for the maximum number of occupants in the unit)			✓		*	*	*	*	*
Chopping board (made of hygienic, impervious material)			✓		*	*	*	*	*
Salad bowl			✓		*	*	*	*	*
Salad servers			✓		*	*	*	*	*
Roasting tray			✓		*	*	*	*	*
Wooden spoon or equivalent			✓		*	*	*	*	*
Whisk			✓		*	*	*	*	*
Bread knife			✓		*	*	*	*	*
Paring knife			✓		*	*	*	*	*
Meat knife (or similar)			✓		*	*	*	*	*
Serving spoon			✓		*	*	*	*	*
Egg lifter/ spatula			✓		*	*	*	*	*
Braai tongs (if braai facilities provided)			✓		*	*	*	*	*
Grater			✓		*	*	*	*	*
Vegetable peeler			✓		*	*	*	*	*
Mixing bowl			✓		*	*	*	*	*
More than 1 mixing bowl			✓		*	*	*	*	*
Colander			✓		*	*	*	*	*
Slotted spoon			✓		*	*	*	*	*
Ladle			✓		*	*	*	*	*
Jug			✓		*	*	*	*	*
Storage containers (more than 1)			✓		*	*	*	*	*
<b>31. Cleaning Equipment</b>			Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Tea towel			✓		*	*	*	*	*
Washing up brush or sponge			✓		*	*	*	*	*
Dish cloth			✓		*	*	*	*	*
Basic Cleaning agents (including dishwashing agents if dishwasher provided)			✓	✓	*	*	*	*	*
Dustpan and brush			✓		*	*	*	*	*

Core Requirements

Hotel Accommodation

	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
<b>32 In Room Dining Table/ Area</b>			Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Seating provided at a dining table/ eating area - sufficient to accommodate maximum sleeping positions in the unit	✓		✓		*	*	*	*	*
<b>E: Public Areas</b>									
<b>Applicability per Sub-Category</b>									
<b>33 Decoration</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Some use of objects of interest and artwork.	✓	✓	✓				*	*	
Interesting architectural features, objects of interest, artwork and objects d'art.	✓	✓	✓						*
<b>34 Furnishing and Fittings</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
<b>35 Bar, Lounge &amp; Sitting Areas</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
All bar, lounge and seating areas to be furnished with sufficient occasional tables, chairs and functional surfaces.	✓	✓	✓		*	*	*	*	*
All seating areas to be of an acceptable size to provide a reasonable amount of space for guests to easily move around.	✓	✓	✓		*	*	*	*	*
Bar area not required, but common area must be available where beverages can be consumed	✓	✓	✓		*	*	*	*	*
A beverage service to be offered	✓	✓	✓				*		
A beverage service to be offered throughout the day and reasonable evening hours	✓	✓	✓					*	*
<b>36 Flooring, Ceiling, Skirting &amp; Cornices</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the guest.	✓	✓	✓		*	*	*	*	*
<b>37 Lighting, Heating/Cooling &amp; Ventilation</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings	✓	✓	✓		*	*	*	*	*
Acceptable temperature control and ventilation.	✓	✓	✓		*	*	*	*	*
<b>38 Other Public Areas Including Passages &amp; Staircases</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Passages and stairs free from obstruction. Well lit 24 hours a day, although energy initiatives are to be respected.	✓	✓	✓		*	*	*	*	*
Clear, directional signage to bedrooms and reception (where needed).	✓	✓	✓		*	*	*	*	*
<b>39 Toilet Areas</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
All toilets regularly cleaned, checked and adequately ventilated.	✓	✓	✓		*	*	*	*	*
Minimum facilities provided: washbasin with soap, hand drying facility, toilet with seat and lid, covered light (no exposed light bulbs or wires), mirror, hook on door, dustbin, sanitary facilities for ladies.	✓	✓	✓		*	*	*	*	*
Spacious, luxurious and numerous toilet facilities with refinements such as individual hand towels, high-quality toiletries and accessories.	✓	✓	✓		*	*	*	*	*
<b>40 Elevators/ Lifts</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
A lift is required when there is a guest bedroom that is more than two floors higher or lower than the entrance level floor i.e. on the third floor.	✓	✓	✓	✓	*	*	*	*	*

**F: Food & Beverage Facilities**

**Applicability per Sub-Category**

Core Requirements

Hotel Accommodation

	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
41 Meal provision	✓	✓	✓		*	*	*	*	*
Dining facility provided	✓	✓	✓		*	*	*	*	*
Breakfast provided.	✓	✓	✓		*	*	*	*	*
Dinner available	✓	✓	✓						
Dinner provided in a dining area	✓	✓	✓					*	*
Lunch provided	✓	✓	✓						
Meal times as advertised	✓	✓	✓		*	*	*	*	*
42 Furnishings	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Sufficient tables and chairs to accommodate guests irrespective of the weather.	✓	✓	✓		*	*	*	*	*
43 Flooring, Ceiling, Skirting & Cornices	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the guest.	✓	✓	✓		*	*	*	*	*
44 Lighting	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Acceptable levels of lighting, appropriately positioned for safety and comfort.	✓	✓	✓		*	*	*	*	*
45 Menu Presentation	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Professional and appropriate presentation of the menu to the market being served (excluding buffet service)	✓	✓	✓		*	*	*	*	*
46 Table Appointments	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Table appointments appropriate to the meal being served i.e. breakfast or dinner.	✓	✓	✓		*	*	*	*	*
47 Dinner/ Lunch Quality and Presentation (if provided)	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
All foods well-presented and served at the correct temperature	✓	✓	✓		*	*	*	*	*
Provision made for a variety of dietary requirements	✓	✓	✓		*	*	*	*	*
Three courses available for dinner.	✓	✓	✓						
A broad range of dishes of outstanding quality and presentation meeting high international standards.	✓	✓	✓						
48 Breakfast Quality and Presentation	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Continental breakfast provided with an acceptable range of cereals, bread and condiments.	✓	✓	✓		*	*	*	*	*
A good range of hot and cold items offered for breakfast (e.g. hot breakfast should include a minimum of 5 items; cold breakfast could include cereals, breads, cold meats, fruit and cheese) with a choice of accompaniments	✓	✓	✓				*	*	*
A comprehensive range of outstanding quality hot and cold dishes available for breakfast and presented in an outstanding way.	✓	✓	✓						*
Guests are offered a wide choice of how their eggs are cooked, including fried, poached, boiled and scrambled.	✓	✓	✓				*	*	*
All foods well-presented and served at the correct temperature	✓	✓	✓		*	*	*	*	*
Provision made for a variety of dietary requirements	✓	✓	✓		*	*	*	*	*

Core Requirements

Hotel Accommodation

G: General Services and Service		Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
49	Welcome, Friendliness and Attitude Professional, skilful and competent service and attention to detail is expected	✓	✓	✓		*	*	*	*	*
50	Appearance of Staff Service staff to wear name badges at all times. Staff appearance to be professional and neat at all times.	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
51	Reception / Lobby A clearly designated reception area should be provided. Spacious and impressive entrance foyer or lobby All guests should be met on arrival for check-in / check-out Reception area can be staffed for limited hours plus night bell or direct line to the host/manager Reception area should be staffed a minimum of 18 hours a day. The hours for operation for reception are to be displayed in a prominent public area position. However, at other times a staff member can be summoned by bell or telephone with minimal delay Reception area should be staffed 24 hours a day Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure, word of mouth or other means to all guests upon request.	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
52	Reservation, Check In/Out & General Efficiency Prompt thorough reservation and check-in system, including capture of guest records and responding to guest requests. All information accurately provided to guests including layout of property, available facilities, meal times, emergency and evacuation procedures etc. Bill/Invoice to be correct with all details and clearly presented and explained.	✓	✓	✓	Not Applicable	*	*	*	*	*
53	Portage, Conierge and Luggage Handling Secure short term luggage storage available. Assistance with luggage made available on request. Portage services and assistance with luggage available on request Full concierge and porterage services available for at least 18 hours per day - still assisting with luggage on arrival outside, prompt delivery in bedroom, and departure service. Service after hours to be available on request	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
54	Room Service If provided, room service may be limited in choice 12 hour room service of hot and cold drinks and light snacks (e.g. sandwiches) or take away meals available during daytime and evening 18 hour room service must be available for breakfast, lunch and dinner A room service menu for breakfast must be in the room or at reception for the guest to complete and must offer of choice of items All hot foods well-presented and served at the correct temperature	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star

Hotel Accommodation

Core Requirements

55 Laundry Services	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
A limited laundry service for a minimum of 3 days a week is a requirement.	✓	✓	✓				*		
Same-day laundry or dry cleaning services provided for a minimum of 5 days a week.	✓	✓	✓					*	*
Express (within 3 hours) laundry and valet service available	✓	✓	✓						*
Laundry bags and laundry price lists are to be provided to guests in the room for daily availability.	✓	✓	✓				*	*	*
<b>56 Meal &amp; Beverage Services</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Unobtrusive, polite and courteous service. Well trained and professional staff.	✓	✓	✓		*	*	*	*	*
Staff demonstrating outstanding levels of food, beverage and wine product knowledge and service skills.	✓	✓	✓					*	*
<b>57 Communications &amp; Business Facilities</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Computer, printer and internet facilities available for guest use	✓	✓	✓		*	*	*	*	*

<b>H: Housekeeping</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
<b>58 Housekeeping Provision</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Housekeeping Services available during working hours.	✓	✓	✓		*	*	*	*	*
Housekeeping Services available 18 hours per day (limited services available afterhours)	✓	✓	✓					*	
Housekeeping Services available 24 hours per day (limited services available afterhours)	✓	✓	✓						*
<b>59 Bedrooms and Bathrooms</b>	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
All bedrooms and bathrooms cleaned daily.	✓	✓	✓		*	*	*	*	*
All beds made daily.	✓	✓	✓		*	*	*	*	*
All linen including duvet covers changed for each new guest, on request or for long-stay guests at least every 5 days. "No change" option available	✓	✓	✓		*	*	*	*	*
All linen, including duvet covers changed at least every 3 days or on request and for each new guest. "No change" option available.	✓	✓	✓				*	*	*
All linen, including duvet covers changed at least every 2 days or on request and for each new guest. "No change" option available.	✓	✓	✓					*	*
Comprehensive bedroom / bathroom turn-down service to be provided daily	✓	✓	✓					*	*



**Category: Guest Accommodation**

**Definition:** Accommodation provided in a house, renovated house or a specifically designed building. Includes the provision of breakfast.

**Sub-category: Guest House**

**Definition** Accommodation provided in a house, renovated house or a specifically designed building. Includes the provision of breakfast and has public areas for the exclusive use of guests.

	<b>Guesthouse</b>	<b>1-Star</b>	<b>2-Star</b>	<b>3-Star</b>	<b>4-Star</b>	<b>5-Star</b>
<b>Key Requirements</b>	Host/ representative contactable 24 hours a day, 7 days a week	*	*	*	*	*
	Host/ representative must be available on site to check guests in/ out or within a 5-minute drive from the property	*	*	*	*	*
	Public areas/ facilities must include a minimum of a guest dining room and guest lounge area and must be for the exclusive use of guests (host/ owner/ manager should not share these with the guests)	*	*	*	*	*
	Daily servicing of rooms and bedrooms including weekends and public holidays	*	*	*	*	*
	Bathroom facilities en-suite or exclusive use of bathroom facilities	*	*	*	*	*
	Breakfast to be provided	*	*	*	*	*
	Dinner to be provided/ made available, which may/ may not be prepared or served on the property	*	*	*	*	*

**Sub-category: Country House**

**Definition** Accommodation provided in a house, renovated house or a specifically designed building. Includes the provision of breakfast and dinner and has public areas for the exclusive use of guests. Located in natural, peaceful surroundings.

	<b>Country House</b>	<b>1-Star</b>	<b>2-Star</b>	<b>3-Star</b>	<b>4-Star</b>	<b>5-Star</b>
<b>Key Requirements</b>	Scenic or natural vista (beyond that of the immediate garden area) e.g. water view, rural outlook, mountain view or natural bush setting	*	*	*	*	*
	Host/ representative contactable 24 hours a day, 7 days a week	*	*	*	*	*
	Host/ representative must be available on site to check guests in/ out or within a 5-minute drive from the property	*	*	*	*	*
	Public areas/ facilities must include a minimum of a guest dining room and guest lounge area and must be for the exclusive use of guests (host/ owner/ manager should not share these with the guests)	*	*	*	*	*
	Daily servicing of rooms and bedrooms including weekends and public holidays	*	*	*	*	*
	Bathroom facilities en-suite or exclusive use of bathroom facilities	*	*	*	*	*
	Breakfast to be provided Dinner to be provided/ made available, which may/ may not be prepared or served on the property	*	*	*	*	*

**Sub-category: Bed and Breakfast**

**Proposed Definition** Accommodation provided in a home with the host living in the house or on the property. Guests share the public facilities/ areas (dining area, lounge, etc.) with the host. Includes the provision of breakfast.

	<b>Bed and Breakfast</b>	<b>1-Star</b>	<b>2-Star</b>	<b>3-Star</b>	<b>4-Star</b>	<b>5-Star</b>
<b>Key Requirements</b>	The host/ representative must live in the house or on the property	*	*	*	*	*
	Host/ representative contactable 24 hours a day, 7 days a week	*	*	*	*	*
	Host/ representative must be available on site to check guests in/ out or within a 5-minute drive from the property	*	*	*	*	*
	Daily servicing of rooms and bedrooms including weekends and public holidays	*	*	*	*	*
	Bathroom facilities en-suite or exclusive use of bathroom facilities	NA	NA	*	*	*
	Breakfast must be provided	*	*	*	*	*

Core Requirements

Guest Accommodation  
**Minimum Entry Requirements**  
**Guest Accommodation**

		Applicability per Sub-Category									
		Guest House	Country House	Bed & Breakfast	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	
1	<b>Building Exterior</b>										
2	<b>Grounds and Gardens</b>	Guest House	Country House	Bed & Breakfast	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	
3	<b>Parking, Driveways and Parking Signage</b>	Guest House	Country House	Bed & Breakfast	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	
	Provision of lit (or purpose on-site and/or designated) parking areas (ideally 1 parking space per room. Location and marked to be considered during assessment)	✓	✓	✓		*	*	*	*	*	*
	Directional signage - acceptable condition, clearly visible, fit for purpose.	✓	✓	✓		*	*	*	*	*	*
	Well lit parking area	✓	✓	✓		*	*	*	*	*	*
4	<b>Safety and Security</b>	Guest House	Country House	Bed & Breakfast	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	
	Appropriate, fit for purpose 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 (including relevant telephone numbers) & evacuation signage and procedures clearly displayed and explanation/ tour available on request	✓	✓	✓		*	*	*	*	*	*
	An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress	✓	✓	✓		*	*	*	*	*	*
	Guests to have secure access into facility / establishment.	✓	✓	✓		*	*	*	*	*	*
	High regard for security and safety of guests, which is unobtrusive (e.g. on-site security, private security, armed-response, night watchman, panic buttons, internal radio communication, radio contact with local police, suitable perimeter security, secure entrance gate and intercom, part of a Community Policing Forum, video surveillance (CCTV) cameras, medical support on call, etc.)	✓	✓	✓		*	*	*	*	*	*
	Guests provided with unrestricted and secure access to shared/ public areas	✓	✓	✓		*	*	*	*	*	*
	Telephone available at reception (cellular or landline)	✓	✓	✓		*	*	*	*	*	*

Core Requirements

Guest Accommodation

		Applicability per Sub-Category								
B: Bedrooms (note: assessment will apply to the room with the lowest rating)		Guest House	Country House	Bed & Breakfast	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
5	<b>Bedroom Entrance, Safety &amp; Security</b> Information on how to call for assistance (including telephone numbers) and evacuation procedures in the event of an emergency to be displayed in every bedroom  Emergency lighting (alternative to grid electricity) available for each guestroom e.g. torch, solar lights, backup generator, etc.  All bedroom doors must be lockable/secure (from the inside and outside of the bedroom)  Secondary security device to be provided where bedrooms have external access (outside of the property)  On-site safe or safety deposit facility available on request.  In-room safe (appropriate to the market)	✓	✓	✓		*	*	*	*	*
6	<b>Beds, Bases &amp; Mattresses</b>  Sofa beds are not acceptable as permanent bed spaces  Permanent sleeping positions (beds) fitted with foam mattresses permissible.  Bed provided for each advertised sleeping position  There should be access to both sides of beds for double occupancy.  An acceptable form of headboard firmly secured - could be a continental pillow  An acceptable form of headboard firmly secured  All single sleeper beds are a standard size or bigger. Minimum dimensions for a standard single bed: L188cm x W92cm.  All single sleeper beds are a 3/4 size or bigger. Minimum dimensions for a 3/4 single bed: L188cm x W107cm.  All 2 sleeper beds are a standard double size or bigger. Minimum dimensions for a double bed: L188cm x W137cm.  All 2 sleeper beds are Queen-size or bigger. Minimum dimensions for a Queen bed: L188cm x W152cm, King bed: L188cm x W180cm or 2 single beds: L188cm x W92cm  All 2 sleeper beds are Extra length Queen or standard King-size beds or bigger. Minimum dimensions: Queen bed: L200cm x W152cm, King bed: L188cm x W180cm or 2 single beds of L188cm x W92cm  If using a divan bed set the sprung base must be upholstered or have a valance on the base.	✓	✓	✓		*	*	*	*	*
7	<b>Bedding &amp; Linen</b>  Mattress protectors and pillow protectors are required to be fitted to all mattresses and pillows.  All bedding well-fitted and appropriately sized (flat sheets minimum of 6 to 8cm overhang past the mattress depth)  All bedding must be free of stains, holes and fraying  Fitted/flat undersheet and duvet with duvet cover OR fitted or flat undersheet, topsheet, blanket and a bedspread per bed	✓	✓	✓		*	*	*	*	*



Core Requirements

Guest Accommodation

	Guest House	Country House	Bed & Breakfast	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
<b>10 Curtains &amp; Window Coverings</b>	✓	✓	✓		*	*	*	*	*
Window dressings must be large enough to draw easily and completely across the width and height of the window	✓	✓	✓		*	*	*	*	*
All ground floor bedrooms must provide additional privacy without restricting natural light	✓	✓	✓						
Window coverings must provide full block out.									
<b>11 Flooring, Ceiling, Skirting &amp; Cornices</b>	Guest House	Country House	Bed & Breakfast	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the guest.	✓	✓	✓		*	*	*	*	*
<b>12 Temperature Control &amp; Ventilation</b>	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Adequate ventilation in the room.	✓	✓	✓		*	*	*	*	*
Heating and cooling system appropriate to the level of star grading being applied for, that can be individually controlled by the guest to their comfort levels based on the geographical location of the establishments and for all seasons.	✓	✓	✓		*	*	*	*	*
<b>13 Lighting, Power &amp; Switches</b>	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Light switch to be located by the entrance door.	✓	✓	✓		*	*	*	*	*
One bedside light per sleeping position. In a twin room, one light between two beds is acceptable.	✓	✓	✓		*	*	*	*	*
One bedside light per sleeping position with switches conveniently placed within reach of the guests' sleeping position.	✓	✓	✓						
Two bedside lights in a twin bedded room.	✓	✓	✓						
Provision of direct lighting at dressing table/desk (study lamp)	✓	✓	✓						
An international multi-power point/plug is available on request.	✓	✓	✓		*	*	*	*	*
An integrated multi-power plug with USB port and international plug points - located on or near the desk/ bedside table and should be easily accessible	✓	✓	✓						
<b>14 Electronic Appliances</b>	Guest House	Country House	Bed & Breakfast	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Hair-dryer available on request	✓	✓	✓		*	*	*	*	*
Hair-dryer (minimum 1 600W) to be provided in each room	✓	✓	✓				*	*	*
Hair-dryer/ hair-dryer plug point located close to a mirror	✓	✓	✓		*	*	*	*	*
Television available in resident's lounge			✓		*	*	*	*	*
Television in each guest room, with working remote control	✓	✓			*	*	*	*	*
Fiat panel television in each guest room, with working remote control	✓	✓	✓				*	*	*
Fiat panel, high definition television in all rooms, with working remote control and minimum size of 32 inches	✓	✓	✓				*	*	*









Core Requirements

Guest Accommodation

		✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
25	A facility/ area designed for the preparation of food and appropriate to the nature and style of the establishment	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	Fire safety equipment to be provided (e.g. fire blanket, extinguisher, etc.)	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
26	Flooring, Walling and Ceiling	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	An impervious surface to be provided on walls, floors and ceilings.	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
27	Lighting	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	Direct lighting onto all work areas	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
28	Furnishings and Fittings	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	Opening window or effective air extraction	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	At least one hygienic and durable work surface	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	Washing up sink, with hot and cold running water, a plug and a draining board	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	Sufficient storage space for crockery, cutlery, kitchen equipment, cleaning equipment and guest supplies	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
29	Electrical Equipment	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	Microwave oven	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	Oven or convection microwave	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	2-Plate hob	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	4-plate hob	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	Extractor fan	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	Mini-bar refrigerator with a freezer compartment	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	Refrigerator with freezer compartment	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	Dishwasher or daily cleaning service (plus additional cleaning service available on request)	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	Covered waste disposal bin, inclusive of bin liner	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	Kettle	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	Toaster	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	Blender	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	Coffee machine	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
30	Cutlery, Crockery and Utensils	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star
	Cutlery (knife, fork, dessert spoon and teaspoon) sufficient for the maximum number of occupants in the unit	✓	✓	Country House	Bed & Breakfast	Not Applicable	*	1-Star	2-Star	3-Star	4-Star	5-Star



Core Requirements

Guest Accommodation	Core Requirements	1-Star	2-Star	3-Star	4-Star	5-Star
Colander			*	*	*	*
Slotted spoon				*	*	*
Ladle				*	*	*
Jug			*	*	*	*
Storage containers (more than 1)			*	*	*	*
31 Cleaning Equipment						
Tea towel	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star
Washing up brush or sponge						
Dish cloth						
Cleaning agents (including dishwashing agents if dishwasher provided)						
Dustpan and brush						
32 In Room Dining Table/ Area						
Seating provided at a dining table/eating area - sufficient to accommodate maximum sleeping positions in the unit	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star

E: Shared/ Public Areas	Applicability per Sub-Category						
	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star
33 Decoration							
Some use of objects of interest and artwork.							
Interesting architectural features, objects of interest, artwork and objects d'art.							
34 Furnishing and Fittings							
35 Bar, Lounge & Sitting Areas							
Guest lounge may be shared between the host and guest.							
A lounge with adequate comfortable seating for resident guests accessible throughout the day and evening (if large enough this may be provided in the guest bedroom)							
All seating areas to be of an acceptable size to provide a reasonable amount of space for guests to easily move around.							
Shared lounge / sitting areas must be accessible during all reasonable hours							
36 Flooring, Ceiling, Skirting & Cornices							
A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the guest.							
37 Lighting, Heating/Cooling & Ventilation							

Core Requirements

Guest Accommodation

38	Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings.	✓	✓	✓	✓	*	*	*	*	*	*	*
	Acceptable temperature control and ventilation.	✓	✓	✓	✓	*	*	*	*	*	*	*
39	<b>Other Public Areas Including Passages &amp; Staircases</b>	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star		
	Passages and stairs free from obstruction. Well lit 24 hours a day, although energy saving initiatives are to be respected.	✓	✓	✓	✓	*	*	*	*	*	*	*
	Clear, directional signage to bedrooms and reception (where needed).	✓	✓	✓	✓	*	*	*	*	*	*	*
	<b>Toilet Areas</b>	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star		
	All toilets regularly cleaned, checked and adequately ventilated.	✓	✓	✓	✓	*	*	*	*	*	*	*
	Minimum facilities provided: washbasin with soap, hand drying facility, toilet with seat and lid, covered light (no exposed light bulbs or wires), mirror, hook on door, dustbin, sanitary facilities for ladies.	✓	✓	✓	✓	*	*	*	*	*	*	*
	Spacious and luxurious toilet facilities with refinements such as individual hand towels, high-quality toiletries and accessories.	✓	✓	✓	✓	*	*	*	*	*	*	*

F: Breakfast and Dining Facilities

		Applicability per Sub-Category										
		Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star		
40	<b>Breakfast</b>	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star		
	Breakfast provided.	✓	✓	✓	✓	*	*	*	*	*		
	Continental breakfast provided with an acceptable range of cereals, bread and condiments.	✓	✓	✓	✓	*	*	*	*	*		
	A good range of hot and cold items offered for breakfast (e.g. hot breakfast should include a minimum of 5 items; cold breakfast could include cereals, breads, cold meats, fruit and cheese) with a choice of accompaniments	✓	✓	✓	✓	*	*	*	*	*		
	A comprehensive range of outstanding quality hot and cold dishes available for breakfast and presented in an outstanding way.	✓	✓	✓	✓	*	*	*	*	*		
	Guests are offered a wide choice of how their eggs are cooked, including fried, poached, boiled and scrambled.	✓	✓	✓	✓	*	*	*	*	*		
	All foods well-presented and served at the correct temperature	✓	✓	✓	✓	*	*	*	*	*		
	Provision made for a variety of dietary requirements	✓	✓	✓	✓	*	*	*	*	*		
41	<b>Meal provision</b>	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star		
	Dinner must be provided by the host if no suitable restaurants are in close proximity/ meals are not easily accessible	✓	✓	✓	✓	*	*	*	*	*		
	Dinner provided by arrangement	✓	✓	✓	✓	*	*	*	*	*		
	Lunch provided by arrangement	✓	✓	✓	✓	*	*	*	*	*		
	Dining facility provided	✓	✓	✓	✓	*	*	*	*	*		
	Meal times by arrangement with the guest or as advertised	✓	✓	✓	✓	*	*	*	*	*		
	Where a communal dining table is provided, additional individual tables should be available on guest request.	✓	✓	✓	✓	*	*	*	*	*		
42	<b>Furnishings</b>	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star		
	Sufficient tables and chairs to accommodate guests irrespective of the weather.	✓	✓	✓	✓	*	*	*	*	*		

Core Requirements

Guest Accommodation

	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
43 Flooring, Ceiling, Skirting & Cornices A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the guest.	✓	✓	✓		*	*	*	*	*
44 Lighting Acceptable levels of lighting, appropriately positioned for safety and comfort.	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
45 Menu Presentation	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
46 Table Appointments Table appointments appropriate to the meal being served i.e. breakfast or dinner.	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star

G: General Services and Service

47 Welcome, Friendliness and Attitude Personalised service and attention to detail is expected.	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
48 Appearance of Staff Staff appearance to be professional and neat at all times.	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
49 Reception / Meet & Greet Guest to be met on arrival by authorised establishment representative A designated meet and greet area. An afterhours key service may be provided. Functional meet and greet area available for guest check-in Spacious and impressive entrance foyer or lobby Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure, website, word of mouth or other means to all guests upon request.	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
50 Reservation, Check In, Check Out & General Efficiency Prompt thorough reservation and check-in system, including capture of guest records and responding to guest requests. All information accurately provided to guests including layout of property, available facilities, meal times, emergency and evacuation procedures etc. Bill/invoice to be correct with all details and clearly presented and explained.	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
51 Laundry Services A limited laundry or dry cleaning service for a minimum of 3 days a week Laundry or dry cleaning services provided for a minimum of 5 days a week. Laundry bags and laundry price list are to be provided to guests at reception, with an indication of the days the service is available.	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star



**Category:      Backpackers and Hostels**

<b>Proposed Definition:</b>	An accommodation facility that provides social and communal guest facilities including dormitories and/or private rooms. Only establishments that cater for travellers may qualify for grading.
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<b>Category Entry Requirements</b>	<p><b>Backpacker and Hostel</b></p> <p>If the owner/manager and guests are accommodated in the same building, there must be separate living areas for the owner/ manager.</p> <p>The owner/ representative must be contactable 24 hours, 7 days per week.</p> <p>The owner/representative must be available to check guests in/out or within a 10 minute drive from the property during specified check-in times.</p> <p>Daily servicing of the rooms must be included in the tariff.</p> <p>Servicing of rooms 7 days a week (includes linen/ towel change when applicable, removal of rubbish and Shared facilities (not with owner/manager) must be a minimum of shared spaces to cook, eat, relax and</p> <p>Establishment must provide a communal self-catering kitchen.</p>
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Core Requirements

Backpacker/ Hostel Accommodation

**Core Requirements  
Backpackers and Hostels**

Exterior	Applicable						
	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
1 Building Exterior							
2 Grounds and Gardens	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
3 Parking / Driveway / Signage	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Provision of fit for purpose on-site and/or designated guest parking areas and/or alternative guest parking arrangements.	✓		*	*	*	*	*
Directional signage - acceptable condition, clearly visible, fit for purpose.	✓		*	*	*	*	*
Well lit parking area	✓		*	*	*	*	*
4 Safety and Security	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Appropriate, fit for purpose safety and security measures throughout the establishment at all times (high regard for security and safety of guests, which is unobtrusive)	✓		*	*	*	*	*
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 (including relevant telephone numbers) & evacuation signage and procedures clearly displayed	✓		*	*	*	*	*
An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress	✓		*	*	*	*	*
Guests provided with familiarisation tours on all emergency exits and key emergency information on arrival	✓		*	*	*	*	*
Guests to have secure access into facility / establishment.	✓		*	*	*	*	*
Guests provided with unrestricted and secure access to communal/ public areas	✓		*	*	*	*	*
Telephone available for guest use (cellular or landline)	✓		*	*	*	*	*



Core Requirements

Backpacker/ Hostel Accommodation

5 Power Supply and Wi-Fi	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Appropriate electricity should be provided (not necessarily mains supply). Where electricity is not available, this must be clearly stated. Where electricity is available, sufficient conveniently located, power points (with USB port and international plug points as applicable) for the safe use of electrical equipment, should be provided. Wi-Fi to be available throughout the establishment or in a specified, designated area/s. Exemption allowed if there is no signal/ service in which case this should be clearly stated	✓		*	*	*	*	*
	✓	✓	*	*	*	*	*
	✓	✓	*	*	*	*	*

**Private and Shared Bedrooms (note: assessment will apply to the room with the lowest rating)**

6 Bedroom/ Dormitory Size	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
All bedrooms and dormitories should have sufficient space to allow freedom of movement for guests and access to all furniture in the room. It should be possible to open all drawers and doors fully.	✓		*	*	*	*	*
All low approximately 5m <sup>2</sup> floor space per bed/bunk bed.	✓				*	*	
More spacious rooms/ dormitories. Allow approximately 7m <sup>2</sup> floor space per bed/bunk bed.	✓						*
7 Bedroom Entrance, Safety & Security	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Information on how to call for assistance (including telephone numbers) and evacuation procedures in the event of an emergency to be displayed in each bedroom/ dormitory	✓		*	*	*	*	*
Emergency lighting (alternative to grid electricity but not an open flame) available for each bedroom/ dormitory and relevant shared and public areas	✓		*	*	*	*	*
Doors into private bedrooms must be lockable/ secure (from the inside and outside of the bedroom)	✓		*	*	*	*	*
On-site safe or safety deposit facility available	✓		*	*	*	*	*
In-room safe in private rooms	✓						*

Backpacker/ Hostel Accommodation

Core Requirements

8	Backpacker/ Hostel Accommodation	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	<b>Beds, Bases &amp; Mattresses</b>							
	Sofa beds are not acceptable as permanent bed spaces.	✓		*	*	*	*	*
	All beds to be of sound condition	✓		*	*	*	*	*
	All mattresses made of foam or sprung interior (or similar)	✓		*	*	*	*	*
	There should be access to both sides of beds for double occupancy.	✓				*	*	*
	An acceptable form of headboard - could be a continental pillow	✓		*	*			
	An acceptable form of headboard firmly secured	✓				*	*	*
	Minimum dimensions for a standard single bed: L188cm x W91cm.	✓				*	*	*
	Minimum dimensions for a standard double bed: L188cm x W137cm.	✓		*	*	*	*	*
	Bunk beds maximum of 2 sleeping positions high	✓				*	*	*
	A ladder or equivalent should be provided for guests to climb to the top bunk	✓		*	*	*	*	*
9	<b>Bedding &amp; Linen</b>		Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	All bedding provided should be clean for each new guest	✓		*	*	*	*	*
	All bedding well-fitted and appropriately sized	✓		*	*	*	*	*
	All bedding must be free of stains, holes and fraying	✓		*	*	*	*	*
	All occupied beds to be fitted with a bottom sheet, pillow and pillowcase and a duvet with duvet cover. A top sheet and blanket can be provided as an alternative to a duvet	✓		*	*	*	*	*
	2 pillows per sleeping position in private rooms	✓						*
	Mattresses covered with mattress protectors (in private and dormitory rooms)	✓						*

## Core Requirements

## Backpacker/ Hostel Accommodation

10 Furniture	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
At least one bedside table in each single and double room (could be a dressing table which doubles as a bedside table)	✓				*	*	
Each sleeping position should have an individual bedside table or shelf, including dormitory beds	✓						*
Private rooms to have at least one comfortable seating position/ chair	✓						*
Private rooms to have a dressing table with a chair or stool	✓						*
<b>11 Wardrobes, Shelves &amp; Luggage Storage</b>	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Dormitories should have sufficient lockers, lockable cupboards or lockable drawers - sufficient for each sleeping position	✓		*	*	*	*	*
Private rooms should have facilities to hang clothes (wardrobe or hooks or similar)	✓		*	*	*	*	*
Dormitories should have provision to hang clothes e.g. wall plaque with hooks or individual bunk hooks	✓		*	*	*	*	*
Wardrobes or open cupboards with hanging space or a rail to be provided in private rooms and dormitories	✓					*	*
<b>12 Curtains &amp; Window Coverings</b>	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Curtains, blinds or shutters should be provided on all windows including glass panels and doors where required to afford privacy and/or the exclusion of light.	✓		*	*	*	*	*
<b>13 Flooring, Ceiling, Skirting &amp; Cornices</b>	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Flooring may vary considerably and any fit-for-purpose flooring, in good condition may be appropriate (ease of cleaning and hygiene should be considered)	✓		*	*	*	*	*
A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the guest.	✓		*	*	*	*	*
<b>14 Temperature Control &amp; Ventilation</b>	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Adequate ventilation in each dormitory or private room. There should be at least one window to allow natural light and adequate ventilation. If the window can't be opened or is small an alternative ventilation system must be provided.	✓		*	*	*	*	*
Wall panel heater (or similar) and ceiling/ free standing fan in each room depending on the climatic conditions.	✓						*

Core Requirements

Backpacker/ Hostel Accommodation

15 Lighting	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
All light bulbs should have a shade or cover unless they are of a decorative nature.	✓		*	*	*	*	*
Minimum of one bedside or bedhead light in each single or double room. A double bed may have one shared bedhead or bedside light. Bedside lights are not necessary in dormitories.	✓				*		
Minimum of one bedside or bedhead light in each single or double room for each sleeping position.	✓					*	*
Each dormitory bed should have a central or main room light.	✓		*	*	*	*	*
Each dormitory bed should have an individual light.	✓						*
Light switches in convenient locations (next to door and next to beds)	✓						*
<b>16 Accessories</b>	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Waste bin in each dormitory and private bedroom	✓		*	*	*	*	*
Mirror in each dormitory	✓		*	*	*	*	*
Mirror in each private room (if not provided in ensuite bathroom)	✓		*	*	*	*	*
Television provided in each private room	✓						
Hairdryer provided in private bedrooms	✓						*
Hairdryer available on request and a hair drying station/area provided in a communal area	✓						*
Smoking not permitted in dormitories and non-smoking private rooms to be provided	✓		*	*	*	*	*

## Core Requirements

## Backpacker/ Hostel Accommodation

Backpacker/ Hostel Accommodation		Applicable					Not Applicable						
Backpacker/ Hostel		1-Star	2-Star	3-Star	4-Star	5-Star	Backpacker/ Hostel		1-Star	2-Star	3-Star	4-Star	5-Star
17	Communal bathrooms												
	Where appropriate, in communal bathrooms there should be privacy between the sexes for washing, showering and toilet facilities and, as far as possible, between members of the same sex. Unisex bathroom facilities must have private cubicles for each shower and toilet/ unit.	✓	*	*	*	*							*
	Minimum of one bath or shower for every 12 guests in shared accommodation	✓	*	*	*	*							
	Minimum one toilet for every 10 guests in shared accommodation	✓	*	*	*	*							
	Minimum one washbasin for every 10 guests in shared accommodation	✓	*	*	*	*							
	Minimum of one bath or shower for every 8 guests in shared accommodation	✓				*						*	*
	Minimum of one toilet for every 8 guests in shared accommodation	✓				*						*	*
	Minimum of one washbasin for every 8 guests in shared accommodation	✓				*						*	*
	All basins, baths and showers supplied with sufficient hot and cold water at all reasonable time	✓				*						*	*
18	Fixtures and Fittings: Communal bathrooms												
	All toilets, sinks, showers and other plumbing should be in good working order and free from trapping surfaces such as porcelain cracks and chips, and damaged toilet seats	✓	*	*	*	*						*	*
	All communal bathrooms should be equipped with hand soap and hand drying facilities.	✓				*						*	*
	Each shower or bath unit should provide privacy for the user and should have: bath or shower, clean, running water (available at reasonable times), at least two clothes hooks.	✓	*	*	*	*						*	*
	No shower curtains should be used - all showers should be enclosed and if applicable have solid or glass doors (exemption allowed for building design/build that cannot accommodate doors, in which case excellent quality shower curtains or similar are expected)	✓				*						*	*
	Each toilet unit should have: toilet with seat and lid, toilet roll holder and toilet paper, covered waste bin, adequate ventilation via an extractor fan or externally opening window, toilet brush in holder.	✓	*	*	*	*						*	*
	A mirror must be situated above or adjacent to hand basins.	✓	*	*	*	*						*	*
	Sufficient open vanity space for toiletries	✓				*						*	*

Core Requirements

Backpacker/ Hostel Accommodation

	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
19 <b>En-suite bathrooms</b>							
Each private room must have an en-suite bathroom.	✓						*
All basins, baths and showers supplied with sufficient hot and cold water at all reasonable time	✓				*	*	*
20 <b>Fixtures and Fittings: En-suite bathrooms</b>		Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
All toilets, sinks, showers and other plumbing should be in good working order and free from trapping surfaces such as porcelain cracks and chips, and damaged toilet seats	✓		*	*	*	*	*
Towel rails/racks/shelf to be sufficient for the number of guests in the room.	✓		*	*	*	*	*
A mirror must be situated above or adjacent to the hand basin.	✓		*	*	*	*	*
Sufficient vanity space for the maximum number of guests.	✓		*	*	*	*	*
Each toilet should have: toilet with seat and lid, toilet roll holder and toilet paper, covered waste bin, adequate ventilation via an extractor fan or externally opening window.	✓		*	*	*	*	*
Bathrooms to include at least one hand basin	✓		*	*	*	*	*
All bathrooms to include a bath or a shower (shower over bath is also acceptable)	✓		*	*	*	*	*
Shower curtains are acceptable. Must be free of stains, tears, holes and mould.	✓		*	*	*	*	*
No shower curtains should be used - all showers should be enclosed and if applicable have solid or glass doors (exemption allowed for building design/build that cannot accommodate doors, in which case excellent quality shower curtains or similar are expected)	✓					*	*
A hook for clothes.	✓		*	*	*	*	*
21 <b>Bathroom Size</b>		Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
All bathrooms should have sufficient space to allow for comfortable freedom of movement for guests and access to all fittings	✓		*	*	*	*	*
22 <b>Towelling: En-Suite bathrooms</b>		Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
All guests in private and en-suite rooms provided with individual towel and soap upon arrival	✓		*	*	*	*	*
23 <b>Flooring and Ceiling</b>		Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
An impervious surface to be provided on walls, floors and ceilings.	✓		*	*	*	*	*

Core Requirements

Backpacker/ Hostel Accommodation

24 Lighting and Ventilation	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Light switch near the entrance to the bathroom.	✓		*	*	*	*	*
Sufficient lighting to light the bathroom	✓		*	*	*	*	*
All bathroom windows should be fitted, opaque or similar to ensure guest privacy. Alternatively, windows could be covered with an opaque curtain, blind or shutter.	✓		*	*	*	*	*
Sufficient and appropriate ventilation for the bathroom	✓		*	*	*	*	*

Public Areas							
25 Living and Dining Areas	Applicable Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
A guest dining area is available.	✓		*	*	*	*	*
Dining area large enough to accommodate most of the guests at the establishment (approximately 25% of total guest capacity can be accommodated at one time)	✓		*	*	*	*	*
Minimum of one lounge or relaxing area (dining area may suffice as a lounge or relaxing area)	✓		*	*	*	*	*
If only outdoor dining and/or relaxing areas are provided then the area must be covered to protect guests from inclement weather (rain, sunshine, etc)	✓		*	*	*	*	*
Television provided in communal area (if fit for purpose)	✓	✓					
26 Lighting, Heating/Cooling & Ventilation	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings	✓		*	*	*	*	*
Acceptable temperature control and ventilation (ventilation system needs to be provided if a room/ area does not have an opening window)	✓		*	*	*	*	*
27 Other Public Areas Including Passages & Staircases	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Passages and stairs free from obstruction. Well lit 24 hours a day, although energy initiatives are to be respected.	✓		*	*	*	*	*
Clear, directional signage to bedrooms and reception (where needed).	✓		*	*	*	*	*
All emergency information and signage to be clearly displayed in public areas.	✓		*	*	*	*	*
28 Toilet Areas	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
All toilets regularly cleaned, checked and adequately ventilated.	✓		*	*	*	*	*

Backpacker/ Hostel Accommodation

Core Requirements

Minimum facilities provided: washbasin with soap, hand drying facility, toilet with seat with lid, covered light (no exposed light bulbs or wires), mirror, hook on door, lidded sanitary bin and sanitary bags for ladies.		✓	*	*	*	*	*	*	*
<b>Food and Beverage Facilities</b>									
29	<b>Meal provision</b>	Applicable Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	
	If a food and/or beverage service is provided, staff should demonstrate adequate levels of product knowledge and provide efficient service.	✓		*	*	*	*	*	*
	All food must be hygienically stored, prepared and presented.	✓		*	*	*	*	*	*
30	<b>Communal Kitchen</b>	Applicable Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	
	A self-catering communal kitchen should be provided.	✓		*	*	*	*	*	*
	All fixtures, furniture, furnishings, crockery, cutlery and glassware must be in an acceptable condition and functional	✓		*	*	*	*	*	*
	Adequate number of crockery, cutlery and glassware to provide for at least 25% of the maximum number of occupants at any one time	✓		*	*	*	*	*	*
	Sufficient storage or shelving space for crockery, cutlery, kitchen and cleaning equipment.	✓		*	*	*	*	*	*
	Sufficient hot plates on which to cook meals	✓		*	*	*	*	*	*
	An oven, microwave or braai facilities provided	✓		*	*	*	*	*	*
	Refrigerator in each kitchen	✓		*	*	*	*	*	*
	Sink equipped with a draining board and running water supply in each kitchen	✓		*	*	*	*	*	*
	Facility available for boiling water (kettle, geyser, etc.) in each kitchen	✓		*	*	*	*	*	*
	Minimum of one hygienic working surface in each kitchen	✓		*	*	*	*	*	*
	Sufficient storage space for guest's food (including dry goods) in each kitchen	✓		*	*	*	*	*	*
	An open window or an appropriate ventilation system in each kitchen	✓		*	*	*	*	*	*
	Covered waste disposal bin in each kitchen	✓		*	*	*	*	*	*
	Fire extinguisher and fire blanket readily available in each kitchen	✓		*	*	*	*	*	*
	Freezer or large freezer section in fridge	✓							*
	Toaster	✓	✓						*
	Microwave oven	✓	✓						*



Core Requirements

Backpacker/ Hostel Accommodation

Oven and/or convection microwave oven	✓	✓							*	*
Hand soap and dishwashing liquid provided	✓								*	*
Range of herbs and spices.	✓								*	*

**Other Facilities**

	Applicable											
	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	1-Star	2-Star	3-Star	4-Star	5-Star
31 <b>Clothes Washing, Hanging and Drying Facilities</b>												
Facilities for drying and hanging wet clothes should be provided or laundry service should be available	✓		*	*	*	*	*					
Dedicated clothes washing sink with running water should be provided or laundry service should be available.	✓		*	*	*	*	*					
An iron and ironing board should be provided in the communal kitchen, the laundry or drying area.	✓											*
Washing machines (these may be coin operated) should be available for guest use	✓											*
Tumble drying machines (these may be coin operated) should be available for guest use	✓											*

**General Facilities, Services and Service**

	Applicable											
	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	1-Star	2-Star	3-Star	4-Star	5-Star
32 <b>Courtesy</b>												
Staff should be helpful and attentive and show courtesy to all guests at all times.	✓		*	*	*	*	*					
Staff should be clean, neatly and appropriately dressed, helpful and attentive to guests	✓		*	*	*	*	*					
There should be reasonable levels of tourist information available, particularly with regard to local places of interest and activities available.	✓		*	*	*	*	*					

Core Requirements

Backpacker/ Hostel Accommodation

33 Reception / Meet & Greet	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Guest to be met on arrival by authorised establishment representative	✓		*	*	*	*	*
Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure, word of mouth or other means to all guests upon request.	✓		*	*	*	*	*
<b>34 Additional Facilities/ Services</b>	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Swimming pool for guest use	✓						
Braai area for guest use	✓						
Luggage storage for early arrivals/ late departures	✓						
Shuttle service or equivalent provided for guests	✓						
Tour booking service available	✓						

Housekeeping

Applicable

35 Cleanliness	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
A high standard of general cleanliness should be maintained throughout the establishment at all times.	✓		*	*	*	*	*
<b>36 Bedrooms and Bathrooms</b>	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
All bedrooms and bathrooms cleaned daily.	✓		*	*	*	*	*
All bed linen including duvet covers changed for each new guest, on request, when soiled or for long-stay guests at least every 7-days. "No Change" option available	✓		*	*	*	*	*
All towel and bathroom linen changed for each new guest, on request, when soiled or for long-stay guests at least every 7-days. "No Change" option available	✓		*	*	*	*	*

**Category: VENUE**

**Definition:** A meeting and/or event venue is a permanent structure for hosting groups and events and providing a flexible and often multi-functional space/s with appropriate food and beverage, logistical and business support services

**Sub-categories:**

<p><b>A Conference and/or Exhibition Centre has:</b>  Dedicated meeting room/s  Multi-functional space/s that can accommodate meetings, receptions, banquets, exhibitions etc.  Informal gathering space available e.g. lounge, patio, courtyard  Dining facilities to accommodate conference groups  Meeting room/s separate from high-traffic and food service areas  Space for refreshment breaks available in close proximity to the meeting room/s  Exclusive or preferred service providers on call  Available inventory of conference technology (AV) (internal or outsourced)  Facilities designed to keep different groups/ functions apart and private  Restrooms available</p>
<p><b>A Convention Centre is:</b>  A large conference centre and typically includes a variety of different venues for events such as exhibition space, an auditorium, halls, meeting, conference, board rooms etc.</p>
<p><b>An In-Hotel Convention Centre, Conference and/or Exhibition Venue is:</b>  Located in or on the same property as an hotel and the venue/s can not be differentiated from the hotel</p>
<p><b>An Events Venue has:</b>  An indoor or outdoor multi-purpose facility designed for hosting an event e.g. sports, concerts, religious, political or other special events  Space for spectators to stand or sit to view the event. Tiered seating may be available.  Appropriate lighting for concerts/ events (internal or outsourced)  Appropriate access/ exit facilities to accommodate large numbers of spectators  Food and beverage facilities to cater for large number of guests/ spectators (internal or outsourced)  Wide variety of technical/ AV equipment and facilities available (internal or outsourced)  Restrooms available</p>
<p><b>An Historical Venue:</b>  Is a building that reflects historical value or a landmark that has been adapted to host a special event e.g. gallery, city hall, museum, castle, theatre, country club, winery, stately home, etc.  Has venue/s that will vary according to the original or intended function/ purpose of the building/ venue  Has kitchens and restrooms available (may be temporary)  Has a wide variety of technical equipment and facilities available (internal or outsourced)</p>
<p><b>A Function venue:</b>  Is a venue that provides space for smaller, special events  Is a multi-purpose facility that can be reconfigured for different uses  Has kitchens and restrooms available (may be temporary)  Has a wide variety of technical/ AV equipment and facilities available (internal or outsourced)</p>

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Core Requirements

Venues

Core Requirements  
Venues

A: Exterior	Applicability per Sub-Category											
	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
1 Building Exterior												
Clearly identifiable reception area/ building entrance		✓	✓	✓	✓	✓		*	*	*	*	*
Doorway & entrance clearly illuminated	Hotel grading	✓	✓	✓	✓	✓		*	*	*	*	*
Lighting in all public areas, including stairways		✓	✓	✓	✓	✓		*	*	*	*	*
2 Grounds and Gardens	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
3 Parking / Driveway / Signage	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Provision of on-site and/ or pre-arranged parking areas - sufficient for the likely number of attendees. If necessary a shuttle service to be provided between arranged parking and the venue.		✓	✓	✓	✓	✓		*	*	*	*	*
Clearly visible driveway and parking signage	Hotel grading	✓	✓	✓	✓	✓		*	*	*	*	*
Clear walkway or path between designated parking and the venue		✓	✓	✓	✓	✓		*	*	*	*	*
A porte-cochere or similar stopping area for VIPs, coaches and buses		✓	✓	✓	✓	✓		*	*	*	*	*
4 Bus & Coach Pick-Up / Drop-Off Points	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Specified area for coaches and buses to allow delegates/ guests to embark and disembark safely	✓	✓	✓	✓				*	*	*	*	*
5 Loading area/ bays	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Back loading entrance acceptable for most types of functions held at the venue.	✓	✓	✓	✓								
B: Venues/ Rooms and Event Support Areas	Applicability per Sub-Category											
	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
6 Venues												
Lockable and/or secure venues/ rooms	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Dedicated cleaning staff available during all functions and events	✓	✓	✓	✓	✓	✓						

Venues

Core Requirements

	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
<b>7 Furniture</b> Sufficient inventory of furniture in order to be able to set up a minimum of 60% of a meeting/event space simultaneously. Access to sufficient inventory of appropriate furniture in order to set up all meeting/event space simultaneously	✓	✓	✓	✓	✓	✓		*	*	*	*	*
<b>8 Venue Lighting</b> Appropriate lighting in each room/venue Each room/venue with independently operated and appropriate lighting (also applicable to each subdivision) Lighting with dimming facilities in each room/venue	✓	✓	✓	✓	✓	✓	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
<b>9 Venue Ventilation</b> Appropriate ventilation in each room/venue Each room/venue with independently controlled and appropriate temperature control system (air-conditioning) [not necessarily applicable to subdivisions]	✓	✓	✓	✓	✓	✓	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
<b>10 Venue Power</b> Appropriate in-room power in each venue/room Each room/venue with independently controlled power (preferably 3-phase) Ducted electrical cables for electricity into the venue Availability of electrical extension cords and multiple and/or plug points available throughout the venue	✓	✓	✓	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
<b>11 Venue Connectivity and Audio-Visual equipment</b> Access to basic staging and audio-visual equipment i.e. raised platform, dance floor, lipchart, screen, digital projector, microphone Access to more than basic staging and audio-visual equipment [applicable to the range and extent of events which can be hosted] Access to any staging and audio-visual equipment [applicable to the range and extent of events that can be hosted] Access to technologically advanced staging and audio-visual equipment in the venue (applicable to the range and extent of events that can be hosted) Each room/venue with in-room telephone connectivity (could be VOIP technology) Each room/venue with in-room internet and/or wireless internet connectivity (Wi-Fi) (NA if no signal) Each room/venue with in-room LAN internet connectivity or high speed Wi-Fi (can be outsourced) (NA if no signal) Technical support on site during event (in-house or outsourced)	✓	✓	✓	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star

Core Requirements

Venues

High quality technical staff (in-house or outsourced) to set-up and maintain equipment and to advise clients as required. Based on-site during the event.	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
<b>12 Blinds, Curtaining and Black-out Materials</b>	✓	✓	✓	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Window coverings must be large enough to draw easily and completely cover the window opening	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
Window coverings must provide a partially darkened room	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
Window coverings must provide full block out for the venue	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
<b>13 Flooring and Floor Loading</b>	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the event	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
Floor loading capacities (in each venue) must be communicated to users and suppliers in advance of the venue space being used.	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
<b>14 Walls, Partitions and Operable Walls</b>	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Permanent walls in venues are attractively decorated as appropriate (e.g. wallpaper, visual effects, etc. and are appropriately soundproofed.	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
Sub-divisible venues should have suitable partitions and/or operable walls.	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
Access to a stand-building provider for constructible partitions.	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
Partitions that divide the venue effectively - ceiling to floor, solid partitions need not be light and soundproof	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
Partially sound dampened and fully lightproof partitions that are easy to operate and that blend with the decor of the venue. Must be lockable/secure	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
Sound dampened and lightproof partitions, that are easy to operate and that blend with the decor of the venue. Must be lockable/secure	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
<b>15 Meeting supplies</b>	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Pen per delegate	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
Paper provided for each delegate	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
Water station provided in the venue	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
Filtered water provided at tables	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
Cordials/ flavoured water/ cooldrinks provided	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
Refreshments provided i.e. mints, fruit, etc.	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
Drinking cups provided	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
Drinking glass per delegate	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
Coaster per delegate	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*

Core Requirements

Venues

		In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
16	Service and Utility pit / Grid (connectivity to power, water, drainage)												
17	Boardrooms (applicable to permanent boardrooms)	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Table large enough to accommodate number of delegates advertised	✓	✓	✓	✓			✓	*	*	*	*	*
	Sufficient boardroom chairs to accommodate number of delegates advertised	✓	✓	✓	✓			✓	*	*	*	*	*
	High-back, swivel boardroom chairs	✓	✓	✓	✓			✓					
	Appropriate, screen/ TV in each boardroom	✓	✓	✓	✓			✓					
	Digital projector in/ available for each boardroom	✓	✓	✓	✓			✓					
	Easily accessible and sufficient network and power points	✓	✓	✓	✓			✓					
	Position for permanent tea/ coffee station and refreshments	✓	✓	✓	✓			✓					
	Coffee/ Cappuccino machine	✓	✓	✓	✓			✓					
	Fridge	✓	✓	✓	✓			✓					
	Interesting architectural features, objects of interest, artwork and object d'art.	✓	✓	✓	✓			✓					
18	Hospitality/ VIP suite/s	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	A meeting room/ venue that can be utilised as a private holding room.	✓	✓	✓	✓						*	*	*
	A private, purpose-built, temperature controlled suite (holding room)			✓	✓								*
	En-suite private toilet and/or bathroom			✓	✓								*
19	Media Centre	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Venue or room adapted to meet media specific requirements.	✓	✓	✓	✓						*	*	*
	Dedicated, purpose-built centre to meet specific media requirements.				✓			✓				*	*
	Accessibility to electricity, telecommunications, internet and Wi-Fi within media centre				✓			✓				*	*
20	Storage Space	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Storage space that can safely store event materials and equipment overnight	✓	✓	✓	✓				*	*	*	*	*
	Exclusive, lockable storage area available for each event hosted at the venue	✓	✓	✓	✓							*	*
21	Ticket Office / Ticketing Kiosk	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star

Core Requirements

Venues		Applicability per Sub-Category											
Booth, room, space or area adapted to meet specific event ticket sales requirements		Conference/Exhibition centre	In-Hotel conference centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
<b>C: Public Areas (areas inside a venue that are accessible to delegates/ guests. Includes corridors, lounges, reception areas, registration areas, pre-assembly areas, etc.)</b>													
22 Signage		✓	✓	✓	✓	✓	✓		*	*	*	*	*
Directional (orientation) and informational signage to guide visitors to reception, car park, exits, entrances, toilets, medical facilities and function or meeting venues.	Hotel grading								*	*	*	*	*
Signage should be clearly visible, seen from a distance and preferably lit in the dark.									*	*	*	*	*
23 Decoration		✓	✓	✓	✓	✓	✓		1-Star	2-Star	3-Star	4-Star	5-Star
Some use of objects of interest and artwork.	Hotel grading												
Interesting architectural features, objects of interest, artwork and object d'art.													
24 Lounge/ Sitting Areas		✓	✓	✓	✓	✓	✓		1-Star	2-Star	3-Star	4-Star	5-Star
All lounge and seating areas to be furnished with sufficient occasional tables, chairs and functional surfaces.	Hotel grading								*	*	*	*	*
All seating areas to be of an acceptable layout to provide a reasonable amount of space for guests/delegates to easily move around.									*	*	*	*	*
25 Flooring, Ceiling, Skirting & Cornices		✓	✓	✓	✓	✓	✓		1-Star	2-Star	3-Star	4-Star	5-Star
A reasonable effort is made to minimise noise levels taking in to consideration size and location of establishment as well as the profile of the guest.	Hotel grading												
26 Lighting, Heating/Cooling & Ventilation		✓	✓	✓	✓	✓	✓		*	*	*	*	*
Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings	Hotel grading								*	*	*	*	*
Acceptable temperature control and ventilation.									*	*	*	*	*
27 Connectivity and Power		✓	✓	✓	✓	✓	✓		1-Star	2-Star	3-Star	4-Star	5-Star
Access to power in public areas	Hotel grading								*	*	*	*	*
Access to Wi-Fi in public areas (NA if no signal)									*	*	*	*	*



Core Requirements

Venues

28	Business Centre/ Services	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Office equipment for basic business services easily accessible i.e. photocopy, print, internet (connectivity)	✓	✓	✓	✓	✓	✓	✓	✓				*	*	*
	Colour photocopying and printing available	✓	✓	✓	✓	✓	✓	✓	✓					*	*
29	Reception area/ desk	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue			Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Reception desk/ area available for the venue	✓	✓	✓	✓	✓	✓	✓	✓					*	*
30	Information points/ desks	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue			Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	General Tourism information available		✓	✓	✓	✓	✓	✓	✓				*	*	*
	A design table/information desk/point available within the venue (this could be at the reception desk/ area for tourism, venue and other information)		✓	✓	✓	✓	✓	✓	✓					*	*
	Staffed information desk- operational during reasonable venue operating hours (venue and tourism information provided)	Hotel grading	✓	✓	✓	✓	✓	✓	✓						*
31	Lifts – Passenger and Freight	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue			Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	A lift is required where there are venues that are 3 floors or more higher or lower than the entrance level floor.	✓	✓	✓	✓	✓	✓	✓	✓	✓			*	*	*
	A lift is required where there are venues that are 2 or more floors higher or lower than the entrance level floor.	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
	Separate passenger and freight lifts	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
32	Escalators and Stairwells	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue			Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Escalators are installed where lifts would be impractical to move large volumes of pedestrian traffic up and down within a building.	✓	✓	✓	✓	✓	✓	✓	✓	✓			*	*	*
	Stairwells and landings well lit	✓	✓	✓	✓	✓	✓	✓	✓	✓			*	*	*
	Handrails installed in stairwells	✓	✓	✓	✓	✓	✓	✓	✓	✓			*	*	*
33	Toilets and Restrooms	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue			Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Well ventilated toilets in private cubicles	✓	✓	✓	✓	✓	✓	✓	✓	✓			*	*	*
	Washbasin with soap	✓	✓	✓	✓	✓	✓	✓	✓	✓			*	*	*
	Liquid soap	✓	✓	✓	✓	✓	✓	✓	✓	✓			*	*	*
	Hot air dryers and/or single-use, paper/ towelling hand towels	✓	✓	✓	✓	✓	✓	✓	✓	✓			*	*	*
	Toilet seat with lid	✓	✓	✓	✓	✓	✓	✓	✓	✓			*	*	*
	Covered light	✓	✓	✓	✓	✓	✓	✓	✓	✓			*	*	*
	Mirror	✓	✓	✓	✓	✓	✓	✓	✓	✓			*	*	*



Core Requirements

Venues

Table Appointments	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
39 Table Appointments Table appointments appropriate to the meal being served	✓	✓	✓	✓	✓	✓		*	*	*	*	*
40 Meal Quality and Presentation All foods well-presented and served at the correct temperature Provision made for a variety of dietary requirements Selection or variety of food options for clients to choose from A reasonable variety of food options for clients to choose from A substantial choice of hot and cold dishes for clients to choose from A broad range of dishes of outstanding quality and presentation meeting high international standards, for clients to choose from.	✓	✓	✓	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star

E: Services

Services	In-Hotel conference centre	Conference/Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
41 Welcome, Friendliness & Attitude Professional, skilful and competent service and attention to detail is expected	✓	✓	✓	✓	✓	✓		*	*	*	*	*
42 Appearance of Staff Service staff to be identifiable by a uniform or similar Service staff to wear name badges	✓	✓	✓	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
43 Sales / Event Co-ordination / Management Event support provided to clients Prompt and thorough dealing with enquiries, bookings, correspondence and complaints. All details of booking process, payment process and cancellation information are made clear to the client. The amenities, facilities and services provided by the venue are described fairly and truthfully to clients	✓	✓	✓	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
44 Safety and Security Management Representative responsible for safety and security on call 24 hours a day, 7 days a week Management representative on site during an event Emergency information & procedures clearly displayed in English and in pictograms where possible. No obstruction of emergency exit doorways or stairwells	✓	✓	✓	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star



**Category: Caravan and Camping Facility**

<b>Definition:</b>	A caravan and/or Camping facility provides space for guests to provide their own accommodation, such as tent, a motor home and/or caravan. Communal ablution facilities are always provided. Communal kitchen, laundry, recreational facilities and amenities, etc. may be provided. Self-catering accommodation units may be provided on the property.
	<b>Caravan &amp; Camp Site</b>
	A camping facility that specifies that caravans can be accommodated
	<b>Camp Site</b>
	A camping facility that does not specify that caravans can be accommodated.
<b>Caravan and Camping Facility</b>	
<b>Key Requirements</b>	<p>Only establishments that cater for transient guests (travelling public) can qualify for grading. If permanent/ semi-permanent guests are accommodated, facilities for such guests should be distinctly separate to those provided for the public travelling for leisure and/or short-term purposes.</p> <p>Host/ representative contactable 24 hours a day, 7 days a week</p> <p>Host/ representative must be available on site to check guests in/ out or within a 5-minute drive from the property</p> <p>Bathroom facilities may be separate communal male and female facilities or may be private or family bathrooms</p>

**Core Requirements  
Caravan and Camping Sites and Parks**

A: Exterior		Applicability per Sub-Category							
		Caravan & Camp Site	Camp Site	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
1	<b>Building Exterior</b>								
2	<b>Grounds and Gardens</b>	Caravan & Camp Site	Camp Site	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
3	<b>Parking, Driveways and Parking Signage</b>	Caravan & Camp Site	Camp Site	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Provision of fit for purpose on-site and/ or designated parking areas (Ideally 1 parking space/ area per site)	✓	✓		*	*	*	*	*
	Directional signage on and off the property - acceptable condition, clearly visible, fit for purpose.	✓	✓		*	*	*	*	*
	Directional signage to guide guests around the property and to amenities	✓	✓		*	*	*	*	*
	Traffic calming measures adequately sign posted and marked	✓	✓	✓	*	*	*	*	*
	Weatherproof, well constructed service roads, allowing free access to all sites.	✓	✓		*	*	*	*	*
4	<b>Exterior Lighting</b>	Caravan & Camp Site	Camp Site	Not Applicable option	*	*	*	*	*
	Adequately lit pathways (appropriate to the environment and limiting light pollution)	✓			*	*	*	*	*
	Entrances to facilities (ablutions, communal areas, etc) appropriately lit	✓	✓		*	*	*	*	*
	Internal roads are appropriately lit	✓							
5	<b>Safety and Security</b>	Caravan & Camp Site	Camp Site	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Appropriate, fit for purpose 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 (including relevant telephone numbers) & evacuation signage and procedures clearly displayed and explanation/ tour available on request	✓	✓		*	*	*	*	*
	An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress	✓	✓		*	*	*	*	*
	Guests to have secure access into facility / establishment.	✓	✓		*	*	*	*	*
	High regard for security and safety of guests, which is unobtrusive (e.g. on-site security, private security, armed-response, night watchman, panic buttons, internal radio communication, radio contact with local police, suitable perimeter security, secure entrance gate and intercom, part of a Community Policing Forum, video surveillance (CCTV) cameras, medical support on call, etc.)	✓	✓		*	*	*	*	*
	Guests provided with unrestricted and secure access to shared/ public areas	✓	✓		*	*	*	*	*

## Caravan and Camping

## Core Requirements

Telephone available at reception (cellular or landline)		✓	✓	*	*	*	*	*	*	*
<b>B: Bathrooms and Ablutions</b>										
<b>Applicability per Sub-Category</b>										
<b>6 Type of Bathroom</b>	Caravan & Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star			
Separate bathrooms provided for male and female guests unless private or family facilities are offered	✓		*	*	*	*	*			
Bathroom/s to include toilet, hand basin and bath or shower cubicles	✓		*	*	*	*	*			
Where appropriate, privacy provided between individual washing, shower, bath and toilet facilities	✓		*	*	*	*	*			
At least 1 male and 1 female shower or bath, toilet and washbasin for every 8 six-person sites in the park.	✓		*	*	*	*	*			
All toilets, showers, baths and other plumbing must be a good working condition and free from trapping surfaces such as chips cracks and broken seat toilet.	✓		*	*	*	*	*			
Communal bathrooms have both shower and bath cubicles	✓									
Private or family bathrooms may be open plan i.e. separate cubicles not necessary for toilet, shower, etc.	✓	✓								
<b>7 Fixtures and Fittings</b>	Caravan & Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star			
All basins, baths and showers supplied with sufficient hot and cold water supply (unless advertised otherwise)	✓		*	*	*	*	*			
Basins, baths and showers provide a strong and easily adjustable flow of water.	✓		*	*	*	*	*			
Sufficient towel rails or clothes hooks for the number of guests using the facility (should at minimum be within shower/ bath cubicle)	✓		*	*	*	*	*			
A mirror must be situated above or adjacent to the hand basin.	✓		*	*	*	*	*			
Bathroom has vanity space at hand wash basins	✓									
Bathroom has ample vanity space at hand wash basin.	✓									
Internal locks or bolts on cubicle (toilet, shower, bath) doors (where applicable)	✓		*	*	*	*	*			
A stool / sitting area in each bathroom	✓		*	*	*	*	*			
At least one full length mirror must be provided in each female ablution block	✓									
<b>8 Shower and Bath Cubicles and Dressing areas</b>	Caravan & Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star			
Privacy provided between individual bath and shower cubicles	✓		*	*	*	*	*			
All communal bath/shower have access to adjacent dry area in which to hang clothes, get dressed, etc.	✓		*	*	*	*	*			
A stool / sitting area in each shower/bath cubicle	✓									
At least one clothes hook located in shower cubicle (dry area but in easy reach of shower/ bath)	✓		*	*	*	*	*			
More than one clothes hook located in shower cubicle (dry area but in easy reach of shower/ bath)	✓									
Fixed soap dish/stand to be provided in each bath/shower cubicle.	✓		*	*	*	*	*			
Shower or bath caddy fitted in each shower as well as within easy reach from bathtubs	✓									





Core Requirements

Caravan and Camping

	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
12 Flooring and Ceiling								
An impervious surface to be provided on walls, floors and ceilings. Flooring to have a non-slip coated surface.	✓	✓		*	*	*	*	*
Ceiling fitted. In thatched roof these ceiling criteria may be excluded	✓	✓						
13 Walls: Tiling and Paintwork								
Walls painted or tiled	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Walls tiled, tiles covering at least 50% of the wall height from the floor up (preferably tiled to ceiling in 5-star)	✓	✓						
14 Lighting and Ventilation								
Adequate ventilation and extraction via opening window or extractor fan provided in all bathrooms	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Adequate and sufficient lighting to light the bathroom	✓	✓		*	*	*	*	*
Light switches located at the entrance door to the bathroom facility	✓	✓		*	*	*	*	*
No uncovered /exposed globes, cracked or damaged fittings or lights that are not working	✓	✓		*	*	*	*	*
Direct frontal lighting provided at all washbasins	✓	✓						
15 Windows, Doors and Frames								
For guest privacy all windows should be either tinted, frosted, opaque or covered with a curtain, shutter, blind or similar	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star

C: Sculleries and Camp Kitchens

	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
16 Type of sculleries and camp kitchen								
Scullery for dishwashing purposes and/or camp kitchen provided for guest use	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Permanent structure with a roof and preferably providing protection from the elements	✓	✓		*	*	*	*	*
Easily adjustable flow of running water available at all times	✓	✓		*	*	*	*	*
Sufficient space to allow for freedom of movement for guests to access fittings	✓	✓		*	*	*	*	*
All sinks and work surfaces and plumbing must be in good working condition and free from trapping surfaces such as cracks, chips and broken tiles.	✓	✓		*	*	*	*	*
May not be situated within ablutions or bathrooms.	✓	✓		*	*	*	*	*

Core Requirements

Caravan and Camping

17	Fixtures and Fittings	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Covered waste disposal bin with liner must be provided	✓	✓		*	*	*	*	*
	A stove with at least 2 hot plates provided in a camp kitchen	✓	✓	✓	*	*	*	*	*
	Washing up sink, with hot and cold running water, a plug and a draining board for typical amount of guests	✓	✓		*	*	*	*	*
	Double washing up sink, with hot and cold running water, a plug and a draining board for typical amount of guests	✓	✓					*	*
	Hygienic and clean dish drying rack.	✓	✓				*	*	*
	Suitable refrigeration and freezer facilities made available to guests travelling without this facility (in all camp kitchens)	✓		✓	*	*	*	*	*
	A table with sufficient seating provided in all camp kitchens	✓	✓	✓	*	*	*	*	*
	Hot water urn provided for tea or coffee making in camp kitchens	✓	✓	✓	*	*	*	*	*
	An appropriate fire extinguisher designated as suitable for kitchen fires located at or near the entrance of the facility.	✓	✓		*	*	*	*	*
	If the kitchen is situated in an enclosed indoor area, there should be an externally opening window.	✓	✓	✓	*	*	*	*	*
	Functional and hygienic working surface/s available	✓	✓		*	*	*	*	*
	Durable kitchen surfaces, of high quality, showing no signs of wear and tear or visible marking	✓	✓					*	*
	Broom, mop, dustpan and brush provided in each scullery or camp kitchen	✓	✓		*	*	*	*	*
	Plumbing below washbasins must be suitably screened and water pipes are not visible either above or below sinks and counters.	✓	✓					*	*
18	<b>Flooring and Ceiling</b>	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	An impervious surface to be provided on walls, floors and ceilings. Flooring to have a non-slip coated surface.	✓	✓		*	*	*	*	*
	Ceiling fitted. In thatched roof these ceiling criteria may be excluded	✓	✓				*	*	*
19	<b>Walls: Tiling and Paintwork</b>	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Walls painted or tiled	✓	✓		*	*	*	*	*
	Walls tiled, tiles covering at least 50% of the wall height from the floor up (preferably tiled to ceiling in 5-star)	✓	✓					*	*
20	<b>Ventilation and Lighting</b>	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Direct lighting onto all work areas.	✓	✓		*	*	*	*	*
	Light switches located at the entrance door to the scullery or camp kitchen.	✓	✓		*	*	*	*	*
	Adequate ventilation and extraction via opening window or extractor fan must be provided in all sculleries and/or camp kitchens. Alternatively suitable ventilation system to be provided	✓	✓		*	*	*	*	*

Core Requirements

Caravan and Camping

D: Laundry and Drying Areas		Applicability per Sub-Category							
		Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
21	<p><b>Type of Laundries and Drying Areas</b></p> <p>If appropriate to the market and not readily available in the surrounding area, a laundry facility should be provided for guest use</p> <p>Laundries must have sufficient space to allow for movement of all guests and access to all fittings</p> <p>Laundry may not be located within ablutions or bathrooms.</p> <p>Laundry area is hidden from general view and enclosed.</p>	✓			*	*	*	*	*
22	<p><b>Fixtures and Fittings</b></p> <p>The laundry should be equipped and fitted with at least a washing machine (coin or disk operated equipment is acceptable) and/or deep hand-washing troughs.</p> <p>Clear operating instructions for all equipment with usage tariffs and acceptable means of payment must be clearly displayed.</p> <p>Appropriate fire extinguisher designated and suitable for kitchen fires should be located at or near the entrance to the facility.</p> <p>Clean running cold and hot water available at all times, unless otherwise advertised.</p> <p>Clothes drying/hanging area must be provided for guest use.</p> <p>Drying/ hanging area to be screen from general view</p> <p>Broom, mop dustpan and brush should be provided in each laundry (if separate to the scullery/ camp kitchen)</p> <p>At least 1 work surface suitable for clothes sorting and folding should be provided</p> <p>Electrical power available in the laundry area</p> <p>Ironing boards must be provided in the laundry area</p> <p>All plumbing below wash troughs should be suitably screened and water pipes are not visible.</p>	✓		✓	*	*	*	*	*
23	<p><b>Ventilation and lighting</b></p> <p>Adequate lighting in all the areas</p> <p>Light switches located at the entrance door of the facility</p> <p>If situated in an enclosed indoor area, there should be an externally opening window. Alternatively, adequate ventilation for the facility must be provided</p>	✓		Not Applicable	*	*	*	*	*
24	<p><b>Walls: tiling and paintwork</b></p> <p>All walls to be painted or tiled</p>	✓		Not Applicable	*	*	*	*	*
25	<p><b>Flooring and Ceiling</b></p> <p>An impervious surface to be provided on walls and ceilings. Flooring to have a non-slip coated surface.</p> <p>Ceiling fitted. In thatched roof these ceiling criteria may be excluded</p>	✓		Not Applicable	*	*	*	*	*

Core Requirements

Caravan and Camping

E: Caravan/ Camping Sites **Applicability per Sub-Category**

26	Size and Demarcation of Sites	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Caravan and camping sites provided for guest use	✓	✓		*	*	*	*	*
	All caravan and camping sites should be positioned for relatively easy access to communal facilities	✓	✓		*	*	*	*	*
	Caravans or tents on adjacent sites should be a reasonable and safe distance	✓	✓		*	*	*	*	*
	Minimum recommended site size for a stand is approximately 8m x 10m. Sites should be large enough to accommodate a caravan/motor home/tent and towing vehicle and there should be sufficient space to erect a side tent if necessary within the boundaries of the site.	✓	✓		*	*	*	*	*
	Sites for caravans at least 10m x 12m	✓	✓	✓					
	All sites should be markedly generous in size, with greater ease of access and comfort	✓	✓						
	All sites clearly numbered for easy identification	✓	✓						
	Demarcated sites e.g. with stones, plants, painted lines, hedges, wooden barriers, etc.	✓	✓						
	All sites are level	✓	✓						
	Sites must have shade - either trees or other means	✓	✓	✓			*	*	*
	A reasonable number of private or secluded sites available	✓	✓						
	<b>Access and Overhead Clearance</b>	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
27	Caravan and camping sites must be accessible to and from a service road	✓	✓		*	*	*	*	*
	Access to sites should be easy with motor vehicle and caravan/ trailer still hitched	✓	✓						
	Acceptable clearance for most types of caravans and tents	✓	✓		*	*	*	*	*
	There must be no overhead branches from trees or shrubs that are able to touch or brush against the caravan or tent	✓	✓						
	Clearance above ground must be at least 2.7m	✓	✓						
28	<b>Surfaces and drainage</b>	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	All caravan and camping sites must have even-surface and well-drained	✓	✓		*	*	*	*	*
	Trenches dug by campers prior to vacating the site must be filled and leveled out as soon as possible.	✓	✓		*	*	*	*	*
	The camping surface may be fully or partially grassed, well maintained gravel surface, tarmac paved or a combination of these surfaces (concrete is not recommended)	✓	✓		*	*	*	*	*
	Allowance must be made for campers to insert pegs between paving bricks or blocks.	✓	✓		*	*	*	*	*
	Brick paved camping surface should be an area of at least 3m x 5m	✓	✓	✓					

Core Requirements

Caravan and Camping

	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
29	<b>Electrical Power points</b>							
	If electricity is not offered to one or more sites, this must be clearly specified	✓		*	*	*	*	*
	Sites that accommodate caravans must be supplied with electricity, unless otherwise advertised.	✓	✓	*	*	*	*	*
	There must be at least one power outlet per site	✓	✓	*	*	*	*	*
	There should be a maximum of 4 electrical outlets per power box.	✓	✓	*	*	*	*	*
	The distance from the site to the closest power points should be a maximum of 2.1m to prevent long earth cables being used. There should be no lead cables across roads, walkways or other campsites.	✓	✓	*	*	*	*	*
	All electrical power points on caravan and camping sites should meet SARS 1000V standards, be certified and conform to legal standards (e.g. each electrical box must be waterproof, fitted with earth leakage circuit breakers and all wiring must be suitably enclosed inside the power box to prevent any accidental contact with exposed wiring).	✓	✓	*	*	*	*	*
	All power boxes must be securely mounted on a suitable post at a height and location that is clearly visible to guests.	✓	✓	*	*	*	*	*
	Power outlets should be at least 1.8m away from any water outlets.	✓	✓	*	*	*	*	*
	Each site should have its own electrical point of not less than 10A with a separate circuit breaker for each point.	✓	✓	*	*	*	*	*
30	<b>Water points and Drainage</b>							
	Easily accessible taps with running water and adequate pressure available for guest use	✓		*	*	*	*	*
	All taps are securely mounted, clearly visible and positioned at a comfortable height	✓		*	*	*	*	*
	At least 1 tap for every 3-4 sites	✓		*	*	*	*	*
	At least 1 tap for every 2 sites	✓		*	*	*	*	*
	Drainage system is installed at each tap to allow for wastewater run-off	✓		*	*	*	*	*
31	<b>Refuse Bins</b>							
	Sites are provided with suitable refuse disposal facilities	✓		*	*	*	*	*
	All bins emptied and cleaned at least daily	✓		*	*	*	*	*
	Refuse bins are lined and have a lid	✓		*	*	*	*	*
	At least 1 bin for every 3 - 4 sites	✓		*	*	*	*	*
	At least 1 bin for every 2 sites	✓		*	*	*	*	*

Core Requirements

Caravan and Camping

	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
32	Braai Facilities							
		✓	✓	*	*	*	*	*
	If provided, all braais, whether fixed or portable, should be cleaned daily							
	All guest braais should be cleaned daily	✓						
	Sufficient "Ash only" refuse bins should be provided and these should be emptied regularly and kept clean	✓	✓	*	*	*	*	*
	Each site should have a braai (fixed or portable)	✓						
	All braais should have a suitable braai grid	✓						
33	Site keeping and appearance	Caravan & Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	All sites should be kept clean and litter free	✓		*	*	*	*	*
	Areas around sites and caravans/ campers to be well maintained and kept clean	✓		*	*	*	*	*
	Grass to be well kept (taking into account recent weather conditions and location)	✓		*	*	*	*	*

F: Reception and Public Areas

	Applicability per Sub-Category		Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Caravan & Camp Site	Camp Site						
34	Fixtures and Fittings							
	Adequate and clearly identifiable reception area or office	✓		*	*	*	*	*
	Corridors and stairs well lit	✓	✓	*	*	*	*	*
	Clear signage notifying guests as to the office, reception and hall opening and closing hours must be clearly displayed.	✓		*	*	*	*	*
	Seating layout in halls, reception and other public areas should provide reasonable space for guests to move about easily	✓		*	*	*	*	*
35	Ventilation and lighting	Caravan & Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Adequate ventilation via opening windows/ doors or suitable ventilation system	✓		*	*	*	*	*
	Light switches located at the entrance door to the facility	✓		*	*	*	*	*
	Adequate lighting in all areas	✓		*	*	*	*	*
36	Walls: Tiling and Paintwork	Caravan & Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	All walls to be painted or tiled	✓		*	*	*	*	*
37	Flooring and Ceilings	Caravan & Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Flooring to be fit for purpose	✓		*	*	*	*	*

Caravan and Camping

		Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
38	<b>Public Area Toilets</b>								
	Public toilets may be unisex	✓	✓	✓	*	*	*	*	*
	Hand basin with running water and soap to be provided	✓	✓	✓	*	*	*	*	*
	Mirror above hand basin	✓	✓	✓	*	*	*	*	*
	Toilet sit and lid	✓	✓	✓	*	*	*	*	*
	Hand drying facility (clean towel, paper towel or hot air dryer)	✓	✓	✓	*	*	*	*	*
	Covered light	✓	✓	✓	*	*	*	*	*
	Hook on cubicle door	✓	✓	✓	*	*	*	*	*
	Lidded disposal bin and/or sanitary bags	✓	✓	✓	*	*	*	*	*
	Toilet paper and holder plus spare toilet rolls	✓	✓	✓	*	*	*	*	*
	Toilet brush with holder	✓	✓	✓	*	*	*	*	*

**G: Housekeeping**

		Applicability per Sub-Category		Applicability per Sub-Category		Applicability per Sub-Category		Applicability per Sub-Category	
		Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
39	<b>Bathrooms/ Ablutions</b>								
	All ablution facilities to be thoroughly cleaned, at least daily.	✓	✓		*	*	*	*	*
	Ablution attendant on duty to facilitate continuous cleaning, particularly during busy periods	✓	✓						
40	<b>Sculleries and Camp Kitchens</b>								
	All sculleries and camp kitchens to be thoroughly cleaned, at least daily.	✓	✓		*	*	*	*	*
	Kitchen attendant on duty to facilitate additional cleaning, particularly during busy periods	✓	✓						
41	<b>Laundries and Drying Areas</b>								
	Laundries thoroughly cleaned thoroughly at least daily	✓	✓	✓	*	*	*	*	*
42	<b>Public Areas</b>								
	All public areas and halls should be thoroughly cleaned at least once a day with all surfaces, counters, furniture and floors showing good housekeeping and maintenance	✓	✓	✓	*	*	*	*	*

Core Requirements

Caravan and Camping

H: Communal Braai Areas and Bomas		Applicability per Sub-Category							
43	Fixture and fittings Braai area and Boma should be clearly identifiable and have appropriate covering over braai area Braai facility is cleaned daily Braai grids are provided Braai accessories provided (such as tongs, forks, coal rakes, etc.) Seating provided (sufficient for the size of the braai area/ boma) Table/ work surface provided (sufficient for the size of the braai area/ boma)	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓		*	*	*	*	*
44	Ventilation and lighting Design of boma and braai area should allow for adequate ventilation and extraction of braai smoke in particular Adequate lighting in all areas Light switch/s located at the entrance to the facility	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓		*	*	*	*	*
45	Flooring Flooring to be fit for purpose	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓		*	*	*	*	*
I: Recreational facilities (e.g. Games room, TV Room, etc. including equipment)		Applicability per Sub-Category							
46	Fixtures, Fittings and Equipment If recreational facilities are present, they should be adequately equipped Facilities should be conveniently located and in good condition Functional colour TV with remote control Television appropriately sized for the room/ seating area Access to available free-to-air channels Multi-channels (minimum 9 channels) available at each TV. Channel choice should be appropriate to the market served Multi-channels (minimum 12 channels) available at each TV. Channel choice should be appropriate to the market served Multi-channels (>12 channels) available at each TV. Channel choice should be appropriate to the market served Wi-Fi available. Exemption allowed if there is no signal/ service Appropriate, functional seating provided Plastic furniture is acceptable <th>Caravan &amp; Camp Site</th> <th>Camp Site</th> <th>Not Applicable</th> <th>1-Star</th> <th>2-Star</th> <th>3-Star</th> <th>4-Star</th> <th>5-Star</th>	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓		*	*	*	*	*
47	Ventilation and Lighting	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓		*	*	*	*	*



Core Requirements

Caravan and Camping

	Adequate ventilation and extraction via opening windows, extractor fans or air-condition must be provided	✓		*	*	*	*	*	*
	Adequate lighting in all areas	✓		*	*	*	*	*	*
	Light switches located at the entrance door to the facility.	✓		*	*	*	*	*	*
48	<b>Flooring and Ceiling</b>	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Flooring must be fit for purpose	✓		*	*	*	*	*	*
	Ceiling, if fitted, must be well painted, free from mildew or damage.	✓		*	*	*	*	*	*
	No sagging panels should be visible	✓							
49	<b>Windows, Doors and Frames</b>	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	No cracked windows panes evident	✓		*	*	*	*	*	*
	All doors and windows are able to open, close and latch easily	✓		*	*	*	*	*	*
50	<b>Other Recreational Facilities (e.g. swimming pool, children's play area, trampoline, etc.,</b>	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	if provided, facilities should be in a good condition	✓		✓					
	Acided facilities for guest comfort e.g. loungers at the swimming pool, umbrellas, landscaped garden areas, etc.	✓		✓					

J. Shops, bars bottle stores and/or take always									
Applicability per Sub-Category									
		Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
51	<b>Fixtures, fittings and equipment</b>	✓		Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Adequately stocked and clearly identifiable shop, bar bottle store and/or take away	✓		*	*	*	*	*	*
	Acceptable range of basic products available, although not fully comprehensive supply of goods	✓			*				
	Reasonable selection of products available	✓					*		
	Reasonable range of take-away food available	✓					*		
	Product range and variety is high and well suited to the market	✓						*	
	A good range of take-away foods available	✓						*	
	Varied selection of quality fresh produce and/or home-made meals available. Shopping experience with a local feel/ flavour	✓							*
	Excellent range of take-away foods available	✓							*
	Well organised shelves and stock all clearly priced	✓						*	
52	<b>Ventilation and Lighting</b>	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	All shops, take-aways, bottle stores, etc. must be adequately ventilated with adequate windows opening directly into open air or suitable ventilation system must be provided	✓		*	*	*	*	*	*
	Adequate lighting in all areas	✓		*	*	*	*	*	*
53	<b>Walls: Tiling and paintwork</b>	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓		Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star

Caravan and Camping

Core Requirements

	✓	Caravan & Camp Site	Camp Site	Not Applicable	*	*	*	*	*	*
All walls to be painted and/or tiled	✓	Caravan & Camp Site	Camp Site	Not Applicable	*	*	*	*	*	*
54 Flooring and ceiling	✓	Caravan & Camp Site	Camp Site	Not Applicable	*	*	*	*	*	*
Flooring to be fit for purpose	✓	Caravan & Camp Site	Camp Site	Not Applicable	*	*	*	*	*	*
<b>K. Services Offered</b>										
<b>Applicability per Sub-Category</b>										
55 Arrival and Check-in	✓	Caravan & Camp Site	Camp Site	Not Applicable	*	*	*	*	*	*
Park layout plans, indicating location of sites and facilities, be on display or available	✓	Caravan & Camp Site	Camp Site	Not Applicable	*	*	*	*	*	*
Staff assistance for caravan placement and tent erection should be offered and available	✓	Caravan & Camp Site	Camp Site	Not Applicable	*	*	*	*	*	*
56 Appearance of Staff	✓	Caravan & Camp Site	Camp Site	Not Applicable	*	*	*	*	*	*
Staff to be neatly dressed	✓	Caravan & Camp Site	Camp Site	Not Applicable	*	*	*	*	*	*
57 Tourist Information	✓	Caravan & Camp Site	Camp Site	Not Applicable	*	*	*	*	*	*
Tourist information available (at reception or similar) - on local attractions and areas of interest (if appropriate to the market and location)	✓	Caravan & Camp Site	Camp Site	Not Applicable	*	*	*	*	*	*

**Category: Self-Catering Accommodation**

<b>Definition:</b>	Accommodation that provides guests with a sole occupancy unit consisting of one or more bedrooms and bathrooms and a self-contained living area including a kitchen, dining area and/or lounge
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**Sub-category: Self-catering Shared**

<b>Definition</b>	Multi self-catering accommodation units located on one property with shared public facilities (minimum of reception) and recreational amenities
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<b>Key</b>	<b>Self-Catering Resort</b> Host/ representative contactable 24 hours a day, 7 days a week
<b>Requirements</b>	Host/ representative must be available on site to check guests in/ out or within a 5-minute drive from the property Bathroom facilities in each unit (3-star to 5-star)

**Sub-category: Self-Catering Unit Exclusive**

<b>Definition</b>	One or more exclusive use self-catering units, with no or very limited shared public facilities
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<b>Key</b>	<b>Self-Catering Unit/s</b> Host/ representative contactable 24 hours a day, 7 days a week
<b>Requirements</b>	Host/ representative must be available on site to check guests in/ out or within a 5-minute drive from the property Bathroom facilities in each unit (3-star to 5-star)

Core Requirements

Self-Catering Accommodation

**Core Requirements  
Self-Catering Accommodation**

	Applicability per Sub-Category									
	Exclusive	Shared	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	4-Star	5-Star
<b>1. Building Exterior</b>										
Reception and/or unit entrances clearly identifiable and well lit at night.	✓	✓		*	*	*	*	*	*	*
<b>2. Grounds and Gardens</b>										
	Exclusive	Shared	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star		
<b>3. Parking, Driveways and Parking Signage</b>										
Provision of fit for purpose on-site and/ or designated parking	✓	✓		*	*	*	*	*	*	*
Directional signage - acceptable condition, clearly visible, fit for purpose.	✓	✓		*	*	*	*	*	*	*
Tidy, well maintained parking area	✓	✓		*	*	*	*	*	*	*
Well lit parking area	✓	✓		*	*	*	*	*	*	*
Sufficient covered/ weatherproof guest parking facilities available	✓	✓								
<b>h. Safety and Security</b>										
Appropriate, fit for purpose safety and security measures throughout the establishment/ unit 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 (including relevant telephone numbers) & evacuation signage and procedures clearly displayed and explanation/ tour available on request	✓	✓		*	*	*	*	*	*	*
Means of communication with staff 24 hours a day in the event of an emergency must be provided and advertised in the unit.	✓	✓		*	*	*	*	*	*	*
An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress	✓	✓		*	*	*	*	*	*	*
Guests to have secure access into facility / establishment.	✓	✓		*	*	*	*	*	*	*
High regard for security and safety of guests, which is unobtrusive (e.g. on-site security, private security, armed-response, night watchman, panic buttons, internal radio communication, radio contact with local police, suitable perimeter security, part of a Community Policing Forum, video surveillance (CCTV) cameras, medical support on call, etc.)	✓	✓		*	*	*	*	*	*	*
Guests provided with unrestricted and secure access to shared/ public areas		✓		*	*	*	*	*	*	*
Telephone available at reception (cellular or landline)		✓		*	*	*	*	*	*	*

Core Requirements

Self-Catering Accommodation

B: Unit Bedrooms (note: assessment will apply to the room with the lowest rating)	Applicability per Sub-Category							
	Exclusive	Shared	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
5 Unit Entrance, Safety & Security	✓	✓		*	*	*	*	*
Information on how to call for assistance (including telephone numbers) and evacuation procedures in the event of an emergency to be displayed in every unit	✓	✓		*	*	*	*	*
Emergency lighting (alternative to grid electricity) available in each unit (e.g. backup generator, torch, solar lights, etc.)	✓	✓		*	*	*	*	*
All unit external/ entrance doors must be lockable/ secure (from the inside and outside of the unit)	✓	✓		*	*	*	*	*
Secondary security device to be provided on doors where units have external access i.e. stand alone units, units entering a garden, etc.	✓	✓		*	*	*	*	*
On-site or safety deposit facility available on request.	✓	✓		*	*	*	*	*
In-room/unit safe	✓	✓		*	*	*	*	*
6 Beds, Bases & Mattresses (applicable to each bedroom in each unit)	Exclusive	Shared	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Sofa beds are not acceptable as permanent bed spaces but can be used for additional, temporary sleeping spaces for children 12-years and under.	✓	✓		*	*	*	*	*
Bed provided for each advertised sleeping position	✓	✓		*	*	*	*	*
There should be access to both sides of beds for double occupancy.	✓	✓		*	*	*	*	*
An acceptable form of headboard required for each permanent sleeping position	✓	✓		*	*	*	*	*
An acceptable form of headboard firmly secured	✓	✓		*	*	*	*	*
All single sleeper beds are a standard size or bigger. Minimum dimensions for a standard single bed: L188cm x W92cm.	✓	✓		*	*	*	*	*
All single sleeper beds are a 3/4 size or bigger and extra length. Minimum dimensions for a 3/4 single bed: L200cm x W107cm.	✓	✓		*	*	*	*	*
All 2 sleeper beds are a standard double size or bigger. Minimum dimensions for a double bed: L188cm x W137cm	✓	✓		*	*	*	*	*
All 3 sleeper beds are Extra length Queen or standard King-sized beds or bigger. Minimum dimensions: Queen bed L200cm x W152cm, King bed L188cm x W180cm or 2 single beds of L188cm x W92cm	✓	✓		*	*	*	*	*
If using a divan bed set the sprung base must be upholstered or have a valance on the base.	✓	✓		*	*	*	*	*
Permanent sleeping positions (beds) fitted with foam mattresses permissible	✓	✓		*	*	*	*	*
If using a sleeper couch/ sofa bed, it must be upholstered.	✓	✓		*	*	*	*	*
Bunk beds should be safe with a fitted ladder	✓	✓		*	*	*	*	*
7 Bedding & Linen (applicable to each bedroom in each unit)	Exclusive	Shared	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Mattress protectors and pillow protectors are required to be fitted to all beds and pillows.	✓	✓		*	*	*	*	*
All bedding well- fitted and appropriately sized (flat sheets minimum of 6 to 8cm overhang past the mattress depth)	✓	✓		*	*	*	*	*
All bedding must be free of stains, holes and fraying	✓	✓		*	*	*	*	*

Self-Catering Accommodation

Core Requirements

Fitted/ flat undersheet and duvet with duvet cover OR fitted or flat undersheet, topsheet, blanket and a bedspread per bed Fitted or flat undersheet, a flat top sheet and duvet with duvet cover OR fitted or flat undersheet, flat topsheet, blanket, flat topsheet above blanket and an optional bedspread per bed	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Additional bedding available on request.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Additional blankets available in the unit - depending on location and time of year	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Additional blankets, hygienically sealed in a linen/ plastic bag, available in the unit	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
One pillow per sleeping position with pillow case	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓								

## Core Requirements

## Self-Catering Accommodation

	Exclusive	Shared	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
<b>10 Curtains &amp; Window Coverings (applicable to each bedroom in each unit)</b>								
Window dressings must be large enough to draw easily and completely across the width and height of the window	✓	✓		*	*	*	*	*
All ground floor bedrooms must provide additional privacy without restricting natural light	✓	✓		*	*	*	*	*
Window coverings must provide full block out.	✓	✓						
<b>11 Flooring, Ceiling, Skirting &amp; Cornices (applicable to each bedroom in each unit)</b>			Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the guest.	✓	✓		*	*	*	*	*
<b>12 Temperature Control &amp; Ventilation (applicable to each bedroom in each unit)</b>			Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Adequate ventilation in each room.	✓	✓		*	*	*	*	*
Heating and cooling system appropriate to the level of star grading being applied for, that can be individually controlled per unit to the comfort levels of the guest based on the geographical location of the establishments and for all seasons.	✓	✓		*	*	*	*	*
<b>13 Lighting, Power &amp; Switches (applicable to each bedroom in each unit)</b>			Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Light switch to be located by the entrance door of each bedroom	✓	✓		*	*	*	*	*
One bedside light per sleeping position. In a twin room, one light between two beds is acceptable.	✓	✓		*	*	*	*	*
Two bedside lights in a twin bedded room.	✓	✓						
One bedside light per sleeping position with switches conveniently placed within reach of the guests sleeping position.	✓	✓				*	*	*
Provision of direct lighting at dressing table/desk (study lamp)	✓	✓					*	*
Spare and convenient power points in each room	✓	✓				*	*	*
<b>14 Electronic Appliances (applicable to each unit)</b>			Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Hair-dryer available on request	✓	✓		*	*			
Hair-dryer (minimum 1 600W) to be provided in each unit	✓	✓				*	*	*
Hair-dryer located close to a mirror	✓	✓				*	*	*
If a television is provided in the unit, then a separate television is required in at least one bedroom	✓	✓	✓					*
<b>15 Mirror &amp; Mirror Lighting</b>			Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Reasonably sized mirror with adequate lighting in at least one bedroom	✓	✓		*	*			
Full length mirror with direct lighting in at least one bedroom/ bathroom	✓	✓				*	*	*
A well lit mirror at dressing table area in close proximity to a plug point in at least one bedroom	✓	✓				*	*	*

Self-Catering Accommodation

Core Requirements

16	Accessories (applicable to each unit) Adequate, fit for purpose and appropriate protection against insects available on request e.g. insect repellent, mosquito net, insect pesticide, etc. applicable to location and time of year.	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓	*	*	*	*	*
	Local Tourism Information and Entertainment Guide to be made available.	✓	✓	✓	*	*	*	*	*
	Information on surrounding restaurants and take-away menus to be made available	✓	✓	✓	*	*	*	*	*
	Instructions on how to use the television and heating /cooling system (if applicable)	✓	✓	✓	*	*	*	*	*
17	<b>Spaciousness &amp; Overall Impression</b>	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Unrestricted access to all storage facilities within the room.	✓	✓	✓	*	*	*	*	*
	All bedrooms with sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds. There should be no restriction of free movement. Doors and drawers must be able to open and close easily without having to move furniture.	✓	✓	✓	*	*	*	*	*
	Good amount of space allowing for ease of movement and relaxation.	✓	✓	✓	*	*	*	*	*
	Each bedroom has a well-planned layout and is quite spacious.	✓	✓	✓	*	*	*	*	*
	Each bedroom has a well-planned layout - very spacious, allowing generous ease of movement, comfort and relaxation.	✓	✓	✓	*	*	*	*	*

C: Bathrooms

		Applicability per Sub-Category								
		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
18	<b>Type of Bathroom</b>	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	Bathroom can be internal or external to unit depending on the location of unit. e.g. bush location vs city location.	✓	✓	✓	*	*	*	*	*	
	If bathrooms are located external to unit, one bathroom per every 6 guests is acceptable	✓	✓	✓	*	*	*	*	*	
	At least one self-contained bathroom in the unit	✓	✓	✓	*	*	*	*	*	
	In multiple bedroom units there must be at least 2 bathrooms of which 1 bathroom must be private and en suite.	✓	✓	✓	*	*	*	*	*	
	In multiple bedroom units there must be at least 1 en-suite bathroom and for the remaining bedrooms, a maximum of 1,5 bedrooms per bathroom.	✓	✓	✓	*	*	*	*	*	
19	<b>Flooring and Ceiling (applicable to each bathroom in each unit)</b>	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	An impervious surface to be provided on walls, floors and ceilings.	✓	✓	✓	*	*	*	*	*	
20	<b>Lighting and Ventilation (applicable to each bathroom in each unit)</b>	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	Individually controlled lighting	✓	✓	✓	*	*	*	*	*	
	Sufficient lighting to light the bathroom	✓	✓	✓	*	*	*	*	*	
	Direct frontal light source provided at washbasin and mirror	✓	✓	✓	*	*	*	*	*	
	Sufficient and appropriate ventilation for the bathroom	✓	✓	✓	*	*	*	*	*	
21	<b>Fixtures and Fittings (applicable to each bathroom in each unit)</b>	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	All basins, baths and showers supplied with sufficient hot and cold water supply	✓	✓	✓	*	*	*	*	*	



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Basins, Baths and showers providing a strong and easily adjustable flow of water.	✓	✓	*	*	*	*	*	*	*	*	*	*	*
Towel rails/racks/shelf to be sufficient for the number of guests in the unit	✓	✓	*	*	*	*	*	*	*	*	*	*	*
A well-lit mirror must be situated above or adjacent to the hand basin.	✓	✓	*	*	*	*	*	*	*	*	*	*	*
Sufficient vanity space for the maximum number of guests.	✓	✓	*	*	*	*	*	*	*	*	*	*	*
Spacious vanity space to accommodate guest amenities according to the sleeping capacity of the guestroom.	✓	✓	*	*	*	*	*	*	*	*	*	*	*
Window treatment to ensure privacy.	✓	✓	✓	✓	*	*	*	*	*	*	*	*	*
Bathrooms to include WC (toilet) with seat and lid	✓	✓	*	*	*	*	*	*	*	*	*	*	*
Bathrooms to include at least one hand basin	✓	✓	*	*	*	*	*	*	*	*	*	*	*
All bathrooms to have internal lock or bolt on bathroom doors except where open plan design exists	✓	✓	*	*	*	*	*	*	*	*	*	*	*
In instance of open plan bathroom, toilet should have internal lock or bolt on the door.	✓	✓	*	*	*	*	*	*	*	*	*	*	*
All bathrooms to include a bath or a shower (shower over bath is also acceptable)	✓	✓	*	*	*	*	*	*	*	*	*	*	*
There must be a separate shower in the unit	✓	✓	*	*	*	*	*	*	*	*	*	*	*
In single bedroom units there must be separate shower and bath	✓	✓	✓	✓	*	*	*	*	*	*	*	*	*
In multiple bedroom units there must be at least one shower and one bath in the unit.	✓	✓	✓	✓	*	*	*	*	*	*	*	*	*
Shower curtains are acceptable. Must be free of stains, tears, holes and mould.	✓	✓	*	*	*	*	*	*	*	*	*	*	*
The shower must have a screen (shower curtains not acceptable)	✓	✓	*	*	*	*	*	*	*	*	*	*	*
A hook for clothes.	✓	✓	*	*	*	*	*	*	*	*	*	*	*
A minimum of two separate hooks	✓	✓	*	*	*	*	*	*	*	*	*	*	*
<b>22</b> <b>Towelling (applicable to each bathroom in each unit)</b>	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star					
Bath mat provided.	✓	✓	*	*	*	*	*	*					
Towelling bath mat	✓	✓	*	*	*	*	*	*					
Clean, absorbent hand and bath towel provided per sleeping position	✓	✓	*	*	*	*	*	*					
Clean, absorbent hand towel and a large bath towel provided per sleeping position	✓	✓	*	*	*	*	*	*					
Clean, absorbent hand towel, 2 bath sheets (or a bath towel and a bath sheet) and bath robe provided per person (robe to be changed for each new guest)	✓	✓	*	*	*	*	*	*					
<b>23</b> <b>Accessories (applicable to each bathroom in each unit)</b>	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star					
Toilet seat cover and mat sets are not acceptable	✓	✓	*	*	*	*	*	*					
Sealed, individually wrapped soap and/or liquid soap provided	✓	✓	*	*	*	*	*	*					
Shampoo provided.	✓	✓	*	*	*	*	*	*					

Self-Catering Accommodation

Core Requirements	
Tissues provided	✓ * * *
Bathroom equipped with a lidded bin.	✓ * * *
Bathroom equipped with double ply toilet paper and holder plus a minimum of 1 spare toilet roll.	✓ * * *
Bathroom equipped with toilet brush	✓ * * *
Comprehensive personal amenities including shower cap, conditioner, shower gel, body lotion and vanity kit.	✓ * * *
Magnifying mirror provided in bathroom or bedroom	✓ * * *
Slippers (sealed and clean/ new) provided per sleeping position	✓ * * *

**D: Kitchens (for all self-catering rooms/ units)**

Applicability per Sub-Category								
	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
<b>24 Type of Kitchen</b>	Exclusive	Shared	Not Applicable	*	*	*	*	*
A facility/ area designed for the preparation of food and appropriate to the nature and style of the establishment	✓	✓						
<b>25 Safety and Security</b>	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Fire safety equipment to be provided (e.g. fire blanket, extinguisher, etc.)	✓	✓		*	*	*	*	*
<b>26 Flooring, Walling and Ceiling</b>	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
An impervious surface to be provided on walls, floors and ceilings.	✓	✓		*	*	*	*	*
<b>27 Lighting</b>	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Direct lighting onto all work areas	✓	✓		*	*	*	*	*
<b>28 Furnishings and Fittings</b>	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Opening window or effective air extraction	✓	✓		*	*	*	*	*
At least one hygienic and durable work surface	✓	✓		*	*	*	*	*
Washing up sink, with hot and cold running water, a plug and a draining board	✓	✓		*	*	*	*	*
Sufficient storage space for crockery, cutlery, kitchen equipment, cleaning equipment and guest supplies	✓	✓		*	*	*	*	*
<b>29 Electrical Equipment</b>	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Microwave oven	✓	✓	✓	*	*	*	*	*
Oven or convection microwave	✓	✓	✓	*	*	*	*	*
2-Plate hob	✓	✓		*	*	*	*	*
3- or 4-plate hob	✓	✓		*	*	*	*	*
4-plate hob	✓	✓		*	*	*	*	*
Extractor fan	✓	✓	✓	*	*	*	*	*

Self-Catering Accommodation

Core Requirements

	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Mini-bar refrigerator without a freezer compartment	✓	✓		*	*	*	*	*
Refrigerator with freezer compartment	✓	✓						
Dishwasher	✓	✓	✓					
Covered waste disposal bin, inclusive of bin liner	✓	✓		*	*	*	*	*
Kettle (need not be electrical)	✓	✓		*	*	*	*	*
Toaster	✓	✓	✓	*	*	*	*	*
Blender	✓	✓	✓					
Coffee machine	✓	✓	✓					
<b>Cutlery, Crockery and Utensils</b>	<b>Exclusive</b>	<b>Shared</b>	<b>Not Applicable</b>					
Cutlery (knife, fork, dessert spoon and teaspoon) sufficient for the maximum number of occupants in the unit	✓	✓		*	*	*	*	*
Cutlery box or drawer divider	✓	✓						
Drinking glasses - sufficient for the maximum number of occupants in the unit	✓	✓		*	*	*	*	*
Crockery (dinner plate, side plate, bowl and coffee/tea mug or teacup and saucer) sufficient for the maximum number of occupants in the unit	✓	✓		*	*	*	*	*
2 pots/ saucepans of varying sizes	✓	✓		*	*	*	*	*
3 or more pots/ saucepans of varying sizes (small, medium and large)	✓	✓						
Frying pan	✓	✓		*	*	*	*	*
2 or more frying pans of different sizes	✓	✓						
Teapot	✓	✓		*	*	*	*	*
Sugar bowl	✓	✓		*	*	*	*	*
Condiment set	✓	✓		*	*	*	*	*
Oven gloves or similar	✓	✓		*	*	*	*	*
Table cloth or placemats (sufficient for the maximum number of occupants in the unit)	✓	✓		*	*	*	*	*
Chopping board (made of hygienic, impervious material)	✓	✓		*	*	*	*	*
Salad bowl	✓	✓		*	*	*	*	*
Salad servers	✓	✓		*	*	*	*	*
Roasting tray	✓	✓		*	*	*	*	*
Wooden spoon or equivalent	✓	✓		*	*	*	*	*
Whisk	✓	✓						
Bread knife	✓	✓		*	*	*	*	*
Paring knife	✓	✓		*	*	*	*	*
Meat knife (or similar)	✓	✓		*	*	*	*	*

Self-Catering Accommodation

Core Requirements

Serving spoon	✓	✓	*	*	*	*	*	*	*
Egg lifter/ spatula	✓	✓	*	*	*	*	*	*	*
Braai tongs (if braai facilities provided)	✓	✓	*	*	*	*	*	*	*
Grater	✓	✓	*	*	*	*	*	*	*
Vegetable peeler	✓	✓	*	*	*	*	*	*	*
Mixing bowl	✓	✓	*	*	*	*	*	*	*
More than 1 mixing bowl	✓	✓	*	*	*	*	*	*	*
Colander	✓	✓	*	*	*	*	*	*	*
Slotted spoon	✓	✓	*	*	*	*	*	*	*
Ladle	✓	✓	*	*	*	*	*	*	*
Jug	✓	✓	*	*	*	*	*	*	*
Storage containers (more than 1)	✓	✓	*	*	*	*	*	*	*
<b>Cleaning and Laundry Equipment</b>									
Tea towel	✓	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
Washing up brush or sponge	✓	✓	*	*	*	*	*	*	*
Dish cloth	✓	✓	*	*	*	*	*	*	*
Basic cleaning agents (including dishwasher provided - unless clearly stipulated that these are not provided)	✓	✓	*	*	*	*	*	*	*
Dustpan and brush	✓	✓	*	*	*	*	*	*	*
Broom (or a cleaning service provided)	✓	✓	*	*	*	*	*	*	*
Bucket with mop (or a cleaning service provided)	✓	✓	*	*	*	*	*	*	*
Iron and ironing board (or a laundry service)	✓	✓	*	*	*	*	*	*	*

Applicability per Sub-Category

<b>E: Lounge, Dining Room and Patio</b>									
<b>32 Furnishing and Fittings</b>									
Indoor or outdoor seating area that can accommodate all permanent sleeping positions	✓	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
Indoor seating area that can accommodate all permanent sleeping positions	✓	✓	*	*	*	*	*	*	*
Outdoor seating which can accommodate all permanent sleeping positions	✓	✓	✓						
Indoor dining facilities (sufficient to accommodate all permanent sleeping positions)	✓	✓							
Plastic furniture not acceptable	✓	✓							
Window treatment to ensure privacy	✓	✓	*	*	*	*	*	*	*

Core Requirements

Self-Catering Accommodation

	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
<b>33 Flooring, Ceiling, Skirting &amp; Cornices</b>	✓	✓	Not Applicable	*	*	*	*	*
A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the guest.								
<b>34 Temperature control</b>	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Heating and cooling systems appropriate to the level of star rating being applied for, that can be individually controlled per unit to the comfort levels of the guest, based on the geographical location of the establishments and for all seasons.	✓	✓		*	*	*	*	*
<b>35 Entertainment Facilities</b>	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Where televisions are not provided in the units, there should be an appropriately sized television located in an easily accessible communal lounge which has comfortable seating.	✓	✓	✓	*	*	*	*	*
Flat panel, high definition television in each unit, with working remote control and minimum size of 32 inches (if appropriate to the market)	✓	✓	✓	*	*	*	*	*
Where provided, televisions to be conveniently located and large enough for the screen to be visible	✓	✓	✓	*	*	*	*	*
Note: when upgrading televisions owners/operators are encouraged to purchase smart televisions which offer on-demand/ on-line viewing and which are of an appropriate size for comfortable viewing.	✓	✓	✓					
Free to air channels available only	✓	✓	✓	*	*	*	*	*
Multi-channels (minimum 9 channels) available in each room. Channel choice should be appropriate to the market served	✓	✓	✓			*		
Multi-channels (minimum 12 channels) available in each room. Channel choice should be appropriate to the market served	✓	✓	✓				*	
Multi-channels (>12 channels) including radio programmes available in each room. Channel choice should be appropriate to the market served	✓	✓	✓					*
Wi-Fi to be available throughout the establishment (public areas and guest rooms). Exemption allowed if there is no signal/ service	✓	✓	✓			*	*	*
Televisions to be conveniently located and large enough for the screen to be visible in the unit living area	✓	✓	✓	*	*	*	*	*
An international multi-power point/plug is available on request.	✓	✓	✓	*	*	*	*	*
Integrated multi-power plug with USB port and international plug points provided per unit - easily accessible	✓	✓	✓				*	*

F: Public Areas (includes all areas accessible to the public, including lounges, bars, reception areas, recreational rooms/ areas, etc.)

	Applicability per Sub-Category								
	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
<b>36 Decoration</b>		✓	✓			*	*	*	
Some use of objects of interest and artwork.									
Interesting architectural features, objects of interest, artwork and objects d'art.		✓	✓					*	
<b>37 Furnishing and Fixings</b>	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
<b>38 Bar, Lounge &amp; Sitting Areas</b>	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
All bar, lounge and seating areas to be furnished with sufficient occasional tables, chairs and functional surfaces.		✓	✓	*	*	*	*	*	
All seating areas to be of an acceptable size and appropriately furnished to provide a reasonable amount of space for guests to easily move around.		✓	✓	*	*	*	*	*	

Self-Catering Accommodation

		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
39	<b>Flooring, Ceiling, Skirting &amp; Cornices</b> A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the guest.		✓	✓	*	*	*	*	*
40	<b>Lighting, Heating/Cooling &amp; Ventilation</b> Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings Acceptable temperature control and ventilation.	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
41	<b>Other Public Areas Including Passages &amp; Staircases</b> Passages and stairs free from obstruction. Well lit 24 hours a day, although energy initiatives are to be respected. Clear, directional signage to recreational areas, units and reception (where needed).	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
42	<b>Toilet Areas</b> All toilets regularly cleaned, checked and adequately ventilated. Minimum facilities provided: washbasin with soap, hand drying facility, toilet with seal and lid, covered light (no exposed light bulbs or wires), mirror, hook on door, waste bin, lidded sanitary bin (ladies).	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
43	<b>Elevators/ Lifts</b> Spacious, luxurious and numerous toilet facilities with refinements such as individual hand towels, high-quality toiletries and accessories. A lift is required when there is a guest unit that is more than two floors higher or lower than the entrance level floor i.e. on the third floor.	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star

G: Food & Beverage Facilities (if applicable)

		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
44	<b>Furnishings</b> Sufficient tables and chairs to accommodate maximum number of guests as advertised (may be indoor or outdoor)	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
45	<b>Flooring, Ceiling, Skirting &amp; Cornices</b> A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the guest.	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
46	<b>Lighting</b> Acceptable levels of lighting, appropriately positioned for safety and comfort in all dining areas.	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
47	<b>Menu Presentation</b> Professional and appropriate presentation of the menu to the market being served (excluding buffet service)	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
48	<b>Table Appointments</b> Table appointments appropriate to the meal being served i.e. breakfast or dinner.	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star

Self-Catering Accommodation

Core Requirements

49	Meal Quality and Presentation	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	All foods well-presented and served at the correct temperature		✓	✓	*	*	*	*	*
	Provision made for a variety of dietary requirements		✓	✓			*	*	*
	A broad range of dishes of outstanding quality and presentation meeting high international standards.		✓	✓					*
50	Breakfast Quality and Presentation	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Continental breakfast provided with an acceptable range of cereals, bread and condiments.		✓	✓	*	*			5-Star
	A good range of hot and cold items offered for breakfast (e.g. Hot breakfast should include a minimum of 3 items; Cold breakfast could include cereals, breads, cold meats, fruit and cheese) with a choice of accompaniments		✓	✓			*	*	
	A comprehensive range of outstanding quality hot and cold dishes available for breakfast and presented in an outstanding way.		✓	✓					*
	Guests are offered a wide choice of how their eggs are cooked, including fried, poached, boiled and scrambled.		✓	✓			*	*	*
	All foods well-presented and served at the correct temperature		✓	✓	*	*	*	*	*
	Provision made for a variety of dietary requirements		✓	✓	*	*	*	*	*

H: General Services and Service

Applicability per Sub-Category		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
51	Welcome, Friendliness and Attitude	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Personalised service and attention to detail is expected.	✓	✓		*	*	*	*	*
52	Appearance of Staff	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Service staff appearance to be professional and neat at all times.	✓	✓		*	*	*	*	*
	Service staff to wear name badges at all times		✓				*	*	*
53	Reception / Meet & Greet	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Guest to be met on arrival by authorised establishment representative	✓	✓		*	*	*	*	*
	Meet and greet provided in unit or administration/ reception area. An afterhours key service may be provided.	✓	✓		*	*	*	*	*
54	Reservation, Check In, Check Out & General Efficiency	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Prompt thorough reservation and check-in system, including capture of guest records and responding to guest requests.	✓	✓		*	*	*	*	*
	All information accurately provided to guests including layout of property, available facilities, emergency and evacuation procedures etc.	✓	✓		*	*	*	*	*
	Bill/Invoice to be correct with all details and clearly presented and explained.	✓	✓		*	*	*	*	*

Self-Catering Accommodation Core Requirements

55 Laundry Services	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Laundry facility is provided with drying facilities (in unit or communal)	✓	✓	✓			*		
High quality washing machine and tumble dryer required in each unit OR full laundry service to be provided OR high quality communal facility with sufficient washing and drying machines)	✓	✓	✓				*	*
<b>I: Housekeeping</b>								
<b>Applicability per Sub-Category</b>								
56 Bedrooms and Bathrooms	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Guests to be informed on/prior to arrival of cleaning service routine	✓	✓		*	*	*	*	*
Daily unit cleaning service available	✓	✓					*	*
<b>J: Communal Laundry and Drying Areas (if applicable)</b>								
<b>Applicability per Sub-Category</b>								
57 Type of Laundries and Drying Areas	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Laundries must have sufficient space to allow for movement of all guests and access to all fittings		✓	✓	*	*	*	*	*
Laundry area is hidden from general view and enclosed.		✓	✓	*	*	*	*	*
58 Fixtures and Fittings	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
The laundry should be equipped and fitted with at least a washing machine (coin or disk operated equipment is acceptable) and/or deep hand-washing troughs.		✓	✓	*	*	*	*	*
Clear operating instructions for all equipment with usage tariffs and acceptable means of payment must be clearly displayed.		✓	✓	*	*	*	*	*
Appropriate fire extinguisher designated and suitable for kitchen fires should be located at or near the entrance to the facility.		✓	✓	*	*	*	*	*
At least 1 work surface suitable for clothes sorting and folding should be provided		✓	✓	*	*	*	*	*
Electrical power available in the laundry area		✓	✓	*	*	*	*	*
Ironing boards provided in the laundry area		✓	✓	*	*	*	*	*
All plumbing below wash troughs should be suitably screened and water pipes are not visible.		✓	✓	*	*	*	*	*
59 Ventilation and lighting	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Adequate lighting in all the areas		✓	✓	*	*	*	*	*
Light switches located at the entrance door of the facility		✓	✓	*	*	*	*	*
If situated in an enclosed indoor area, there should be an externally opening window. Alternatively, adequate ventilation for the facility must be provided		✓	✓	*	*	*	*	*
59 Walls: tiling and paintwork	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
All walls to be painted or tiled		✓	✓	*	*	*	*	*



Core Requirements

Self-Catering Accommodation

	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
60 Flooring and Ceiling								
An impervious surface to be provided on walls and ceilings. Flooring to have a non-slip coated surface.		✓	✓	*	*	*	*	*
Ceiling fitted. In thatched roof these ceiling criteria may be excluded		✓	✓					
<b>K: Communal Braai Areas and Bomas (if applicable)</b>								
	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
61 Fixture and fittings								
Braai area and Boma should be clearly identifiable and have appropriate covering over braai area		✓	✓	*	*	*	*	*
Braai facility is cleaned daily		✓	✓	*	*	*	*	*
Braai grids are provided		✓	✓					
Braai accessories provided (such as tongs, forks, coal rakes, etc.)		✓	✓					
Seating provided (sufficient for the size of the braai area/ boma)		✓	✓					
Table/ work surface provided (sufficient for the size of the braai area/ boma)		✓	✓					
62 Ventilation and lighting								
Design of boma and braai area should allow for adequate ventilation and extraction of braai smoke in particular	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Adequate lighting in all areas		✓	✓	*	*	*	*	*
Light switch/s located at the entrance to the facility		✓	✓	*	*	*	*	*
63 Flooring								
Flooring to be fit for purpose	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	*	*	*	*	*
<b>L: Recreational facilities (e.g. Games room, TV Room, etc. including equipment) (if applicable)</b>								
	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
64 Fixtures, Fittings and Equipment								
If recreational facilities are present, they should be adequately equipped		✓	✓	*	*	*	*	*
Facilities should be conveniently located and in good condition		✓	✓	*	*	*	*	*
Functional colour TV with remote control		✓	✓	*	*	*	*	*
Television appropriately sized for the room/ seating area		✓	✓	*	*	*	*	*
Access to available free-to-air channels		✓	✓	*	*	*	*	*
Multi-channels (minimum 9 channels) available at each TV. Channel choice should be appropriate to the market served		✓	✓			*	*	*
Multi-channels (minimum 12 channels) available at each TV. Channel choice should be appropriate to the market served		✓	✓				*	*
Multi-channels (>12 channels) available at each TV. Channel choice should be appropriate to the market served		✓	✓				*	*
Wi-Fi available. Exemption allowed if there is no signal/ service		✓	✓				*	*

Self-Catering Accommodation

Core Requirements

65	Appropriate, functional seating provided	✓	✓	*	*	*	*	*	*
	Plastic furniture is acceptable	✓	✓	*	*	*	*	*	*
	<b>Ventilation and Lighting</b>	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	Adequate ventilation and extraction via opening windows, extractor fans or air-condition must be provided	✓	✓	*	*	*	*	*	*
	Adequate lighting in all areas	✓	✓	*	*	*	*	*	*
	Light switches located at the entrance doo to the facility.	✓	✓	*	*	*	*	*	*
66	<b>Flooring and Ceiling</b>	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	Flooring must be fit for purpose	✓	✓	*	*	*	*	*	*
	Ceiling, if fitted, must be well painted, free from mildew or damage.	✓	✓	*	*	*	*	*	*
67	<b>Windows, Doors and Frames</b>	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	No cracked windows panes evident	✓	✓	*	*	*	*	*	*
	All doors and windows are able to open, close and latch easily	✓	✓	*	*	*	*	*	*
68	<b>Other Recreational Facilities (e.g. swimming pool, children's play area, trampoline, etc.,..</b>	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	If provided, facilities should be in a good condition	✓	✓	*	*	*	*	*	*
	Added facilities for guest comfort e.g. loungers at the swimming pool, umbrellas, landscaped garden areas, etc.	✓	✓	*	*	*	*	*	*

M. Shops, bars bottle stores and/or take always (if applicable)

69	<b>Fixtures, fittings and equipment</b>	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	Adequately stocked and clearly identifiable shop, bar bottle store and/or take away	✓	✓	*	*	*	*	*	*
	Acceptable range of basic products available, although not fully comprehensive supply of goods	✓	✓	*	*	*	*	*	*
	Reasonable selection of products available	✓	✓	*	*	*	*	*	*
	Reasonable range of take-away food available	✓	✓	*	*	*	*	*	*
	Product range and variety is high and well suited to the market	✓	✓	*	*	*	*	*	*
	A good range of take-away foods available	✓	✓	*	*	*	*	*	*
	Varied selection of quality fresh produce and/or home-made meals available. Shopping experience with a local feel/ flavour	✓	✓	*	*	*	*	*	*
	Excellent range of take-away foods available	✓	✓	*	*	*	*	*	*
	Well organised shelves and stock all clearly priced	✓	✓	*	*	*	*	*	*

Self-Catering Accommodation

		Core Requirements									
		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star		
70	<b>Ventilation and Lighting</b> All shops, take-aways, bottle stores, etc. must be adequately ventilated with adequate windows opening directly into open air or suitable ventilation system must be provided		✓	✓	*	*	*	*	*		
	Adequate lighting in all areas		✓	✓	*	*	*	*	*		
71	<b>Walls: Tiling and paintwork</b> All walls to be painted and/or tiled	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star		
			✓	✓	*	*	*	*	*		
72	<b>Flooring and ceiling</b> Flooring to be fit for purpose	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star		
			✓	✓	*	*	*	*	*		

**TOURISM ACT, 2014 (ACT NO.3 OF 2014)****UMTHETHO WEZOKUVAKASHA, KA-2014 (UMTHETHO NO.3 KA 2014)**

Mina, Derek Hanekom, uNgqongqoshe wezokuVakasha, ngokwenza ngokwemigomo yesigaba sama-28 soMthetho wezokuVakasha, ka-2014, lapha ngishicilela Uhlelo Lukazwelonke Lokugredwa kwezokuVakasha.

**Mnu. Derek Hanekom, MP**  
**UNgqongqoshe: wezokuVakasha**



## SOUTH AFRICAN TOURISM

USUKU LOKUQALISA	03 kuMbaso ka-2017	Ukugredwa Kwezinhlelo Zokusebenza ze-TGCSA	
USUKU LOKUBUYEKEZWA	02 kuNdasa ka-2017	IREF KASOMQULU	SAT6Q-PRO-04
USUKU OLULANDELAYO LOKUHLOLWA	01 kuLwezi ka-2017	IGATSHA LEBHIZINISI	TGCSA
UKUBUYEKEZWA	21	LIHLOLWE	Thabile Mabizela
UKUVUMELA: Umnikazi Wohlelo	IGAMA: Darryl Erasmus	Ukusayina:	Usuku:
NGAPHAMBI KOKUVUMELA : EXCO	1. Ilunga Exco	2. Ilunga Exco	3. Ilunga Exco
Igama	Darryl Erasmus	Tom Bouwer	Sthembiso Dlamini
Ukusayina			
Usuku			

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## 1. ISINGENISO

Umkhandlu Wokugredwa Kwezokuvakasha eNingizimu Afrika (TGCSA) wasungulwa ngonyaka ka-2000 futhi wagunyazwa ngokuhambisana nomthetho waseNingizimu Afrika njengegatsha eligreda zonke izinhlobo zezindawo zokuhlala eNingizimu Afrika. Inhloso ye-TGCSA ukusungula kanye nokugcina uhlelo olaziwayo futhi oluthembekile olusezingeni lomhlaba wonke ngokuqinisekisa ikhwalithi yezindawo zokuhlala kanye ne-MESE (Imihlangano, Imibukiso kanye Nemicimbi Ethile) eNingizimu Afrika. Lo mqulu uqukethe Izincazelo yomfutho weZinga lokusebenza le-TGCSA.

### 1.1. Izinhloso

Inhloso yalo mqulu:

- Ukubhala izinto ezenza izinhlelo zokusebenza ze-TGCSA.
- Ukuqinisekisa ukuthi imisebenzi kanye namaqembu okubandakanyekayo Ezinhlelweni ze-TGCSA kuchazwe ngokucacile.
- Ukuqinisekisa ukuthi kunenkomba eyodwa yemisebenzi yonke ebandakanya uhlelo lokugreda.
- Ukuchaza kanye nokuveza uhlelo lokuhlenganisa nanye nohlelo lokuhlenganisa amaphoyinti.
- Ukuveza ngokucacile umqondo kanye nesikhathi lapho ukufezwa kwezinto ezilindelekile azihambisana namagunya kanye nezinto ezihanjiswayo kwe-TGCSA kanye NEZOKUVAKASHA EZINGIZIMU AFRIKA.
- Ukuhlinzeka inkomba yohlelo lokubuyekizwa, ukwenza kahle kanye nokuthi uhlelo luzenzekele.

### 1.2. Okuqukethwe

Umqulu uqukethe izinhlelo ukusebenza kwezinhlelo okwejwayelekile kwe-TGCSA.

- Kokuqukethwe
  - Isicelo esisha sokuGredwa
  - Isicelo sokuvuselelwa kokuGredwa
  - Uhlelo Lokukhokha kwama-Invoyisi
  - Ukuhlolwa Kwesakhiwo
  - Ukuhlolwa kwangaphambilini Kwenhloso Okusuka Kumhloli
  - Umhlangano Wokuvunyelwa Kwempahla njalo Ngenyanga
  - Abahloli Bokukhokha
  - Ukukhipha Izitifiketi kanye Namaplahu
  - Ukubuyiswa Kwamaplahu Akhishiwe
  - Ukushintsha Amaplahu
  - Ukusungulwa Ukukala Ukuhlola Okunomthelela
  - Ukuphatha Amazinga Okugreda
  - Imininingwane ebuyekeziwe yeSakhiwo ye-Ad hoc
  - Ushintsho Lohlobo Lokugreda
  - Ukwesulwa Kobulunga
  - Ukuqinisekiswa Kokuvikelwa Kwekhalithi
  - Uhlelo Lokubuyiselwa Imali



- Uhlelo Lokwaphulelwa kanye Nelokubuyiselwa Imali
- Izinhlelo zezimpendulo zamakhasimende
- Ukunyakaza Komhloli
- Okungekho kokuqukethwe
  - Uhlelo Lomkhandlu Wokugreda (Ikomidi Lrmiklomelo)

### 1.3. Umthetho Webhizinisi

Ukuze impahla izuze ukwaziwa, zonke izimfuneko ezisohlwini kumele kuhanjiswa nazo. Ukwaziwa kuvumela isakhiwo ukuthi siphathe izithombe esivunyelwe i-TGCSA ezimakethe. Impahla ezihloniyelise ngokwaziwa zizoba yingxenye yewebhusayithi ye-TGCSA kanye nohlobo lokubheka.

Impahla enconyawo ukuthi yaziwe ukuthi isebenze ikanje:

- Ivumela izilwane zasekhaya;
- Kuyazingelwa;
- Kuhamba amabhayisikili
- Kudlalwa igalofu
- Kukhona iwayini yezivakashi
- Ilungele imindeni
- Indawo yokushada
- Inezinyoni
- Ukunakekelwa ngokokwelashwa;
- Indawo yokuvakasha efana nehhotela;
- Ukwelashwa kwawo wonke umzimba;
- Izinto ezenziwa ngaphandle komgwaqo;
- Izakhiwo zezingqungquthela;
- Ukuhayika;
- Ukugibela amahhashi;
- Ezemidlalo zamanzi;
- Ezokuvakasha ezifanele;
- Ispa kanye Nobuhle.

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**2. IMISEBENZI**

Ukuhlinzeka Ngezincazelo zemisebenzi esemqoka

<b>Umsebenzi</b>	<b>Incazelo</b>
<b>Ukwaziswa</b>	Ukwaziswa yilapho kwaziwa khona izakhiwo ezigredwe ngezinkanyezi ezihlukaniswe ngezinto eziheha izimakethe ezithile.
<b>Umhloli</b>	Abantu abanegunya lokuhlola ukugredwa Ezakhiweni.
<b>Ikomidana Eliqinisekisa Ikhwalithi</b>	Ikomidana Eliqinisekisa Ikhwalithi yigatsha lemboni lochwepheshe abengamela umsebenzi owenziwe uMkhandlu Wokugreda Wezokuvakasha eNingizimu Afrika, kanye nokuhlinzeka ukuqonda kwalo kanye nokuqondisa uma kudingeka.
<b>Isikhulu Esiphezulu Esiqinisekisa Ikhwalithi</b>	Ophethe esiphethe i-TGCSA, obheka yonke iphothifoliyo ye-TGCSA.
<b>Umhloli Ophezulu Wabahloli Wesifundazwe</b>	Umsebenzi wakhe ukubheka kanye nokuphatha Abahloli benkontileka jy-TGCSA.
<b>Isikhulu Esivikela Ikhwalithi</b>	Umuntu obhekene nokwenza izinhlelo ukubhekana nokukhangisa kwezinkanyezi okungekho emthethweni kanye nokungelona iqiniso njengokuba kwaziwa.
<b>Ithimba Zezokuvakasha Afrika</b>	Ithimba elibhekene nokuphathwa kwakho kokhe ukungena kanye nokuphuma kwezimali ze-TGCSA.  Ithimba lezezimali lihlanganisa imisebenzi elandelayo: <b>Ukuphathwa Kwezimali, Ubungoti Bokuphathwa Nokuhlolwa Kwamabhuku, Amakleghi Akwazi Ukuthola Ama-akhawunti, kanye Nekleghi Elikhokhela Ama-akhawunti.</b>
<b>Ithimba le-TGCSA Lokumaketha</b>	Leli thimba libhekene nokuphatha yonke imisebenzi yokumaketha kanye nokuxhumana, njengokuxhumana komkhiqizo, ukuxhumana kwezinkampani okuhlanganisa i-PR, imicimbi ye-TGCSA, ukuphathwa kokumakethwa kwama-ejensi angaphandle. Leli thimba liphinde libhekane nokukhiqizwa kanye nokusabalaliswa kokwaziswa kokumaketha okuhlanganisa amaplakhu kanye nezitifiketi Ezakhiweni ezigrediwe kanye nethuluzi elivunyelwe lokugreda.  Ithimba liphinde liphathe ulayini wezimpendulo zamakhasimende: <a href="mailto:feedback@tourismgrading.co.za">feedback@tourismgrading.co.za</a> , Ngesikhulu Esibhekele Amakhasimende (CLO) umsebenzi waso ukubheka kanye nokuphendula kuma-imeyili kanye noringo, ukuphatha kwempendulo etholakale ezakhiweni

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	<p>ezigrediwe, ukusiza ngokuhamba ngezinto zomphakathi maqondana nesakhiwo kanye nokuhlinzeka imibiko yazinyanga zonke.</p> <p>Ithimba lakhiwe yimisebenzi elandelayo:</p> <p><b>Umpathi Wezoku, aketha kanye Nokuxhumana, Umsizi Wezokumaketha kanye Nesikhulu Esibhekele Amakhasimende.</b></p>
<b>Ithimba Lokusebenza kwe-TGCSA</b>	<p>Leli qembu libhekene nemisebenzi esemqoka ye-TGCSA okuhlanganisa ukudluliswa kwezicelo zokugredwa, ukuphathwa kokungatholwa kolwazi ezingeni lokutholakala, ukuphathwa kwezinombolo Zesakhiwo ezibikiwe ze-TGCSA, ukuphathwa kwezinombolo zephothifoliyo zoMhloli, kanye nokuphathwa Kwabahloli benkontileka be-TGCSA.</p> <p>Ithimba lakhiwe yile misebenzi elandelayo:</p> <p><b>Umpathi Wokusebenzisa, Umsizi Womphathi Wokusebenzisa kanye Nesikhulu Esiphezulu Sabahloli</b></p>

### 3. UHLU LWEZINCAZELO ZAMAGAMA

#### 3.1. IZINCAZELO

Incazelo yamagama asetshenziswe emqulwini.

Igama	Incazelo
<b>Ukukhishwa</b>	<p>Ukukhishwa kunika imvume uMkhandlu wokuGreda ukuthi impahla ingabe nemfuneko ethile ngenxa yezizathu ezifanele.</p> <ul style="list-style-type: none"> <li>Izakhiwo ezintsha yizona ezicela ukukhishwa.</li> <li>Izakhiwo ezikhona ezinobulunga ezibuyekezwayo zingacela ukukhishwa uma Umhloli osebenzela Esakhiweni eshintshile.</li> </ul>
<b>Isikhathi Somusa</b>	<p>Isikhathi Somusa sinikwa impahla (isicelo esisha noma isicelo sokuvuselela) ukuze kusizwe bona ekuqaliseni imfuneko yokuhlangabezana ikhwalithi yezinga efakelwe isicelo.</p> <p>Noma yisiphi isikhathi somusa ngeke sibe nomthelela noma sishintshe usuku lokuphelelwa yisikhathi lwempahla. Noma ngabe isikhathi somusa sinikiwe, ama-invoyisi azoqhubeka asebenze ngokwemithetho yebhizinisi (Ima-invoyisi Avuselelwe - enyangeni yezinsuku eziyi-90 ngaphambi kokuphelelwa yisikhathi; ama-invoyisi Amasha - ngosuku lokuqala lokuhlanganisa emuva kokuvunyelwa kwesicelo esisha uma Isikhathi Somusa sesivaliwe)</p>

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<b>Ukugreda</b>	Ikhwalithi yokukalwa enikezwe Isakhiwo nguMhloli Onegunya we-TGCSA. Impahla Egrediwe inikwa izinkanyezi ze-TGCSA eziphakathi kwenkanyezi e-1 kuya kwezi-5 ohlobeni ukugredwa okufakwe isicelo kulo.
-----------------	---

### 3.2. Izifinyezo

#### Ukuhlinzekwa Kwenzazelo Yezifinyezo esemqulwini

Isifinyezo	Incazelo
Ibhodi	Ibhodi labaQondisi Kwezokuvakasha eNingizimu Afrika
Ikomidana leBhodi	Amalunga eKomidana Lokuqinisekisa Ikhwalithi ku-TGCSA
BU	Igatsha Lebhizinisi
BUMA	Umphathi Wegatsha Lebhizinisi
C6	Lokhu okulandelayo kuyasebenza: CEO, COO, CFO, CMO, CQAO, CCBO
CCBO	Isikhulu Esiphezulu Sehhovisi Lesikhungo
CEO	Isikhulu Esiphezulu
CFO	Isikhulu Esiphezulu Sezezimali
CLO	Isikhulu Esibhekele Abathengi
COO	Isikhulu Esiphezulu Sokusebenza
Cx	Ukukhansela
CQAO	Isikhulu Esiphezulu Esiqinisekisa Ikhwalithi
DOA	Ukuthunyelwa Kwamandla
IA	Ukukhangisa Okungekho Emthethweni
MCM	Umphathi Wezokumaketha kanye Nokuxhumana we-TGCSA
MER	Izimfuneko Zokungena
OM	Umphathi Wezokusebenza kwe-TGCSA
PMA	Umhloli Ophezulu Wesifundazwe

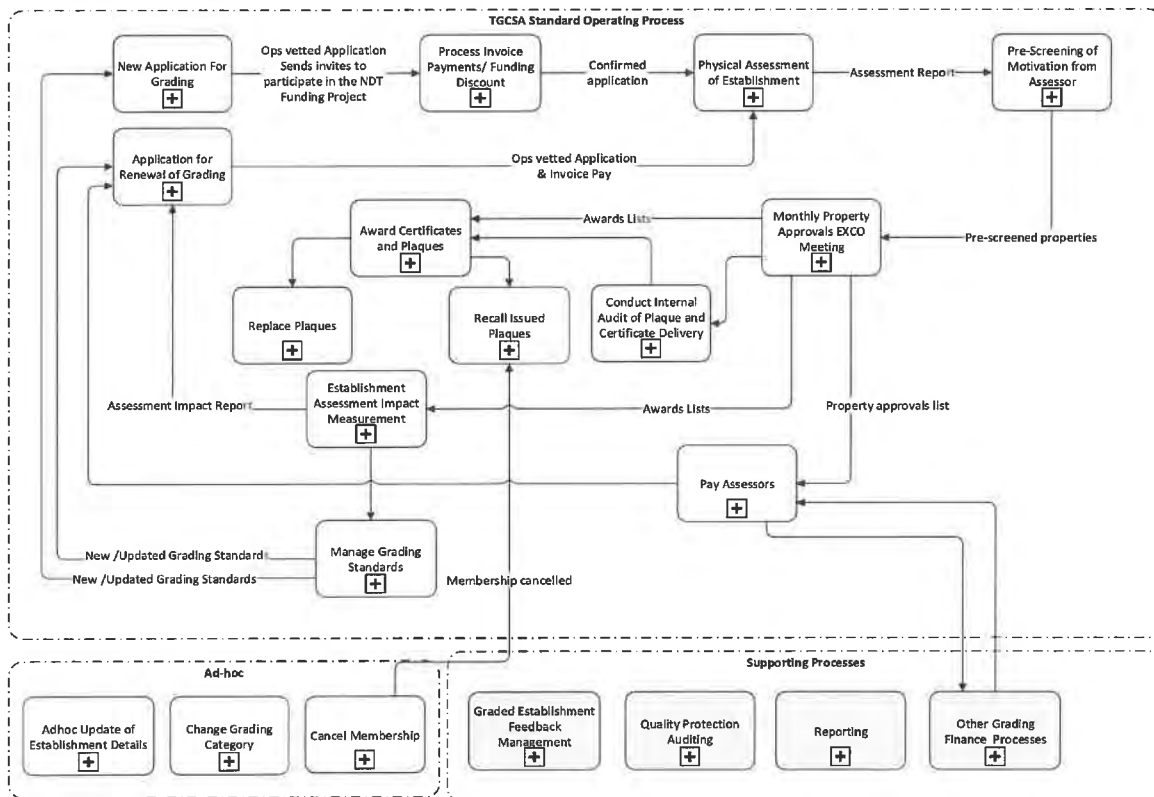
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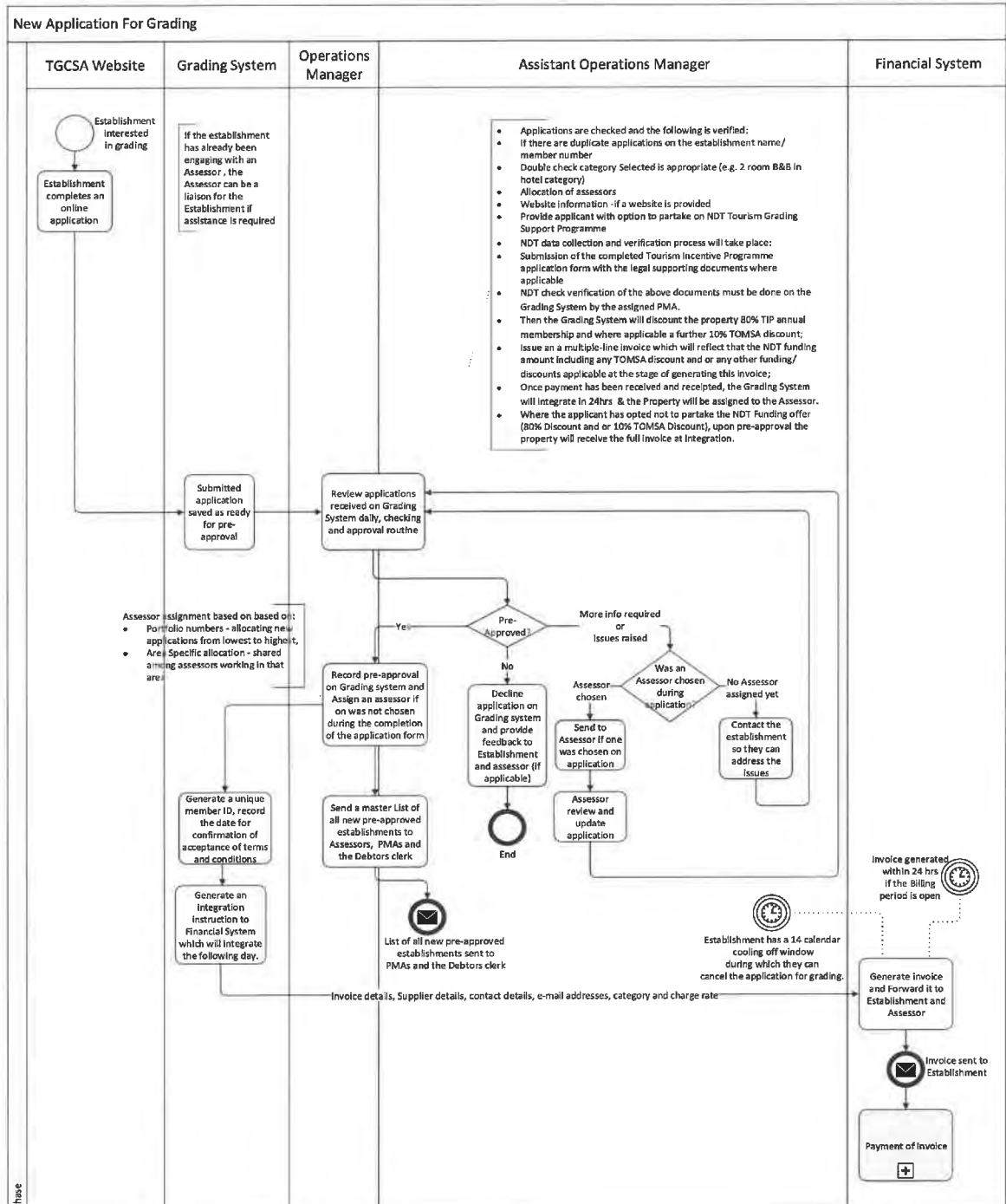
Isifinyezo	Incazelo
Uhlelo Lokugreda	Ikhwalithi Kwezokuvakasha
Uhlelo Lokugreda-IA	Ikwalthi Yezokuvakasha - Imojuli Yokukhangisa Ngokungemthetho
QPA	Quality Protection Assurance Ukuqinisekisa Ukuvikelwa Kwekhwalithi
RFO	Ukubuyela i-Oda
SA TOURISM	Ezokuvakasha ZaseNingizimu Afrika
TOMSA	Ukumakethwa Kwezokuvakasha eNingizimu Afrika
UA	Ukutholakala Kuzwe Lonke

4. IMININGWANE YOHLELO

4.1. Umdwebo wokuhamba kokugredwa okusezingeni eliphezulu



4.2. Isicelo Esisha Sokugreda



#### 4.2.1. Isicelo Esisha Sokugreda - Ukuchazwa Ngamagama

- Isakhiwo sisebenzela ubulunga bokugredelwa inkanyezi konyaka ngokuhambisa isicelo kuwebhusayithi ye-TGCSA: <http://www.tourismgrading.co.za>
- Uma isicelo siqediwe, isakhiwo sisihambisa ukuthi sivunyelwe;
- Umphathi Wokusebenza noma Isekela Mphathi Wokusebenza ubuyekeza isicelo ezitholwe Ngohlelo Lokugreda njalo: Uhlelo lokuvunyelwa ngaphambilini lonalokhu okulandelayo:
  - Umphathi Wokusebenza noma Isekela Lomphathi Wokusebenza:
    - Okokuqala, wenza isiqiniseko sokuthi isicelo asiphindi ilunga elikhona eligredowe ngokusebenzisa igama Lesakhiwo kanye nenombolo yelunga njengohlobo;
    - Okokuxhumana kwezakhiwo ukuqinisekisa okulandelayo:
      - Uma yonke imininingwane yokuxhumana isihlinzekiwe;
      - Ukubhekisa uhlobo olukhethiwe ukuthi lufanele kanye nokuqinisekisa ukuthi inani lamagumbi & isilinganiso segumbi (isb. Amagumbi ama-2 ku B&B ohlotsheni lwehhotela);
      - Ukwabiwa Kwabahloli;
      - Ukuqinisekisa ukuthi lwebhusayithi ikhona kanye nokubheka ulwazi kuwebhusayithi, uma kufanele (lwebhusayithi ayibalulekile ukuze kugredwe);
      - Ezingeni lokufaka isicelo, umfaki wesicelo uhlinzekwe ngethuba lokubamba iqhaza Ohlelweni Loxhasa Ukugredwa kwe-NDT Yezokuvakasha noma ankethe ukungabi yingxenye;
        - Lapho umfaki wesicelo ekhethe ukungabi yingxenye yokukhokhelwa (Ukwaphulelwa okungama-80% noma Ukwaphulelwa okungama-10% kwe-TOMSA), ekuvunyelweni kwangaphambilini kwesicelo isixhumanisi sesimemo siyathunyelwa ngokushesha emuva kokuvumela ngaphambili;
        - ; Ukuqoqwa kolwazi lwe-NDT kanye nohlelo lokuqinisekisa kuzokwenzakala;
          - Ukuhanjiswa kwefomu eligcwalisiwe Lohlelo Lokukhuthaza Ezokuvakasha, elihambisana nemiqulu esekelayo yomthetho lapho kudingeka (Imvume Yentela Efanele, Umazisi/ inombolo/ Amafomu Okubhalisela Ibhizini, amakhophi afungelwe esitifiketi se B-BBEE, imiqulu yomshwayilense wezikweletu). **Isikhathi esiyizinsuku eziyi-30 zokuphinda ufake isicelo** (Uma lokhu kungenziwanga ezinsukwini eziyi-30, i-invoyisi izokhipha imali egcwele)
          - Ukubhekwa ukuqinisekiswa kwemiqule engenhla kwe-NDT KUMELE KWENZIWE Uhlelo Lokugredwa okwenziwa yi-PMA enikwe umsebenzi. Izinsuku eziyi-10 ze-PMA (Uma lokhu kungenziwanga ezinsukwini eziyi-30, i-invoyisi izokhipha imali egcwele)
          - Uma ulwazi selubhekiwe & lwaqinisekiswa ngokufanele; Uhlelo Lokugreda luzokwaphula ubulunga bonyaka bempahla ye-TIP ngama-80% futhi lapho kufanele kuzobe khona ukwaphulelwa ngama-10% kwe-TOMSA;
          - Uhlelo Lokugreda luzokhipha i-invoyisi yolayini abanengi eveza izimali ze-NDT okuhlenganisa nanoma yikuphi ukwaphulelwa kwe-TOMSA kanye nanoma imali/ nokwaphulelwa okufanele ezingeni lokukhishwa kwe-invoyisi;

- Uma ukukhokha sekutholakele futhi kwamukelwa, Uhlelo Lokugreda lizohlangana emahoreni angama-24 futhi Impahla izonikwa Umhloli.
    - Lapho umfaki wesicelo ekhethe ukungabi yingxenyela ehlanganyela ekunikeleni Kokukhokha kwe-NDT (Ukwaphulelwa kwama-80% kanye noma Ukwaphulelwa kwe-TOMSA kwama-10%), ekuvunyelweni kwangaphambili impahla izothola invoyisi yemali egcwele emhlanganweni.
- Uma umfaki wesicelo engakwazi ukuthi avunyelwe ngaphambilini Umphathi Wokusebenza noma Umsizi Womphathi Wokusebenza uzonqaba isicelo Ohlelweni Lokugreda, futhi impendulo izonikwa Umhloli kanye Nesakhiwo:
  - Izicelo ezinqatshiwe ziba sohlelweni futhi zingasetshenziswa njengezibonelo ngokuzayo (uma Isakhiwo sivuma)
- Uma olunye ulwazi ludingeka noma kunezinto okumele kubhekanwe nazo ngaphambi kokuthi isicelo sivunyelwe ngaphambilini, Umphathi Wokusebenza noma Isekela Lomphathi Wokusebenza engacela olunye ulwazi maqondana nesicelo kumfaki wesicelo/ Umhloli:
  - Uma Umhloli ekhethwe ngesikhathi sokufaka isicelo, Umphathi Wokusebenza noma Isekela Lomphathi Wokusebenza engathumela umbuzo Kumhloli;
    - Umhloli uzobuyekeza isicelo bese sibhekwa futhi Umphathi Wokusebenza noma Isekela Lomphathi Wokusebenza ukubona ukuthi singavunyelwa yini.
  - Uma Umhloli engakhethwanga ngesikhathi sesicelo, Umphathi Wokusebenza noma Isekela Lomphathi Wokusebenza kumele anikele Ngomhloli Esakhiweni.
- Uma isicelo sivunyelwe ngaphambilini Umphathi Wokusebenza noma Isekela Lomphathi Wokusebenza ukuvunyelwa ngaphambilini kuyaqoshwa Ohlelweni Lokugreda futhi Isakhiwo sizonikwa inombolo ye-ID eyahlukile, futhi uhlelo luzobhala usuku lokuqinisekisa ukwamukela imigomo nemibandela:
  - Uma Isakhiwo sikhetha Umhloli efomini lokufaka isicelo, Isakhiwo siyamthola loyoMhloli;
  - Uma Isakhiwo singamkhethanga Umhloli, Umphathi Wokusebenza noma Isekela Lomphathi Wokusebenza unika Isakhiwo Umhloli ngokubheka uhlobo, oku-:
    - Izinombolo zephothifoliyo - ukuhlolwa kwezinzombolo ezikhona zephothifoliyo; ukwaba izicelo kusukela phansi kuya phezulu
    - Yindawo ethile - ukunikezwa kwabafaki bezicelo abasha Abahloli abasebenzi kuleyo ndawo.
- Uma selutholakale lonke ulwazi Ohlelweni Lokugreda, Uhlelo Lokugreda lukhipha i-invoyisi yemiyalelo ohlelweni Lwezimali yempahla enqabe ithuba Lokukhokhelwa yi-NDT kanye nalabo abangaletanga ulwazi oludingekayo ukuze bathole ukwaphulelwa (Ulwazi olukuma-invoyisi lufakwe Uhlelo Lokugreda kanye Nohlelo Lwama-Invoyisi Ezimali ngokolwazi olusuka Ohlelweni Lokugreda. Itafula lemali lihleli ohlelweni lokugreda kanye nohlelo lokugreda lubala inani kanye nama-akhawunti okwaba ama-invoyisi ngokubheka imali yegumbi kanye nenani lamagumbi kanye namatafula emali ohlelweni lokugreda afakwa ohlelweni Lwemali ngamatafula okuhlangana);
- Uhlelo Lwezimali lukhipha i-invoyisi ngokungenhla bese ludlulisela Esakhiweni kanye Nomhloli waso emahoreni angama-24, kodwa uma isikhathi sokubiza imali sivaliwe i-invoyisi izokhipha uma isikhathi sesivuliwe futhi izohlangana emhlanganweni wokuqala owenzeka emuva kokuvulwa kwesikhathi. bheka isigaba se 4.3.3 Ukubhekwa Kohlelo Lokukhokha;



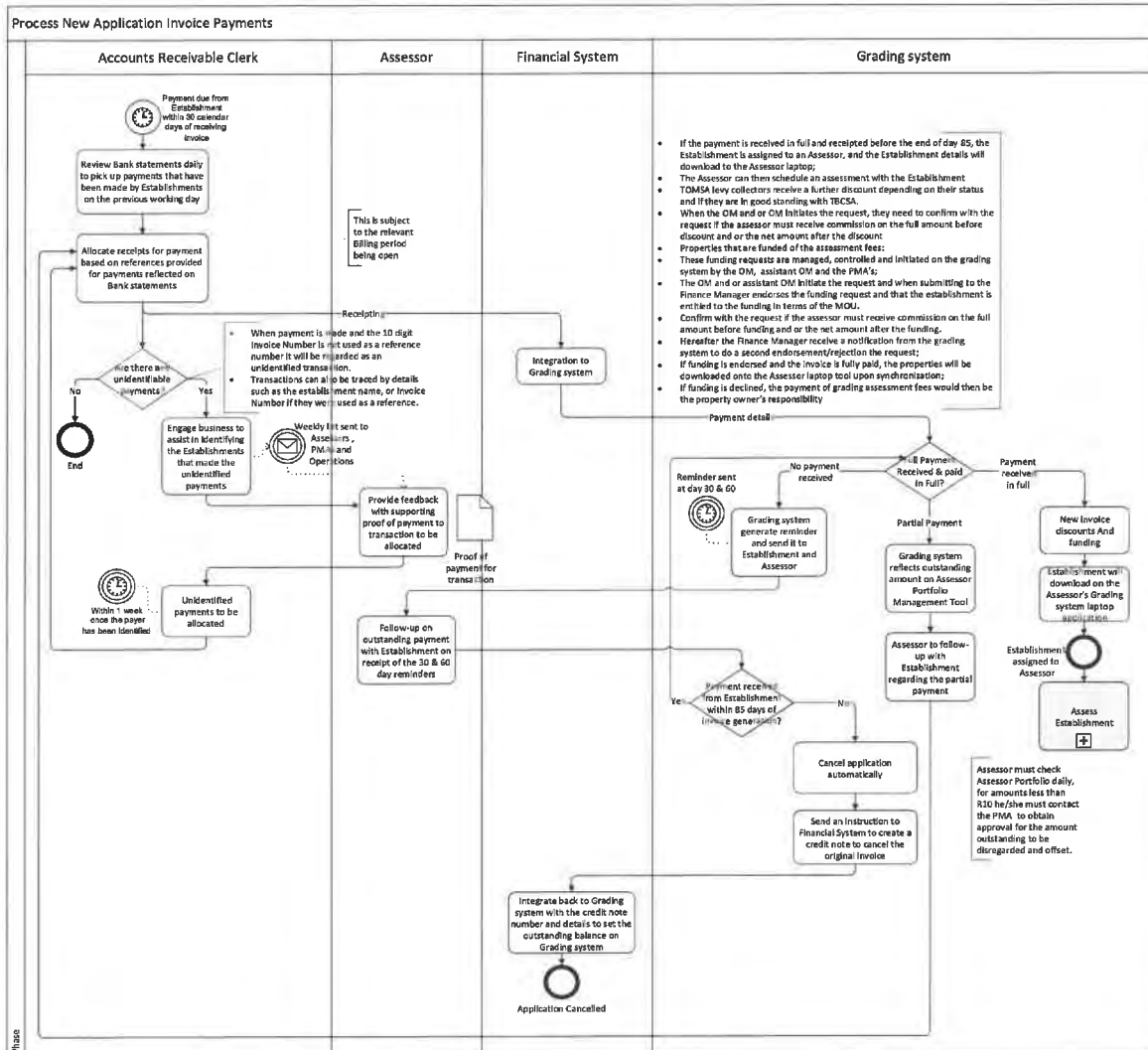
Process Name: TGCSA Grading Operating Processes

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- Uhlelo Lwezimali lubuyela Ohlelweni Lokugreda luqinisekisa ukuthi i-invoyisi isikhiphile futhi lusho nenombolo ye-invoyisi. Onke ama-invoyisi azoshaya umugqa bese yahlukaniswa ngokuzenzekela ngemeyili yokuhamba komsebenzi ngesikhathi sasemini osukwini kanye nantambama;
- Emuva kokuvunyelwa ngaphambilini sekuqedwe futhi ne-invoyisi yesicelo isiphakamisiwe, Isakhiwo sinezinsuku zekhalenda eziyi-14 zokukhansela ukuthi isicelo sigredwe. Uma Isakhiwo singakhokhi i-invoyisi ezinsukwini ezingama-85 kusukela ekuvunyelweni kwesicelo esisha, uhlelo lokugreda luzokhansela ngokuzenzakalela isicelo bese sifaka ngokuhlangana isaziso sesiKweletu (nenani kanye nokwabiwa kwama-akhawunti) Ohlelweni Lwezimali.
- Isinyathelo esilandelayo uhlelo Lokukhokhela i-Invoyisi.
- Umphathi Wokusebenza noma Isekela Lomphathi Wokusebenza uthumela Ohlwini Oluphezulu Lohlelo Lokugreda lazo zonke izicelo ezivunyelwe ngaphambilini, PMA's kanye Neklekhi Lezikweletu.

4.3.

Ukudluliswa Kokukhokhwa Kwe-invoyisi Yesicelo Esisha Sokugreda



#### 4.3.1. Ukudluliswa Kokukhokhwa Kwe-invoyisi Yesicelo Esisha Sokugreda - Ukuchazwa Ngamagama

- Ukukhokhelwa kwe-invoyisi yobulunga obusha kumele kwenziwe yiSakhiwo ezinsukwini ezingama-30 zosuku lwe-invoyisi;
- Amakleghi Akwazi Ukuthola Ama-akhawunti abuyekeza izitatimende zasebhangwe ze-TGCSA njalo ngosuku ukubheka ukukhokhwa okwenziwe Yizakhiwo;
- : Amakleghi Akwazi Ukuthola Ama-akhawunti akhipha amarisidi okukhokhelwa, ngokubheka lokhu okulandelayo:
  - Inombolo ye-invoyisi iyavela Esitatimendeni Sasebhangwe;
  - Uma inombolo ye-invoyisi ingaveli Esitatimendeni Sasebhangwe, Ubufakazi Bokukhokha kumele bulwethwe kanye nokwahlukaniswa kweminingwane yokukhokha uma ngabe kukhokhelwe impahla engaphezu kweyodwa kusuka ezakhiweni esisodwa;
  - Lokhu kuqondene nesikhathi esifanele Sokukhokhiswa (bheka Ukubhekwa Kohlelo Lokukhokha ku 4.3.3 ngezansi)
  - Uma kukhona inkokhelo engaziwa ukuthi eyani Iklekhi Ekwazi Ukuthola Ama-akhawunti kumele ikhulume ibhizinisi (Abahloli, ama-PMA, TGCSA OM, Umphathi Wezokumaketha Ngokuxhumana) ukusiza ukubona Izakhiwo ezikhokhe imali engaziwa;
    - Uma kukhokhiwe futhi kungasetshenziswanga izinombolo eziyi-10 ze-invoyisi zisetshenzisiwe njengenombolo yenkomba yokukhokha lokho kukhokhwa kuzothathwa njengokungaziwa:
      - Ukukhokhwa kungalandelwa kuphela Ngenombolo Ye-invoyisi efanele.
    - Amakleghi Akwazi Ukuthola Ama-akhawunti azothumela uhla lwezinkokhelo ezingaziwa (Kumhloli, kuma-PMA, TGCSA OM, Umsizi we-OM we-TGCSA, Umphathi Wezokumaketha Kwezokuxhumana we-TGCSA) njalo ngeviki;
    - Ubufakazi Bokukhokha obufanele kumele buthunyelwe egatsheni Lezezimali: [debtors@southafrica.net](mailto:debtors@southafrica.net) isuka Esakhiweni noma Umhloli ukuqinisekisa ukukhokha okungaziwa okwenziwe Yizakhiwo.:
      - “Isiqinisekiso sokukhokha “kumele sibe nalokhu okulandelayo:
        - Usuku lokukhokha;
        - Igama lomzuzi;
        - Inombolo yenkomba evelayo esitatimendeni sasebhangwe se-TGCSA;
        - Ngaphezu kweminingwane yesiqiniseko sokukhokha, isakhiwo kumele siqinisekise ngokubhala ukuthi inombolo ye-invoyisi efanele kumele ifakwe khona.
    - Ukukhokhelwa okungaziwa kumele kunikelwe ezinsukwini eziyisihlanu uma omkhokhi esetholakele.
  - Uma ukukhokhelwa sekwamukelwe Wuhlelo Lwezezimali kunokuhlenganisa Ohlelweni Lokugreda ukuthi kuvele ukuthi ukukhokha kwamukelekile.
    - Isakhiwo ngosuku olulandelayo luzoqopha Uhlelo Lokugreda kukhompuyutha yabo abayisebenzisayo njalo;
    - Uma Isakhiwo sesinikwe Umhloli, Umhloli engenza amalungiselelo okuphuma eyohlola Isakhiwo;

- Uma ingxenyana yokukhokha esuka Esakhiweni itholakele ezinsukwini ezingama-30 emuva kokuthola i-invoyisi lokhu okulandelayo kuyenzeka:
  - UHLELO LOKUGREDA luveza imali esele Ethuluzini Lomhloli Lokuphathwa Kwepothifoliyo;
  - Ukulandelela Komhloli Esakhiweni maqondana nengxenye ekhokhiwe:
    - Umhloli kumele abheke Iphothifoliyo Yomhloli njalo, ngezimali ezingaphinsi kuka-R10 kumele axhumane ne-MPA ukuthola imvume yokuthi imali ekweletwayo isuse.
  - Isakhiwo ngeke siqophele ekhompuyutheni Yomhloli ngaphambi kokuthi i-invoyisi isikhokhelwe yonke.
- Uma Isakhiwo singakhokhanga ezinsukwini ezingama-30 zokuthola i-invoyisi okulandelayo kuzokwenzeka:
  - Uhlelo Lokugreda luzokhipha isikhumbuzo ngosuku lwama-30 kanye nolwama-60 mayelana nama-invoyisi bese lisisa Esakhiweni kanye Nakumhloli;
  - Umhloli kumele alandelele mayelana nemali engakhokhwanga Yisakhiwo;
  - Uma Isakhiwo singakhokhi noma kunjalo ezinsukwini ezingama-85 kusuka osukwini lwe-invoyisi, Uhlelo Lokugreda luzokhansela isicelo ngokuzenzekela:
    - Irekhodi Lesakhiwo ligcinwe Ohlelweni Lwesakhiwo futhi lingasetshenziswa njengesibonelo (Kuphela uma Isakhiwo sinike imvume);
    - Uhlelo Lokugreda luzothumela umyalelo ngamatafula okuhlangana Ohlelweni Lwezezimali ukuthi kwakhiwe isaziso sesikweletu sokukhansela i-invoyisi yokuqala uma ingakakhokhelwa ezinsukwini ezingama-85 kusukela osukwini le-invoyisi;
    - Uhlelo Lwezezimali lubuyisela Ohlelweni Lokugreda nenombolo yesaziso sesikweletu kanye ngeminingwane ukuhlela imali esele Ohlelweni Lokugreda;
  - Uma imali ikhokhwe ngokugcwele futhi yamukelwa ngaphambi kokuthi kuphela izinsuku ezingama-85, Isakhiwo sinikwa Umhloli, futhi imininingwane Yesakhiwo izoqopheka kukhompuyutha Yomhlelo;
  - Umhloli engahlela ukuhlolwa Kwesakhiwo

#### 4.3.2. Ukukhokhelwa kanye Nokwaphulelwa Kwe-invoyisi

- Abaqoqi belevi be-TOMSA bathola okunye okwaphulelwa ngokwesikhundla sabo (inkontileka ekhona) futhi uma besesimeni esihle ne-TBCSA. Lokhu kwaphulelwa kuphethwe, kulawulwa futhi kuqalwa ohlelweni lokugreda lwe-TGCSA kanye Ne-OM yomsizi we-TGCSA (*Lapho ukwaphulelwa kwe-TOMSA kungakathinteki ngokuzenzalela*);
- Lapho i-TGCSA OM noma i-OM yomsizi we-TGCSA iqala futhi ivumela isicelo, kudingeka ukuthi baqinisekise isicelo/ ukuvumela uma Umhloli kumele athole umyalelo maqondana nenani selilonke lemali noma imali isiyonke emuva kokwaphulelwa;
- Impahla ekhokhelelwa imali yabo yokuhlolwa:
  - Izicelo zezimali ziphathwe, zilawulwa ziphinde ziqalwe ohlelweni lokugreda yi-TGCSA OM, Umsizi we-OM kanye nama-PMA;
  - I-TGCSA noma i-OM yomsizi we-TGCSA engaqala ukwengeza izimali zangaphambilini esigabeni sokuvunyelwa ngaphambilini kwezicelo ezintsha.

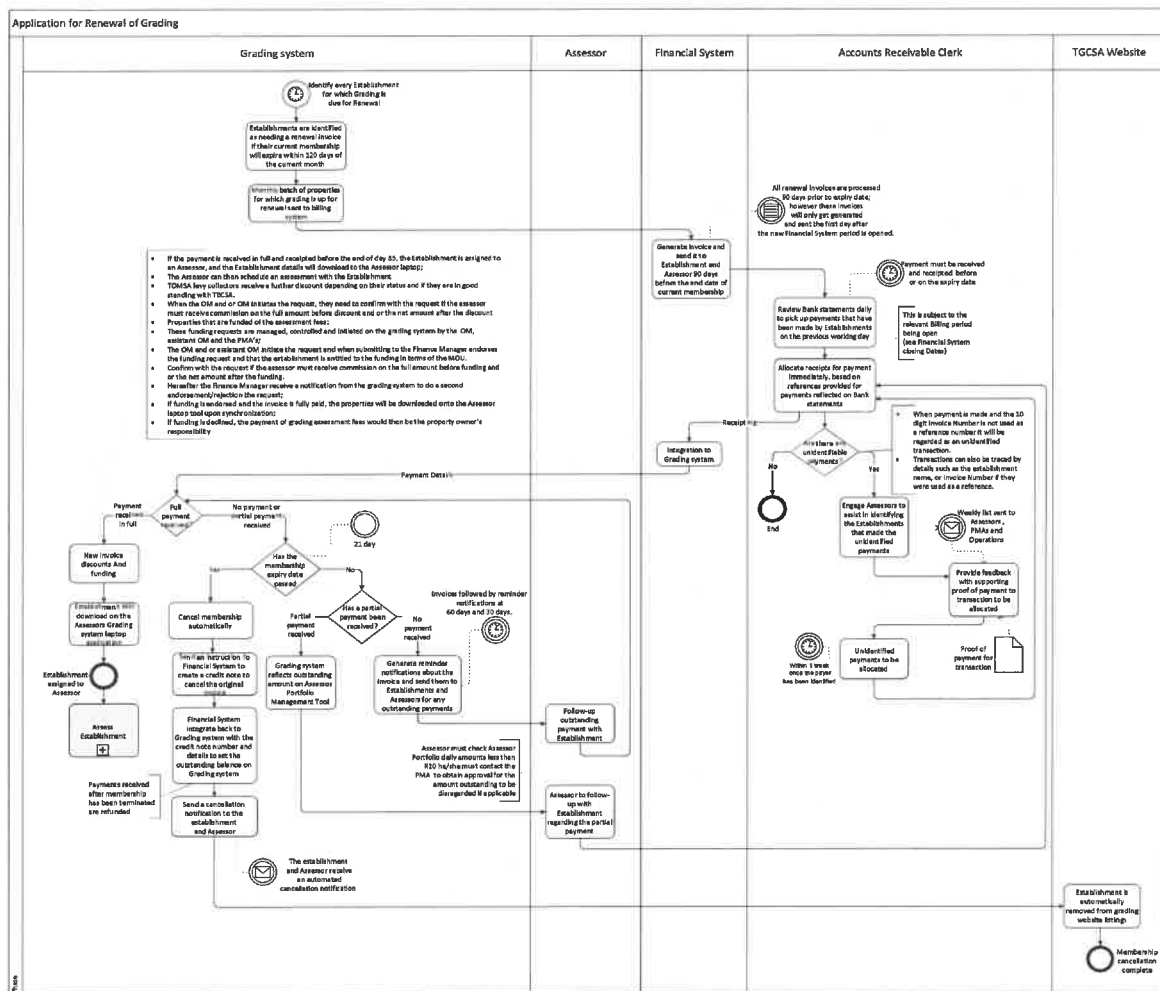
- ; Uma izimali sezivunyelwe futhi nama-invoyisi ekhokhelwe ngokugcwele, impahla izoqoshelwa kukhompuyutha Yomhloli;
- Uma izimali zinqatshelwe, ukukhokwa kwemali yokuhlolwa kuzobe umsebenzi womnikazi wempahla.

#### 4.3.3. Okubhekwayo Uma Kudluliswa Izimali Ezikhokhwayo

- Zonke izimali ezikhokhwe ku-TGCSA zenzelwa amarisidi njalo ngosuku ngaphandle kwamakolidi, izinsuku zokuvala ZEZOKUVAKASHA ENINGIZIMU AFRIKA kanye nezimpelasonto;
  - Isitatimende Se-akhawunti Yasebhangwe se-TGCSA siyahlolwa njalo ngosuku ukubona imali ekhokhiwe esesitatimendeni sangosuku lwangayizolo;
  - Imali ekhokhiwe engena ku-akhawunti yasebhangwe ye-TGCSA namhlanje ingathatha amahora angama-24 ukuthi ibonakale futhi yenzelwe irisidi kanye noma ngosuku olulandelayo lokusebenza uma ikhokhwe ngempelasonto ngaphandle kwezinsuku zokuvala ZEZOKUVAKASHA ENINGIZIMU AFRIKA, isikhathi sokuvala ZEZOKUVAKASHA ENINGIZIMU AFRIKA kuZibandlela/Masingana njalo ngonyaka, ezinye izinsuku ngokwekhalenda LEZOKUVAKASHA ENINGIZIMU AFRIKA lapho iklekhi le-AR lizobe lingekho noma iholidi) okuzodinga izinsuku ezisithupha zokusebenza;
- Igatsha Lezezimali kumele livale ezezimali njalo ngenyanga, futhi izinsuku zokuvala kumele Umnyango wezezimali uzisho ekuqaleni Konyaka Wezimali;
- Payments reflecting on TGCSA bank statement during the billing closure period can only be receipted after the first day when the new period is opened; however, these receipts will be captured in the first three working days after month end closing date. Therefore, these transactions will integrate to Grading System only once the same has been receipted in the new period. Izimali ezikhokhiwe ezivela esitatimendeni sasebhangwe se-TGCSA ngesikhathi sokuvalwa kwezezimali zingakhishelwa amarisidi emuva kosuku lokuqala lokuvulwa kwesikhathi esisha; kodwa, lamarisidi azofakwa ezinsukwini ezintathu zokusebenza emuva kokuphela kwenyanga yosuku lokuvalwa. Ngalokho, lezi zimali zizofakwa Ohlelweni Lokugreda kuphela uma sekwenziwe irisidi esikhathini esisha.
- Ukufakwa Ohlelweni Lokugreda kuzokwenzeka ngosuku olulandelayo emuva kokwenza irisidi Ohlelweni Lwegatsha Lwezezimali. Uma isikhathi sokukhokha imali Segatsha Lezezimali sesivuliwe, Isb. ekupheleni kwenyanga kuNdasa, isikhathi sikaNdasa sizovalwa kuphela mhla ziz-11 kuMbasa ka-2016 (njengokuba lisho lkhalelwa Legatsha Lezezimali maqondana nezinsuku ezizovalwa ngonyaka olulandelayo). Ngalokho, ukwenza amarisidi kwemali etholwe ku-akhawunti yasebhangwe ye-TGCSA yesikhathi sezinsuku ezimbalwa zenyanga (kuncike ukuthi ukuphela kwenyanga akukho ngempelasonto) kanye nakusukela sisi-1 kuMbasa ka-2016 kuzokwenzelwa irisidi mhla ziyi-12 kuMbasa ka-2016 (okuhlangukiswa mhla ziyi-13 kuMbasa ka-2016) mhla ziyi-13 kuMbasa ka-2016 ( Okuhlangukiswa mhla ziyi-14 kuMbasa ka-2016), mhla ziyi-14 kuMbasa ka-2016 ( Okuhlangukiswa mhla ziyi-15 kuMbasa ka-2016);
- Ngalokho, njengokuba kwenziwe isibonelo ngenhla, ukwenza amarisidi ekuvalweni kokuphela kwezinyanga kuzokwenzeka ezinsukwini ezintathu zokuqala zokusebenza emuva kokuvalwa kokuphela kwenyanga;

- Okunye ukwenza amarisidi enyangeni kuzokwenziwa ezinsukwini eziMbili zokusebenza, kodwa, ukwenza amarisidi kwenziwa kuphela lapho isakhiwo sisebenzise inombolo efanele yenkomba ye-invoyisi;
- Enye imali efakiwe lapho inombolo yenkomba ye-invoyisi ingasetshenziswanga, Umhloli kumele ahambise i-POP esuka esakhiweni kanye nesiqinisekiso esisuka esakhiweni inombolo ye-invoyisi ebiyenzelwe ukukhokha (QAPHELA: Umhloli akukwazi ukuqinisekisa ngokumela isakhiwo);
- Yonke imali ekhokhiwe engaziwa, izofakwa ohlwini lwezimali ezingaziwa oluzothunyelwa kubo bonke Abahloli & ama-MPA njalo ngevikingaphandle kwezinsuku zokuvula ZEZOKUVAKASHA ENINGIZIMU AFRIKA, isikhathi sokuvala SEZOKUVAKASHA ENINGIZIMU AFRIKA kuZibandlela/Masingana njalo ngonyaka, ezinye izinsuku ngokwekhalenda LEZOKUVAKASHA EZINGIZIMU AFRIKA lapho iklekhi le-AR lizobe lingekho noma iholidi);
  - QAPHELA: Uma Umhloli engakwazi ukubona imali ekhokhiwe engaziwa, kumele athole i-POP yasebhangwe & nesiqinisekiso lapho i-invoyisi ibikhokwe yisakhiwo bese ehambisa lolu lwazi emnyangweni wezikweletu KWEZOKUVAKASHA ZASENINGIZIMU AFRIKA (Ngeke kwenziwe amarisidi ngokuqagela noam imininingwane esuka kumhloli - ulwazi oluzokwamukelwa i-POP & nokuqinisekiswa okusuka esakhiwo); Isibonelo, Lapho isakhiwo sisebenzise inombolo yenkomba okungeyona, isakhiwo kumele sihlizwe i-POP & nesiqinisekiso senombolo ye-invoyisi esiyikhokhelayo kumhloli. Umhloli udlulisela ulwazi olufanayo ezikweletini ZEZOKUVAKASHA ENINGIZIMU AFRIKA. Kubalulekile ukuqaphela ukuthi Umhloli akukwazi ukuqinisekisa inombolo ye-invoyisi ngokwakhe esikhundleni sesakhiwo.
- Amadiphozithi amasheke athatha izinsuku Eziyishumi futhi akwazi ukuthi kwenziwe amarisidi awo ngosuku lokuqala lokusebenza ezinsukwini Eziyishumi;
- Ukukhokha okuncane kumele kulandelelwe abahloli ngokushesha kanye nangansuku zonke. Abahloli kumele basebenzise ithuluzi le-APM ukuphatha onke ama-invoyisi angakakhokhelwa. Ama-PMA okuphatha kanye nokulandelela kwabahloli ezimalini ezingakakhokwa kanye nalapho abahloli bengaphethe izimali ezingakakhokhwa ngokwethuluzi lama-PMA kumele aqaphele okufanayo ekubhekweni kokusebenza komhloli konyaka;
- Ama-PMA alandelele ukushoda isb. imali eshodayo ewu-R10 & ngaphansi - ama-PMA kumele aqinisekise ukuthi kuchaziwe ukuthi Yingani lezi zimali kumele zaphulwe futhi nokuthi isicelo sokwaphulela sifinyelele kuMphathi Wezezimali okungenani ezinsukwini eziyisishiyagalombini zokusebenza ngaphambi kosuku lokukhanselwa kwempahla (Lapho kunesidingo).

### 4.4. Application for Renewal of Grading Isicelo Sokuvuselelwa Kokugredwa



**4.4.1. Isicelo Sokuvuselelwa Kokugredwa - Ukuchazwa Ngamagama Kohlelo**

- Ngemininingwane egcwele yohlelo lokuvuselela, bheka i-CR162
- Uhlelo Lokugreda luzobona zonke Izakhiwo ekumele Kuvuselelwe Ukugredwa kwazo;
- Izakhiwo zithunyelwa imeyili phakathi kwezinsuku eziyi-180 kanye no-120 ukuthi zivume imigomo kanye nemibandela kuqala bese i-invoyisi iyakhishwa. Uma imigomo & nemibandela yamukeliwe, i-invoyisi izokhishwa njengokuba kuchaziwe ngezansi. Uma kungenjalo, sizophelelwa yisikhathi futhi sizokhanselwa uma usuku lokuphelelwa yisikhathi selufikile. Amalunga angaphumeleli ukungena athunyelwa i-invoyisi noma kunjalo kanye nokwamukela Imigomo njengokuba kwenziwa kulesi sigaba sokukhokha.
- Izakhiwo ezitholakala ukuthi zidinga ukuvuselela i-invoyisi uma ubulunga bazo buzophelelwa yisikhathi ezinsukwini ezingama-90 zosuku lokuphelelwa yisikhathi kwezakhiwo;
- Uhlelo Lokugreda luzothumela iqoqo lempahla eneminingwane ye-invoyisi ngamatafula okuhlangana lapho ukugreda kumele kuvuselelwe Ohlelweni Lwezezimali (uhlelo lokubiza imali) njalo ngenyanga;
- Ohlelweni Lwezezimali ama-invoyisi ayakhishwa bese ethunyelwa ngemeyili yoMkhandlu Wokugreda Wezokuvakasha kanye Nomhloli enyangeni yezinsuku ezingama-90 ngaphambi kosuku lomnqamula juqu yobulunga (usuku lokuphelelwa yisikhathi), nezikhumbuzo ezithunyelwa njalo ezinsukwini ezingama-30 emuva kwalokho:
  - Onke ama-invoyisi okuvuselela ayadluliswa enyangeni yezinsuku ezingama-90 ngaphambi kosuku lokuphelelwa yisikhathi, ngalokho, lama-invoyisi azokhishwa aphinde ahanjiswe kuphela ngosuku lokuqala emuva kokuvulwa Kohlelo Lwezezimali olusha.
- Iklekhi Elithola Ama-akhawunti kumele libuyekeze izitatimende zasebhange ze-TGCSA njalo ngosuku ukubona imali ekhokhwe Yizakhiwo.:
  - Iklekhi Elithola Ama-akhawunti kumele abe amarisidi email ekhokhiwe, ngokwesigaba 4.3.1:
    - Lokhu kuncike esikhathini Sokubiza imali esifanele (bheka Ukubhekwayo Uma Kudluliswa Ukukhokhwa 4.3.3 ngenhla)
- Imali kumele ikhokhwe lungakafiki usuku lokuphelelwa yisikhathi lobulunga obukhona, imali kumele yamukelwe futhi yenzelwe irisidi ngaphambi noma ngosuku lokuphelelwa yisikhathi;
- Uma ingekho imali ekhokhiwe, Uhlelo Lokugreda luzokhipha izikhumbuzo mayelana nama-invoyisi, ngosuku lwama-60 kanye nosuku lwama-30 ngaphambi kosuku lokuphelelwa yisikhathi futhi luthumele izikhumbuzo Ezakhiweni kanye Nakumhloli;
- Uma imali ingakhokhwanga futhi ingenzelwanga irisidi (ukwaphulelwa uma kunesidingo) ngosuku lokuphelelwa yisikhathi kanye nasezinsukwini Eziyishumi, ubulunga besakhiwo buphelelwa yisikhathi kanje:
  - Ubulunga Besakhiwo buyakhanselwa ngokuzenzakalela Uhlelo Lokugreda emuva kwezinsuku ezingama-21 emuva kokuphelelwa yisikhathi sobulunga, kodwa irekhodi Lesakhiwo ligcinwe Ohlelweni Lokugreda;
  - Uhlelo Lokugreda luzothumela umyalelo Ohlelweni Lwezezimali ukuthi lwakhe isikweletu ukukhansela i-invoyisi yokuqala eyenzeka ngosuku lokuqala emuva kokuhambisa;



- Uhlelo Lwezezimali lubuyisela emuva OHLELWENI LOKUGREDA nenombolo yesikweletu kanye neminingwane okwenza imali ekweletwayo Ohlelweni Lokugreda, isaziso esizenzakalayo Sokukhanselwa Kobulunga sithunyelwe Esakhiweni;
  - Isakhiwo siyasuswa ngokuzenzakalela ohlwini lokugreda lwewebhusayithi Ngolwesithathu olulandelayo ntambama uma Uhlelo Lwezezimali, Uhlelo Lokugreda kanye neWebhusayithi sekwazi.
  - Uma imali itholwe emuva kokupheliswa kobulunga okulandelayo kuzokwenzeka:
    - Imali leyo izothathwa njengemali engaziwa uma isakhiwo singafaki isicelo;
    - Ukumakethwa Kwebhizinisi Kwe-TGCSA kuzodingeka ukuthi kuthole imvume ye-CQAP kanye ne-CFO ukuthi kwabiwe ama-invoyisi amasha emuva kokuthi isakhiwo sesifake isicelo esisha;
    - Isakhiwo siyasuswa ngokuzenzakalela kuwebhusayithi yohlu lokugred.
- 4.4.2. Ukukhokhelwa kanye Nokwaphulelwa I-invoyisi**
- Mayelana nokukhokhelwa kanye Nokwaphulelwa, Bheka 4.3.2

#### 4.5. Ukuhlolwa Kwesakhiwo

**CONTINUES ON PAGE 386 - PART 4**



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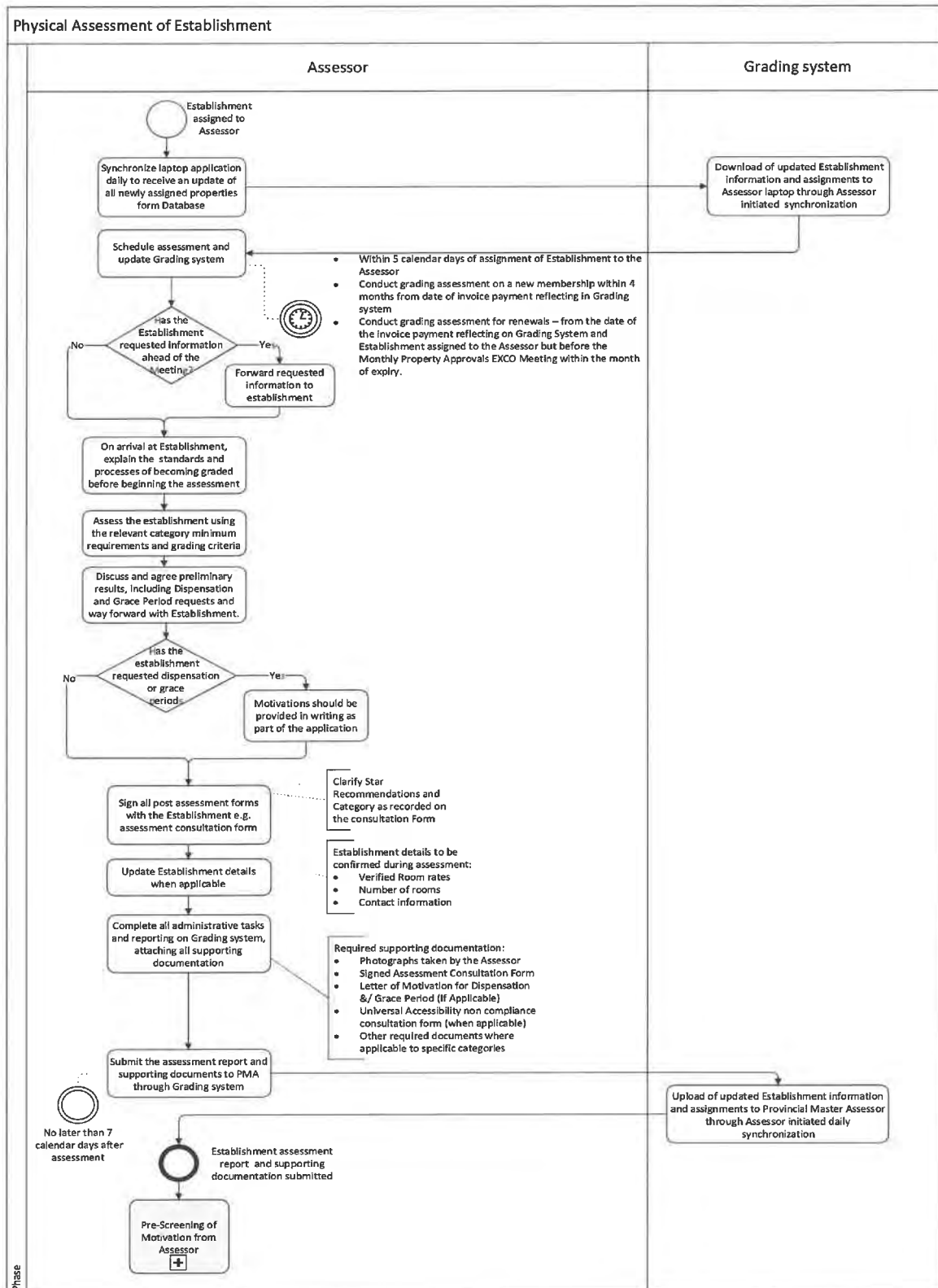


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**AIDS HELPLINE: 0800-0123-22 Prevention is the cure**



**4.5.1. Ukuhlolwa Kwesakhiwo - Ukuchazwa Ngamagama**

- Ukuhlolwa Kwesakhiwo kungenziwa kuphela uma Isakhiwo sinikwe Umhleli;
- Umhloli kudingeka ukuthi afake ulwazi Lohlelo Lokugreda kukhompuyutha njalo ukufaka impahla entsha efakiwe Ohlelweni Lokugreda;
- Ulwazi Lwesakhiwo luzofakwa kukhompuyutha Yohlelo Lokugreda kanye nokunikwa okugcinwe kukhompuyutha Yomhloli;
- Umhloli kumele ashedule ukuqokwa kanye nokubuyezwa Kohlelo Lokugreda:
  - Ukuhlolwa kumele kushedulwe ezinsukwini eziyi-5 zekhalenda zokunikwa Kwesakhiwo Umhloli;
  - Umhloli uzobe esefaka usuku olusheduliwe kukhompuyutha yethuluzi Lohlelo Lokugreda, ukuze kugcinwe ubufakazi futhi akhumbule usuku lokuhlola;
  - : Umhloli kumele enze ukuhlola kokugreda ngaphakathi kwalezi zikhathi ezinqunyiwe:
    - Mayelana nezicelo ezintsha - ezinyangeni ezi-4 zekhalenda kusukela osukwini lokuvela Ohlelweni Lokugreda kokukhokhelwa kwe-invoyisi;
    - Mayelana nokuvuselelwa - kusukela osukwini lokuvela Ohlelweni Lokugreda kokukhokhelwa kwe-invoyisi kanye Nesakhiwo esinikwe Umhloli kodwa ngaphambi Komhlangano we-EXCO Wokuvunyelwa Kwempahla enyangeni yokuphetelwa yisikhathi;
    - Uma Umhloli engalandeli izikhathi ezishiwo, impahla izokhishwa ethuluzini lakhe bese inikwe abanye Abahloli ukuqinisekisa ukuthi imithetho yebhizinisi iyalandelwa.
  - Uma Isakhiwo sicele ulwazi ngaphambi kokuhlolwa ukuqoka Umhloli kumele anike ulwazi Kusakhiwo.
- Ekufikeni Esakhiweni, Umhloli kumele achaze amazinga kanye nezinhlelo zokugredwa ngaphambi kokuhlolwa;
- Umhloli kumele ahlale Isakhiwo esebenzisa uhlobo olufanele lwezimfuneko kanye nohlobo lokugreda;
- Umhloli kumele adingide futhi avume imiphumela eyandulelayo, okuhlanganisa Ukuxolelwa kanye Nesikhathi Somusa kanye nenqubekela phambili Yesakhiwo:
  - Uma impahla ingahlangabezani ne-MER kodwa befuna ukuqalisa futhi bekwazi ukuqalisa izimfuneko, incwadi Yesikhathi Somusa yenziwa yimpahla;
  - Uma impahla ingahlangabezani ne-MER futhi ingakwazi ukuqalisa izimfuneko ngezizathu ezizwakalayo, Incwadi Yesicelo Sokuxolelwa yenziwa impahla;
  - Uma isakhiwo sicele ukuxolelwa noma isikhathi somusa, izizathu kumele zihlinzekwe ngokubhala njengengxenywe yesicelo.
- Umhloli kumele asayine onke amafomu uma sekuqediwe ukuhlola Nesikhungo isb. ifomu lokuxoxisana ngokuhlola:
  - Umhloli kumele acacise izincomo ezisemqoka kanye nohlobo njengokuba kurikhodiwe Efomini lokuhlana.
- Umhloli kumele afake eminye imininingwane Yesakhiwo lapho kunesidingo:
  - Imininingwane Yesakhiwo kumele iqinisekiswa ngesikhathi sokuhlola;

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- Imali eqinisekisiwe Yamagumbi;
- Inani lamagumbi;
- Imininingwane yokuxhumana.
- Umhloli kumele aqede yonke imisebenzi yakhe yokuphatha kanye nokubika Ngohlelo Lokugreda, ngokufaka imiqulu esekelayo:
  - Imiqulu edingekayo yokweseka ihlanganisa:
    - Izithombe ezithathwe Ngumhloli;
    - Ifomu Lokuhlangana Lokuhlolwa elisayiniwe;
    - Incwadi Enencazelo Yokuchithwa &/ Isikhathi Somusa (Uma Kunesidingo)
    - Ukutholakala kwefomu lokuhlangana lokungalandeli (lapho kunesidingo)
    - Eminye imiqulu edingekayo efanele yezinhlobo ezithile.
- Umhloli kumele ahambise ukuhlola kanye nemiqulu esekelayo ku-PMA Ngohlelo Lokugreda kungakadluli ezinsuku eziyi-7 emuva kokuhlolwa;
- Uhlelo Lokugreda lufaka ulwazi olubuyekeziwe Lwesakhiwo kanye nokunikelwa Kumhloli Omkhulu Wesifundazwe ngokufaka komhloli ulwazi kukhompuyutha njalo;
- Uma ukuhlolwa kanye nemiqulu eyesekayo Kwesakhiwo sekuhanjisiwe, Umhloli Omkhulu Wesifundazwe uzoqala uhlelo lokuskrina lwangaphambilini

**Inqubo Yomhloli Yokuvakashela Endaweni**

1. Ngaphambi kanye nangosuku lokuhlola Umhloli kumele afonele ikhasimende ngomhlangano.
2. Umhlelo uzokwenza ukuhlola ngendlela elandelayo:

<b>Impahla entsha</b>	<b>Impahla evuselelwayo</b>
<b>Gcwalisa uhlu lokuhlola lwe-MER-</b> Lokhu kuzonquma ukuthi ngabe impahla iyifanele yini inkanyezi eshiwo yokugreda kanye nohlobo okufakwe isicelo salo.	<b>Gcwalisa uhlu lokuhlola lwe-MER (izimfuneko)-</b> Lokhu kuzonquma ukuthi ngabe impahla iyifanele yini inkanyezi eshiwo yokugreda kanye nohlobo okufakwe isicelo salo.
<b>Gwalisa uhlu lokuhlola lkhwalithi-</b> Loku kuzonquma ukuthi iphuzu lokuthi impahla izoqongelela futhi lokhu kuyasho ukuthi iyiphi inkanyezi yokugreda impahla esifanelayo.	<b>Gwalisa uhlu lokuhlola lkhwalithi-</b> Loku kuzonquma ukuthi iphuzu lokuthi impahla izoqongelela futhi lokhu kuyasho ukuthi iyiphi inkanyezi yokugreda impahla esifanelayo.
<b>Gcwalisa uhlu lokuhlola lwe-AU-</b> Ifomu lonke kumele ligcwaliswe uma kwenzelwa impahla entsha ukuze kubonwe ukuthi impahla ikufanele yini ukugredwa ngokwe-UA. Futhi ukubona ukuthi kungenzeka yini ukuthi impahla yenze ukugredwa kwe-UA.	<b>Gcwalisa uhlu lokuhlola lwe-AU (ukutholakala kuwo wonke umuntu)-</b> Ifomu lonke kumele ligcwaliswe uma kwenzelwa impahla entsha ukuze kubonwe ukuthi impahla ikufanele yini ukugredwa ngokwe-UA. Uma impahla ingakwazanga futhi isaphinda ingakwazi ukugredwa uhlu lokuhlola lungamakwa njengokungekho.
<b>Ukusayini ifomu le-UA lokungafakwa-</b> Uma impahla ingakwazanga ukugredwa ngokwe-UA bazogcwalisa baphinde basayine ifomu lokwamukela lokho.	<b>Ukusayini ifomu le-UA lokungafakwa-</b> (ukutholakala kuwo wonke umuntu). Leli fomu ligcwaliswe laphela futhi lasayinwa uma lungekho uhla lokuhlolwa lwe-UA uma impahla ingakakulungeli ukugredwa kwe-UA ekuhlolweni kwayo kokuvuselelwa.
<b>Gcwalisa umbiko Wokuvakasha-</b>	<b>Gcwalisa umbiko Wokuvakasha-</b>

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<p>Lo mbiko uhlanganisa imininingwane efinqgiwe yempahla. Izindawo zokwenziwa ncono kanye nezindawo zamandla kanye nokufingqwa kwezinga lempahla. Izinga linquma umphumela wokugredwa ngokwenkanyezi.</p> <p><b><u>Ukugcwalisa kanye nokusayina ifomu</u></b> <b><u>Lokuhlangana-</u></b> Leli fomu kumele Lisayinwe Umhloli kanye nomnikazi wempahla ngokuvumelana ngomphumela wokuhlolwa okwenzekile kanye nokugredwa ngokwenkanyezi okunconyiwe kwempahla. Leli fomu lazise ikhasimende ukuthi lilindele ini emuva kokuthi kuvunyelwe ukugreda.</p> <p><b><u>Ukugcwalisa ithempulethi yezithombe sokuhlolwa-</u></b> Izithombe ezihambisana nokuhlolwa zifakwa kule thempulethi. Lokhu kusiza ekuvumeleni ngaphambilini kwempahla njengoma i-PMA ingabona ukuthi yini ehleliwe. Amathempulethi ezithombe e-UA ayafuneka nawo ukuze akhombise ukuthi impahla ikufanele noma ayikufanele ukuthi isetshenziswe yiwo wonke umuntu. (Izithombe ezintsha kumele zisetshenziswe, uma kunanoma yiziphi izithombe zeminyaka edlulile ezisetshenzisiwe Umhloli kumele akudalule lokho futhi abeke ngesizathu)</p> <p><b><u>Ukuhlola okungaphumelelanga-</u></b> Impahla engahambisani nezimfuneko zokugreda ukulinganiswa kwenkanyezi ethile, kumele ihanjiswe nokugreda okungaphumelelanga. Incazelo ebhaliwe kanye nezithombe kuyadingeka ukuchaza ukuhambisa okungaphumelelanga.</p>	<p>. Lo mbiko uhlanganisa imininingwane efinqgiwe yempahla. Izindawo zokwenziwa ncono kanye nezindawo zamandla kanye nokufingqwa kwezinga lempahla. Izinga linquma umphumela wokugredwa ngokwenkanyezi.</p> <p><b><u>Ukugcwalisa kanye nokusayina ifomu</u></b> <b><u>Lokuhlangana-</u></b> Leli fomu kumele Lisayinwe Umhloli kanye nomnikazi wempahla ngokuvumelana ngomphumela wokuhlolwa okwenzekile kanye nokugredwa ngokwenkanyezi okunconyiwe kwempahla. Leli fomu lazise ikhasimende ukuthi lilindele ini emuva kokuthi kuvunyelwe ukugreda.</p> <p><b><u>Ukugcwalisa ithempulethi yezithombe sokuhlolwa-</u></b> Izithombe ezihambisana nokuhlolwa zifakwa kule thempulethi. Lokhu kusiza ekuvumeleni ngaphambilini kwempahla njengoma i-PMA ingabona ukuthi yini ehleliwe. Amathempulethi ezithombe e-UA ayafuneka nawo ukuze akhombise ukuthi impahla ikufanele noma ayikufanele ukuthi isetshenziswe yiwo wonke umuntu. (Izithombe ezintsha kumele zisetshenziswe, uma kunanoma yiziphi izithombe zeminyaka edlulile ezisetshenzisiwe Umhloli kumele akudalule lokho futhi abeke ngesizathu)</p> <p><b><u>Ukuhlola okungaphumelelanga-</u></b> Impahla engahambisani nezimfuneko zokugreda ukulinganiswa kwenkanyezi ethile, kumele ihanjiswe nokugreda okungaphumelelanga. Incazelo ebhaliwe kanye nezithombe kuyadingeka ukuchaza ukuhambisa okungaphumelelanga.</p> <p><b><u>- Ukunyuselwa</u></b> Lapho impahla yenze ncono ezakhiweni zabo okuzoba nomthelela ekugredweni kwayo, incazelo ebhaliwe kanye nesithombe kuyadingeka ukuveza ushintsho olufunekayo.</p> <p><b><u>Ukwehlisa</u></b> Lapho impahla yehlisiwe ekugredweni kwenkanyezi, incazelo ebhaliwe kanye nesithombe kumele kuhlinzekwe isimo sezakhiwo esizohambisana nokugredwa kwenkanyezi okunconyiwe.</p>
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**Izicelo Zesikhathi Somusa**

- Isikhathi somusa yisikhathi esinikwe impahla ukuze isizwe ekwenzeni izimfuneko ezidingekayo ukuze ihambisane nezinga elifanele efakelwa isicelo kulo;
- Isikhathi somusa siyizinyanga ezintathu kodwa izinyanga eziyisithupha zivumelekile;
- Impahla kudingeka iqonde ukuthi ngeke bathole iplakhu yabo yokugreda kuze kuba isikhathi somusa esiceliwe siphela ngokufanele. Ukuqinisekisa okubhaliwe kanye nezithombe ezidingekayo njengesiqinisekiso sokuqeda isikhathi somusa;
- Incwadi yesikhathi somusa idinga ukuba ne-logo yempahla futhi isayinwe umnikazi wempahla noma umphathi okhona;

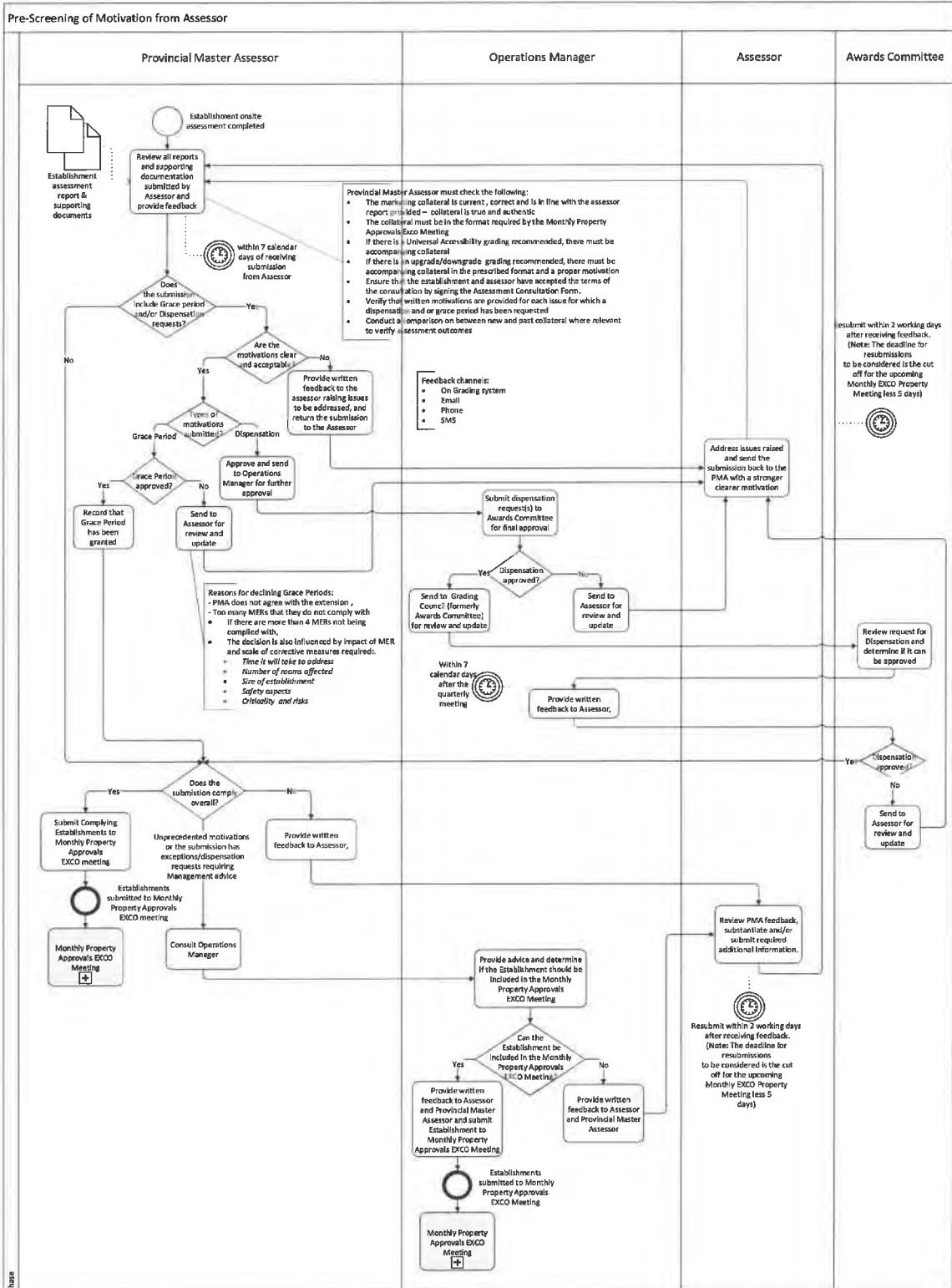


- Umhloli uzohambisa incwadi yesikhathi somusa kanye nemiqulu yokuhlolwa ukuthi i-PMA ibheke;
- Usuku lokuphelelwa yisikhathi isakhiwo asikwazi ukushintsha ukuvumela isikhathi somusa;
- Ukuvuselelwa kwama-invoyisi kukhishwa enyangeni ezinsukwini ezingama-90 ngaphambi kokuphelelwa yisikhathi noma ngabe kukhona isikhathi somusa;
- Uma isikhathi somusa siqantshiwe, kuzothunyelwa umyalezo Kumhloli mayelana ngalokho ezinsukwini eziyi-7 zekhalenda Zomhlangano Wanyanga zonke we-Exco Wokuvunyelwa Kwempahla;
- Umhloli uzobheka impendulo esuka ku-PMA bese eyihambisa olunye ulwazi olwengeziwe. (izinsuku ezi-2 zokusebenza zokuhambisa kabusha ziyasebenza zokuthi impahla ihanjiswe Umhlangano Wanyanga zonke Wokuvumela Impahla we-EXCO ongaphelelwa yisikhathi ngaphansi kosuku olu-1)
- I-PMA izobheka impendulo enye futhi uma igculisekile izohambisa impahla emhlanganweni Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO.

#### Izicelo Zokukhululwa

- Ukukhululwa kunika imvume ukuthi impahla ingabe nezimfuneko ezithile ngenxa yezizathu ezifanele ezivunyelwe Umkhandlu Wokugreda;
- Isicelo sokukhululwa sizobhekwa Umhloli Omkhulu Wesifundazwe (PMA) ekubhekweni kwe-PMA (ekuskrinweni kwangaphambilini) futhi uma i-PMA ivumelana nezizathu zokukhululwa bazothumela isicelo Kophethe Ukubheka;
- Umphathi Wokusebenza uzobheka isicelo sokukhululwa furhi uma evumela isicelo noma incazelo yaso, kuzodluliselwa Emhlanganweni Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO.
- Ukukhululwa kuzobhekwa emhlanganweni Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO futhi uma bevumelana kuhanjiswa Ekomidini Eliqinisekisa Ikhwalithi, Ukuhanjiswa kwemiboo, ukuze kuvunyelwe. Ikomidana Lokuqinisekisa Ikhwalithi lizoveza ukuvuma/ukunqaba isicelo sokukhululwa ezinsukwini eziMbili (2) zokusebenza.
- Uma ukukhululwa kuvunyelwe Yikomidana Eliqinisekisa Ikhwalithi, impahla izoyiswa komunye Umhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-Exco ukuze kuvunyelwe ukugredwa kwayo;
- Uma ukukhululwa kunqatshiwe Yikomidana Lokuqinisekisa Ikhwalithi, isinqumo sizodluliselwa Kumhloli nempenduli yenqubekela phambili;
- Umhloli kumele azise abempahla ngenqubekela phambili ngaphambi kokuhambisa futhi Emhlanganweni Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO.

4.6. Incazelo Esuka Kumhloli Yokuhlolwa Ngaphambilini



#### 4.7. Ingaphambi kokuhlolwa Kwembangela okusuka Kumhloli- Incazelo Yamagama

- Uma umbiko wokuhlolwa Kwesakhiwo kanye nemiqulu eyesekayo kuhanjisiwe, Umhloli Ophuzulu Wesifundazwe (PMA) engabheka izinto ezilethiwe esisuka Kubahloli.
- The PMA must review all reports and supporting documentation submitted by Assessor: I-PMA kumele ibheke onke imibiko kanye nemiqulu eyesekelayo okuhanjisiwe Umhloli:
  - Okufakiwe Isakhiwo, kanye nayo yonke imiqulu eyesekayo efanele eqediwe ngesikhathi sokuhlolwa;
  - I-PMA kumele ibheke ukuhanjiswa bese ihlinzeka impendulo ezinsukwini eziyi-7 zekhalenda emuva kokuhanjiswa Umhloli:
    - Impendulo igcinwa Ohlelweni Lokugreda, futhi kumele idowulodiwe njalo;
    - Kodwake, impendulo maqondana Nohlelo Lokugreda ingalandelwa okunye ukuxhumana, okungaba imeyili, i-SMS kanye ncingo okwenziwa kuphela uma kunesimo esiphuthumayo, isb. uma kusondele ukuphela kwesikhathi.
- I-PMA kumele ibheke:
  - Ukuhambisana kokumaketha okwamanje, kusesimeni esifanele futhi kuhambisana nombiko wokuhlola ohlinzekiwe - ukuhambisana kuyiniso futhi kuyakhokakala;
  - Ukuhambisana kumele kube sesimeni esidingekayo Umhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-Exco;
  - Uma kunokugredwa kokukutholakala Kwawo Wonke umuntu, kumele kube nokuhambisana;
  - Uma kunokwenyuswa/ukwehliswa okunconyiwe, kumele kube nokuhambisana kwendlela enqunyiwe kanye nencazelo efanele;
  - Uma kunesincomo sokugreda okungaphumelelanga, kumele kube nokuhambisana kwendlela enqunyiwe kanye nencazelo efanele;
  - Ukuqinisekisa ukuthi Isakhiwo kanye Nohloli bamukele imibandela yomhlangano ngokusayina Ifomu Lomhlangano Wokuhlola;
  - Ukuqinisekisa ukuthi incazelo ebhaliwe ihlinzekiwe udaba nodaba lapho ukukhululwa kanye nesikhathi somusa kuceliwe;
  - Ukwenza ukuqhathanisa phakathi kokuhambisana okusha kanyenokwangaphambilini lapho kufanele ukuqinisekisa imiphumela yokuhlola.
- Ukuhambisa kuhlanganisa izicelo Zesikhathi Somusa/ noma Ukukhululwa i-PMA kumele ibheke ukuthi izizathu zicacile futhi zamukelekile:
  - If the motivations are not clear and acceptable the PMA must: Uma izizathu zingacacile futhi zingamukelekile i-PMA kumele:
    - Provide written feedback to the Assessor raising issues to be addressed, and return the submission to the Assessor; Ihlinzeke ngempendulo Umhloli ngokukhuluma ngezinto ezibhekiwe, bese ibuyisela ukuhambisa Kumhloli;
    - Umhloli kumele akhulume ngezinto eziphakamisiwe bese ebuyisela ku-PMA nesizathu esiqinile futhi esicacile;

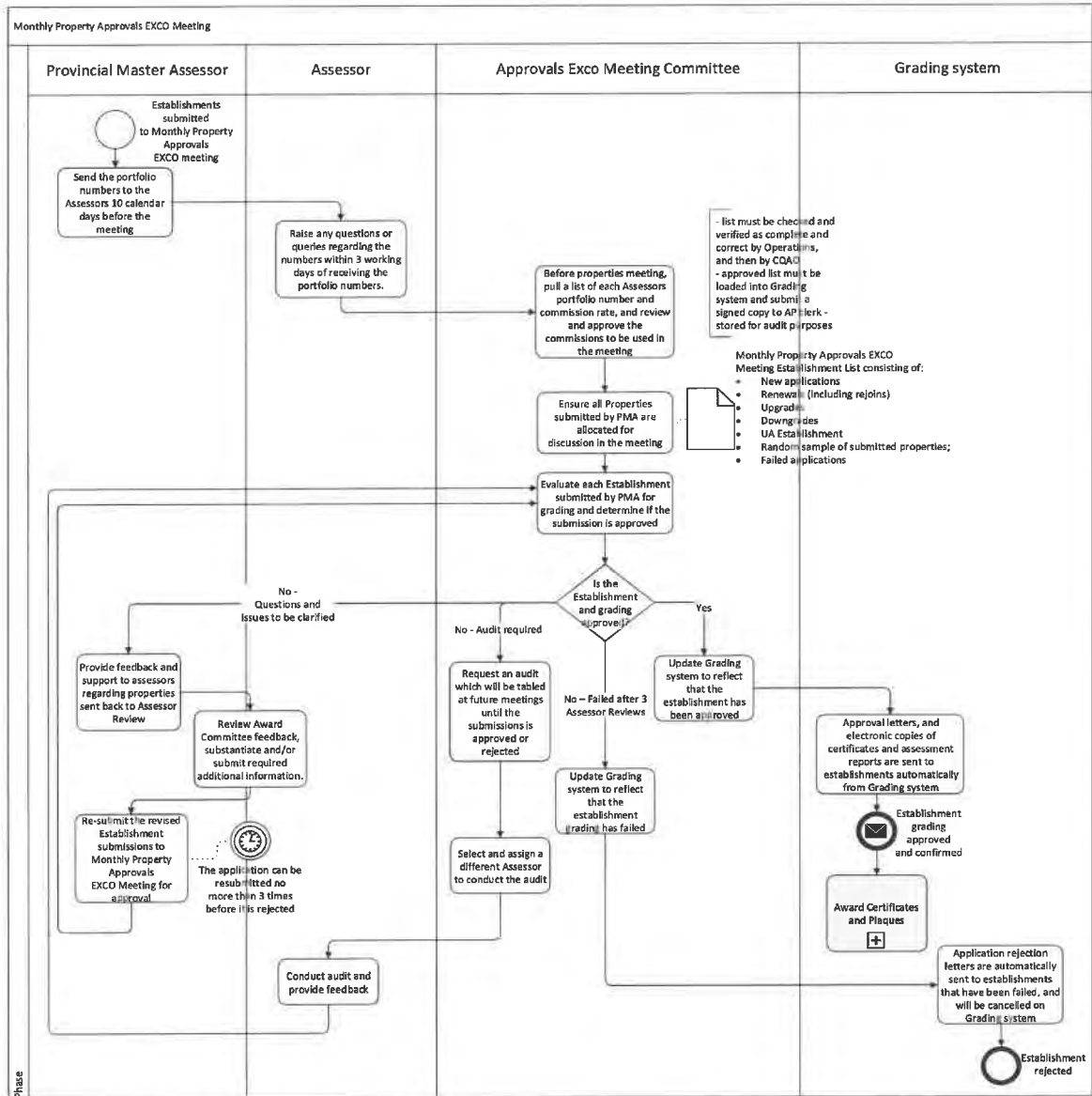
- Uma sezicacile futhi zamukelekile ukuvunyelwa okufanele kumele kunikezelwe:
  - Ukukhululwa:
    - I-PMA kumele ivume Ukukhululwa bese ithumela Umphathi Wokusebenza ukuthi aphinde avumele, Ukukhululwa kuzokwethulwa Emhlanganweni Wazinyanga zonke Wokuvunyelwa Kwempahla we-Exco;
    - Umhlangano Wazinyanga zonke Wokuvunyelwa Kwempahla we-Exco uzovumela bese uhambisa izicelo zokukhululwa emhlanganweni Wekomidana Lokuqinisekisa Ikhwalithi ukuze ivunyelwe okokugcina;
    - Ikomidana Lokuqinisekisa Ikhwalithi lizobheka Ukukhululwa bese linquma ukuthi lingakuvumela yini;
    - Umhloli kumele anike impendulo Kumhloli ezinsukwini eziyi-7 zekhalenda emuva komhlangano wekota yonyaka Wekomidana Lokuqinisekisa Ikhwalithi;
    - Uma ukukhula kungavumelwanga yinoma yibaphi abanegunya lokuvuma, kuzobuyiselwa kumhloli ukuthi abheke kabusha:
      - Umhloli kumele akhulume ngezinto eziphakamisiwe bese ebuyisela ku-PMA esizathi esicacile.
    - . Uma ukukhulula kuvunyiwe, kumele kuqoshwe Ohlelweni Lokugreda.
  - Izikhathi Zomusa:
    - Uma Isikhathi Somusa singavunyelwa yinoma yibaphi abanegunya lokuvuma, kuzobuyiselwa Kumhloli ukuthi abheke futhi:
      - Umhloli kumele akhulume ngezinto eziphakamisiwe bese ebuyisela ku-PMA esizathi esicacile.
    - Izizathu zokunqaba Izikhathi Zomusa:-
      - I-PMA ayivumelani nokwengezwa;
      - Ama-MER amaniningi awalandeli:
        - Uma kunama-MER angaphezu kwa-4 angalandelwanga;
        - Umthelela wesinqumo ama-MER kanye nezinye izinto ezidingekayo:
          - Kuzothatha isikhathi ukubhekana;
          - Inani lamagumbi athintekayo;
          - Usayizi Wesakhiwo;
          - Ezokuphepha;
          - Ubungozi.
      - Uma Isikhathi Somusa sinikiwe kumele kuqoshwe Ohlelweni Lokugreda.
  - Umhloli kumele anqume ukuthi ukuhambisa ngakunye kuhambisana nezimfuneko sezizonke zokugreda (ngokubheka ukukhululeka kanye Nezikhathi Zomusa okuceliwe, uma kufanele)
    - Uma ukuhambisa kuhambisana nakho konke i-PMA izohambisa ukulandela Kwesakhiwo Emhlanganweni Wanyanga zonke Wokuvunyelwa Kwezakhiwo we-EXCO.
    - Noma ngabe yikuphi ukuhambisa okungalandeli nhlobo, hlinzeka impendulo ebhaliwe Yomhloli:
      - Umhloli kumele abheke impendulo ye-PMA bese eyesekela kanye/noma ahambise eminye imininingwane emahora angama-48 okuthola impendulo;

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- Isikhathi esiwumqamulajuqu sokuhambisa futhi ukuphela Komhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO ozayo ngaphansi kwezinsuku eziyi-5.
- Ukuhambisa noma yikuphi okuqukethe incazelo engakaze ibe khona noma ukuhambisa okunesicelo sokukhululwa okucela iseluleko Sabaphathi, i-PMA ixoxisana Nomphathi Wokusebenza:
  - Umphathi Wokusebenza kumele ahlinzeke iseluleko bese enquma ukuthi Isakhiwokufanele yini ukuthi sifakwe Emhlanganweni Wanyanga zonke Wokuvumela Impahla we-EXCO.
    - Umphathi Wezokusebenza uzophendula ngokubhala ebhalela Umhloli kanye Nomhloli Omkhulu Wesifundazwe ebeka ukuthi bengasihambisa noma cha isakhiwo Emhlanganweni Wanyanga zonke Wokuvumela Impahla we-EXCO.
- Zonke Izakhiwo ezifanele ezihanjiswa Emhlanganweni Wanyanga zonke Wokuvumela Impahla we-EXCO zingabhekwa ngesikhathi somhlangano.

4.8. Umhlangano Wanyanga zonke Wokuvunyelwa Kwempahla



#### 4.8.1. Umhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-Exco - Ukuchazwa Ngamagama

Umhlangano Wanyanga zonke Wokuvunyelwa Kwempahla ujoye ukubanjwa phakathi nenyanga phakathi kwamhla ziyi-12 kanye namhla ziyi-15 enyangu. Umhlangano uhanjelwa okungenani Yilunga elilodwa Lekomidi le-Exco Kwezokuvakasha eNingizimu Afrika, ithimba Lokusebenza (Umphathi Wokusebenza & Nomsizi Womphathi, ama-PMA) kanye Nompahathi Wokumaketha.

Usihlalo Womhlangano kujoye ukuba yi-CQAO. Umhlangano uhlukaniswe waba yizigaba ezi-2, ukudingida udaba lokugreda kanye nokubhekwa kwempahla kanye nokuvumela.

- Ukuze sigredwe, Isakhiwo kumele sibhekwe futhi sihanjiswe Emhlanganweni Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO;
- Ngaphambi Komhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO, ithimba lokusebenza elibamba iqhaza Ekomidini Lomhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO (Umphathi Wokusebenza & Nomsizi Womphathi, ama-PMA) kumele likhiphe uhlu lwenombolo yephothifoliyo Yomhloli ngamunye kanye nenani lekhomishana, kanye nokubhekwa kanye nokuvumela ukuthi isetshenziswe emhlanganweni:
  - Izinombolo zephothifoliyo kumele zithunyelwe yi-PMA Kubahloli ezinsukwini eziyi-10 ngaphambi komhlangano;
    - Qaphela: izinombolo zephothifoliyo zilungiswa ekuphileni kwenyanga edlule, ngalokho ushintsho kumele kwenziwe ngaphambi kokuphela kwenyanga.
  - Abahloli kumele baphakamise noma iyiphi imibuzo abanayo yezinombolo ezinsukwini ezi-3 emuva kokuthola izinombolo zephothifoliyo;
  - Uhla kumele lubhekwe bese luyaqinisekiswa ukuthi luphelele futhi lufanele Abezokusebenza, bese kuba i-CQAO bese luyasayinwa ngosuku olu-1 lokusebenza ngaphambi komhlangano;
  - Uhla oluvunyelwe kumele lufakwe Ohlelweni Lokugreda kanye nekhophi esayiniwe kumele kuhanjiswe Eklekhini Lama-akhawunti Akhokhekayo kanye Nompahathi Wezezimali ngosuku olulodwa emuva Komhlangano Wokuvunyelwa Kwempahla - lubekwe ngezinhloso zokucwaninga;
- Umhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO uzobheka ukuhanjiswa ngakunye uphinde uqinisekise ukuthi Impahla ehanjiswe yi-PMA idingidiwe emhlanganweni:
  - Umhlangano Udingida uhlu Lomhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO oluqukethe:
    - Izicelo ezintsha;
    - Ukuvuselela (okuhlanguanisa nokuhlanguanisa kabusha)
    - Ukukhuphula;
    - Ukwehlisa
    - Ukutholakala Kuwo Wonke Umuntu Kwesakhiwo;
    - Amasampula empahla ahanjisiwe;
    - Izicelo ezingaphumelanga...

- Ikomidi Lomhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO lizobheka Isakhiwo ngasinye esihanjiswe ku-PMA ukuze sigredwe bese linquma ukuthi ngabe ukuhanjiswa lokho kungavunyelwa yini.
  - Ekubhekeni impahla, umhlangano ubheka:
    - Izithombe ezilethwe Umhloli (Zamanje vs Nazangonyaka Odlulile);
    - Imibiko Yokuvakasha;
    - Izakhiwo se-UA;
    - Imiqulu efanele emaqondana nohlobo lwesicelo isb. Iphemithi yokugcina izilwane Kumaloji Ezilwane)
    - Uhla lokuhlola Ikhwalithi (uma kunokukhathazeka) kanye newebhusayithi, uma kufanele.
  - Uma isakhiwo kanye nokugreda okufakelwe isicelo sivunyelwe Ikomidi Lomhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO kumele lifake lokho Ohlelweni Lokugreda ukuthi luveze ukuthi kuvunyiwe:
    - Izincwadi zokuvuma kanye namakhophi obuchwepheshe ezithifiketi kanye nemibiko yokuhlola kuthunyelwa Esakhiweni ngokuzenzekelela kusuka Ohlelweni Lokugreda emuva kokuthi ukuvunyelwa emhlanganweni kurekhodiwe Ohlelweni Lokugreda;
    - Emahoreni angama-24 emuva komhlangano, Ama-oda Okuthenga Omhloli (PO's) akhishwe ngokuhambisana nenani lempahla ehanjiswe kuloyo mhlangano.
  - Uma Isakhiwo kanye nokugreda okufakelwe isicelo kungakavunyelwa, lokhu okuthathu kungasebenza:
    - Imibuzo kanye nezinkinga ezizophakanyiswa:
      - I-PMA kumele inikele ngempendulo kanye nokweseka Abahloli maqondana nempahla ebuyiselwe emuva ukuthi Ibhekwe Umhloli;
      - I-MPA kanye Nomhloli kumele babheke impendulo Yomhloli bese besekele futhi/noma bahambise olunye olwazi oludingekayo;
      - Umhloli kumele aqinisekise futhi aphenyule imibuzo umhlangano oyibuzayo. Umhloli ekuphenduleni kwakhe imibuzo uzonika izizathu zesinqumo sakhe sangaphambilini maqondana nokugreda. Ukubhekwa kwangaphambilini okwenziwa yi-PMA kuzophinda kusize Umhloli futhi babeke izizathu zabo, uma bevumelana nezincomo Zomhloli;
      - Ngosizo lokuhlola ngaphambilini olwenziwa yi-PMA Umhloli engahambisa kabusha Isakhiwo esibuyekeziwe Somhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO ukuze sivunyelwe:
        - Isicelo singaphinda sihanjiswe hhayi ngaphezulu kwesikhathi ezi-3 ngaphambi kokuthi siqatshelwe.
    - Ukucwaningwa kwamabhuku kuzodingeka:
      - Ikomidi lizocela ukucwaningwa kwamabhuku okuzobhekwa emihlanganweni elandelayo kuze kuba ukuhanjiswa kuyavunyelwa noma kuyanqatshwa;
      - Ikomidi kumele likhethe liphinde linikezele Ngomhloli ohlukile (hhayi Umhloli ohlole Isakhiwo kuqala) ukuthi acwaninge amabhuku;



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- *QAPHELA: Ibhizinisi le-TGCSA ludinga ukwenza Uhlelo lwe-CR ngokushesha ukuze Uhlelo Lokugreda luzokhipha ngokuzenzakalela isaziso semeyili kanye ne-PO ekhishwe uhlelo ukucwaninga ukukhokha komhloli, njengokuba lokhu kwenziwa ngemanuwali*
- Umhloli uzobe esenza ukucwaninga kwamabhuku bese enika impendulo. Impendulo izobhekwa Emhlanganweni Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO.
- Isicelo sokugreda sizonqatshelwa emuva kokungaphumeleli ukuhlangabezana nezimfuneko, nasemuhla Kokubuyekwezwa Abahloli aba-3:
  - Ikomidi lizokwazisa Uhlelo Lokugreda ukuthi lukhombise ukuthi ukugredwa Kwesakhiwo akuphumelelanga;
  - Izincwadi zokunqatshelwa zithunyelwe ngokuzenzakalela Esakhiweni esingaphumelelanga ukuthi sigredwe, ubulunga buzokhanselwa Ohlelweni Lokugreda.
- Izakhiwo ezivunyelwe ukugreda futhi zaqinisekisa zizonikwa Imiklomelo Izitifiketi kanye Namaplahku.

### Imiklomelo Yokugreda

Ukuvunyelwa kobulunga bokugredwa ngokwenkanyezi

Uma Umhlangano Wanyanga zonke Wokuvunyelwa (MPAEM) usivumela Isakhiwo, banikwa izinkanyezi ze-TGCSA ezisuka enkanyezini e-1 kuya ezinkanyezini ezi-5 ezinhlobeni zokugreda ezilandelayo

1. Iloji Yemvelo/Yezilwane
2. Indawo Yokuhlala Ehlelekile
  - a. Ihotela;
  - b. Noma Iloji
3. Indawo yokuhlala yezivakashi:
  - a. Indawo yokulala & nesidlo sasekuseni/
  - b. Indlu Esehlatini
  - c. Indlu Yezivakashi
4. Ukuziphekela
  - a. Kwamuntu ngamunye;
  - b. Iholide elihlanganyelwe)
5. Izivakashi ezihamba nezikhwama kanye nehostela;
6. Indawo yokuhlala eyikharavane kanye Nokukhempa;
7. Izindawo Zemilangano, Imibukiso kanye Nemicimbi Ethile

### Ukugreda kwe-UA

Uma Umhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO uvumela Isakhiwo ukuthi sihlotwe ngokwe-UA, baklonyeliswa bgezanga le-UA lokugreda elisuka ezingeni loku-1 kuya ku-3 ezinhlobeni ezilandelayo ze-UA:

1. Ukukwazi ukuhamba;
2. Ukuxhumana;
3. Ukubonakala.

**Izinto ezenziwa emuva kwemiklomelo:**

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Ukuvunyelwa komhlangano uhlelo oluzenzakalelayo kanye nazo zonke izimpendulo (isb. izincwadi ezivumayo kanye Nemibiko Yezivakashi) kuthumeleka kumakhasimende ngokuzenzakalela Ohlelweni Lokugreda, isikhathi esiningi emahoreni ayi-24 Omhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO.

NB: This process must be automated for accuracy during production and to avoid human error. Umsizi Womphathi Wokusebenza uzokhipha ngemanuwali uhla oluvunyelwe Ohlelweni Lokugreda futhi uzoveza uhla impahla okumele zithole amaplakhu kanye nezitifiketi (lokhu kuhlenganisa: Ukushitshwa kwezinhlobo, ukukhuphula & nokwehlisa, i-UA kanye nesikhathi somusa siphelile sokunikwa amaplakhu). Uhla lube seluthunyelwa Kwabezokumaketha ukuthi bakhipe amaplakhu kanye nezitifiketi.

Izitifiketi kanye Namaplakhu zikhishwa ithimba Lezokumaketha le-TGCSA, Ama-oda Okuthenga kanye Nokukhokha kuphathwa Ithimba Lezezimali.

Izinto ezenziwa Emuva Kwemiklomo ezisezingeni eliphezulu ziba nalokhu okulandelayo:

- Ithimba lokusebenza livumele umhlangano;
- Isaziso esisuka emhlanganweni siyathunyelwa Ezakhiweni zonke sinalokhu okulandelayo:
  - Imibiko yokuhlola;
  - Imihlahlandlela Yobunkampani;
  - Izithombe zezinkanyezi ezincike ezingeni elitholiwe (kusuka ku-1 kuya ku-5)
  - Isitifiketi sobuchwepheshe sokugreda;
  - Ithuba liba khona lapha ukuhlinzeka ngokukwazi ukuthola ukusetha ideshibhodi.
- **Amaprojekthi akhokhelwe kanye Nelevi yempahla ye-TOMSA:**
  - Izakhiwo ezifanele ukukhokhelwa kanye namalevi e-TOMSA kumele zikhokhele ama-invoyisi azo njengokuba kukhonjisiwe kuma-invoyisi anesaphulelo;
  - Uhla lempahla ekhokhelwe oluvunyelwe emhlanganweni wamanje luyakhishwa futhi ludluliselwe ku-G45 ukucela izaphulelo/amakhredithi okufanele ukuthi kusetshenziswe;
  - Uhla oluseceleni lwempahla olufanele ilevi ye-TOMSA nalo luthunyelwa e-G45 ngenhloso eyodwa.
- **Izicelo zesikhathi Somusa, Ukukhululwa kanye Namaplakhu:**
  - Ama-PMA ahambisa ahambisa uhlu lwezicelo Zesikhathi Somusa, Ukukhululwa kanye Namaplakhu zalezo zinsuku ezine ngaphambi kokuhlengana Nomsizi Womphathi Wezokusebenza ukuze kurekhodwe.
- **Ukuhlanganiswa phakathi Kohlelo Lokugreda kanye Nohlelo Lwezezimali:**
  - Ama-PO athunyelwa Kubahloli, abahloli okumele bahambise ama-invoyisi kuma-PO athile ezinsukwini esi-3;
  - Umyango Wezezimali wamukela imali futhi uthumele lokho ku-CQAO ukuze kuvunyelwe ngokokugcina;
  - Ukuthunyelwa kwezinto ngobuchwepheshe kwenzeka ngosuku noma ngaphambi kosuku lokugcina lokusebenza njalo ngenyanga.
- **Imibiko Yokuvakasha, Uhla Olwenziwa Emuva Kwemiklomo kanye Nezitifiketi Zobuchwepheshe:**
  - Imibiko Yokuvakasha kanye Nezitifiketi Zobuchwepheshe kuyakhishwa bese kuhanjiswa kumakhasimende kususwa Ohlelweni Lokugreda ngemeyili:

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- Imeyili ikhishwa ngokobuchwepheshe bese ihanjiswa ekhasimendeni ukulazisa maqondana ngomphumela womhlangano. Ukubhekwa kwangaphambilini okufanele kwe-PMA kukhoshiwe kumeyili. (Bheka isibonelo ngezansi).



Uyabingelwa X

Ukulandelela ukuvakasha kwakho uzohlolwa singaqinisekisa ukuthi umbiko we XX usuyatholakala ukuthi uwubheke.

Isistifiketi sokugreda sakho, izithombe se-jpeg selogo ye-TGCSA kanye nezinkanyezi zakho okuzosetshenziswa Ekumaketheni kukhona ukuthi ukuthole.

Uyacelwa ukuthi usebenzise ilinki elandelayo futhi usebenzise imininingwane yakho yokungena ukuthola umbiko:

Ilinki: <http://application.tourismgrading.co.za/asp/elecreport/elecreportlogin.asp>

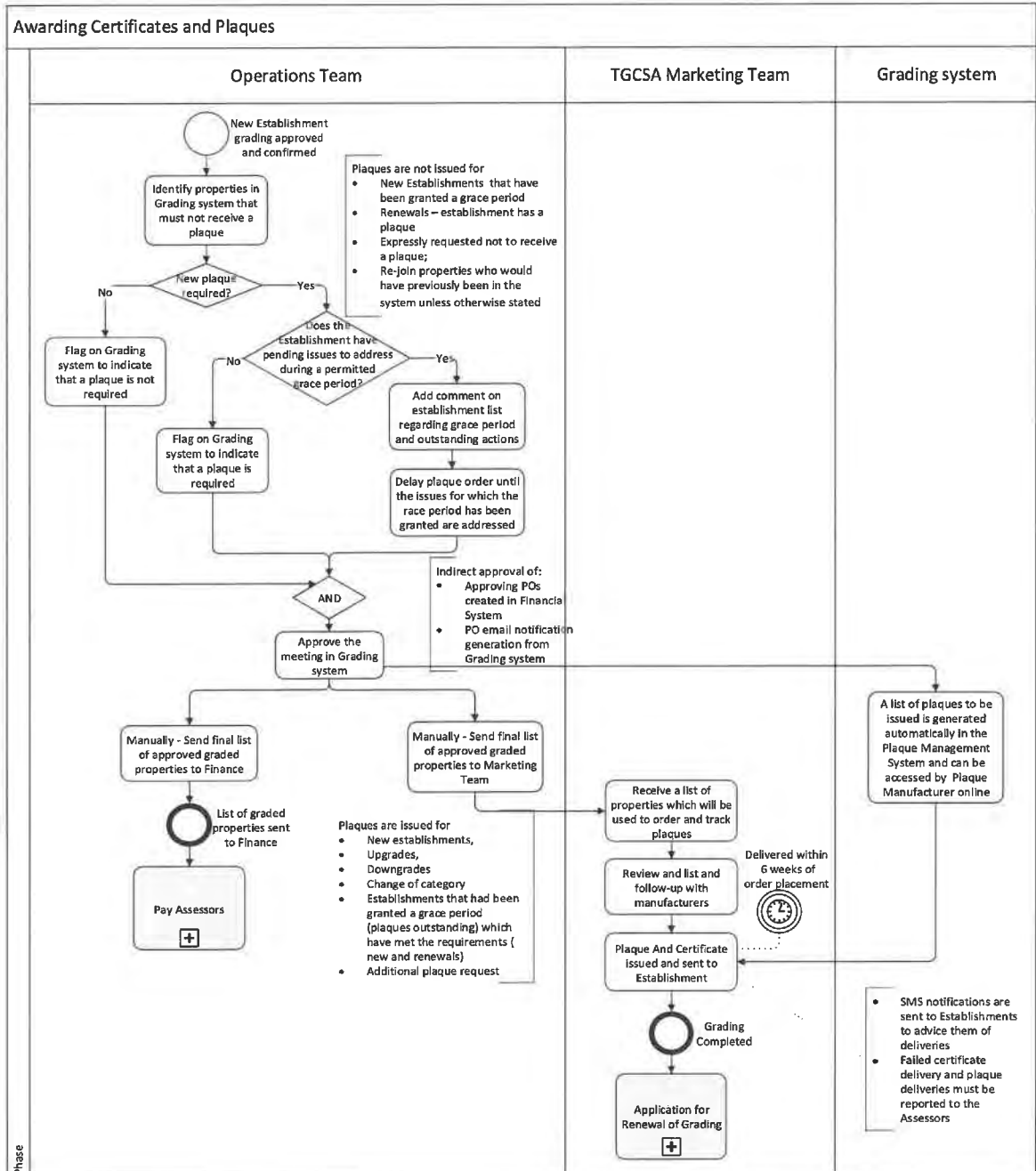
I-Id Yokuhlolwa: X

Ikhodi yokubona: X

Ozithobayo

The Tourism Grading Council of South Africa (TGCSA)

4.9. Ukunikezela Ngezitifiketi kanye Namaplahku



**4.9.1. Ukunikezela Ngezitifiketi kanye Namaplahku**

- Ngokwejwayelekile, amaplahku akhishelwa:
  - Izakhiwo ezintsha ezinikwe isikhathi somusa;
  - Ukuvuselelwa - Isakhiwo sineplakhu ngohlobo olufanele;
  - Sicele ukuthola iplakhu;
  - Ukujoyina kabusha impahla ebisohlelweni ngaphambilini ngaphandle uma kushiwo ngokunye isb. ukujoyina kabusha ukukhuphula noma ukwehlisa kanye nokushintsha uhlobo;
- Ithimba Elisebenzayo lizoveza Ohlelweni Lokugreda ukuthi iplakhu ayidingakali;
- Uma iplakhu entsha idingeka kumele kuqhubeka nokubhekwa ukuqinisekisa ukuthi inga-odwa yini, futhi isinqumo kumele siqoshwe Ohlelweni Lokugreda:
  - Abezikusebenza kumele babheke ukuthi isikhungo asinazo yini izinto ezingakaqedwa ngesikhathi somusa esivunyiwe:
    - : Uma kunezikhathi somusa, esifakelwe isicelo bese savunyelwa:
      - Ithimba Lokusebenza luzofaka umbono ohlwini Lesakhiwo mayelana nesikhathi somusa kanye nezenzo ezingakaqedwa;
- Uma kunezinto ezihambisana nokuqedwa komusa, kuzobe nokubambezeleka koku-oda amaplahku kuze kube izinkinga ezinjalo Umhloli kanye PMA babhekana nazo
- Uma ukubheka sekuqediwe kanye nethimba Elisebenzayo kumele lithumele uhla lokucina oluvunyelwe lwempahla evunyelwe okuhlanganisa ukunikezelwa kwamaplahku Ethimbeni Lezezimali, kanye Nethimba Lezokumaketha;
- Uhlelo Lokugreda luthumela isaziso Kubakhiqizi Bamaplahku abakwazi ukuthola ama-oda amaplahku plakathi Ohlelweni Lokugreda;
  - Ukungenelela kwamanje kwemanuwali ohlwini Langemuva Kwemikomelo, Umkhiqizi Wamaplahku uthola uhlu Kumsizi Wezokumaketha alusebenzisa ekukhiqizeni.
- Uhla lwempahla egrediwe oluthunyelwe Kwezezimali luzosetshenziswa ukweseka uhlelo Lokukhokhela Abahloli;
- Uhla olufanayo Lwezakhiwo lusetshenziswa Ithimba Lokumaketha kanye Momkhiqizi Wamaplahku kuma-oda amaplahku:
  - Ithimba lokumaketha luthola uhla lwempahla ezosetshenziswa uku-oda amaplahku kanye nokubheka ama-oda eplakhu;
  - Ithimba lokumaketha lizobheka uhla kanye nokulandelela kubabambi beqhaza;
  - Amaplahku akhishelwa;
    - Izakhiwo ezintsha;
    - Ukukhuphula;
    - Ukwehlisa;
    - Ukushintsha kohlobo;
    - Izakhiwo esezinikwe isikhathi somusa (amaplahku akweletwayo) ezihambisana nezimfuneko (kusebenza esicelweni ezintsha kanye nokuvuselela);
    - Isicelo seplakhu esisha.

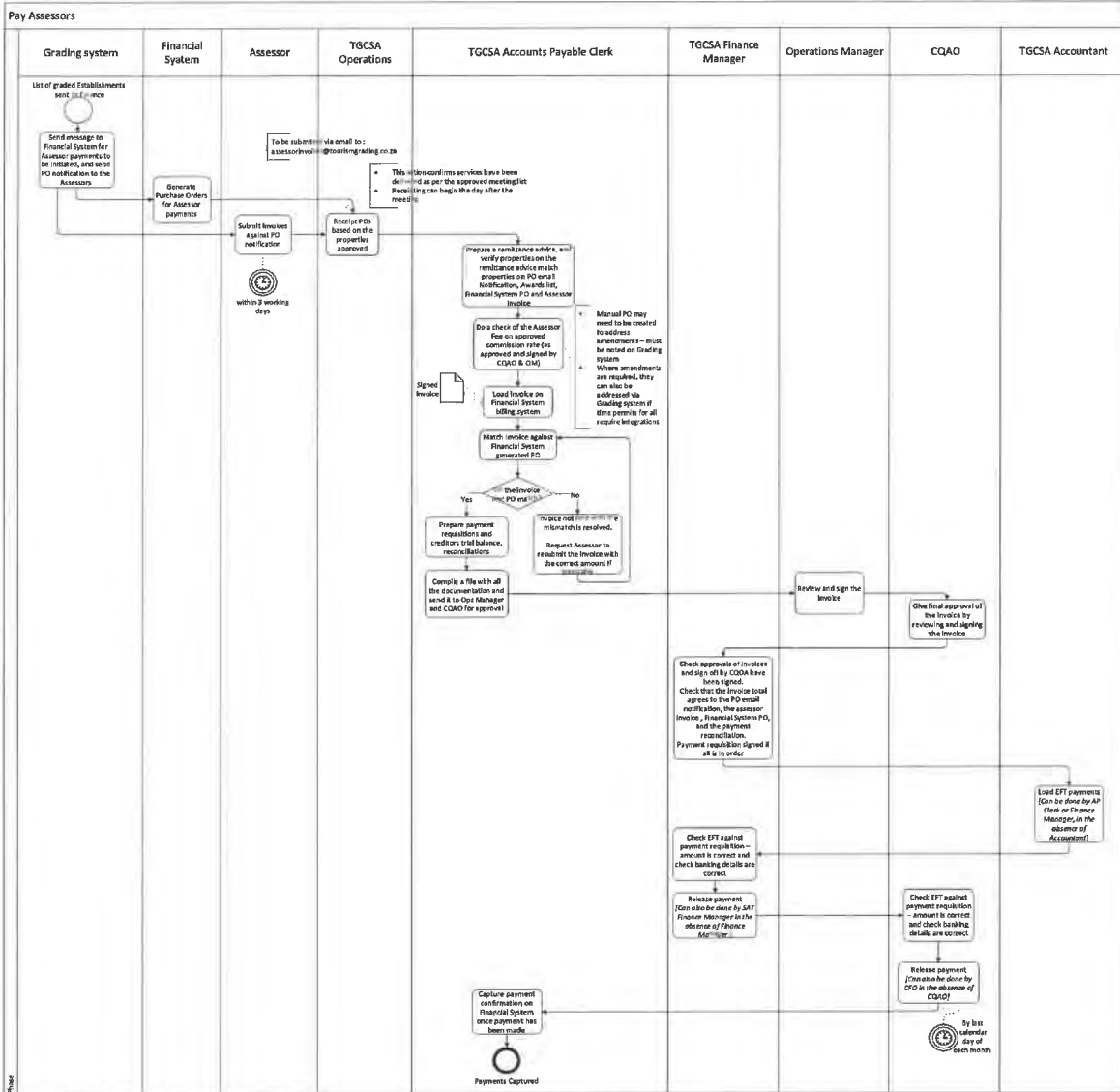
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- Amaplaku kanye Nezitifiketi kukhishiwe futhi kwathunyelwa Ezakhiweni, emavikini ayi-8 Omhlangano Wanyanga zonke Wokuvunyelwa Kwempahla:
  - Isakhiwo sithola isaziso se-SMS ibazisa ngosuku kanye nesikhathi ukuposa okuzokwenzeka ngalo.
- Uma Ukugreda sekuqediwe, uhlelo olulindelekiw uhlelo oluhlanganisa Isakhiwo sifaka isicelo Sokuvuselelwa Kokugreda esikhatheni esiwunyaka;
- Uma noma yimaphi amaplaku noma izitifiketi noma kungabuyiselwa Eposini, Abahloli abafanele bayaziswa.

4.10. Ukukhokhelwa Kwabahloli



**4.10.1. Ukukhokhelwa Kwabahloli - Ukuchazwa Ngamagama**

- Emuva kokuthi umhlangano wokuvunyelwa kwempahla usuvunyelwe futhi nomyalezo wokuhlangana usuthunyelwe Ohlelweni Lwezezimali Wuhlelo Lokugreda ukuze ukukhokhelwa Komhloli kuqaliswe ngokuphakamisa Ama-oda Okuthenga. Uhlelo Lokugreda luthumela ngemeyili isaziso se-PO Kubahloli;
- *QAPHELA: NGEZICELO ZEKUCWANINGWA KWAMABHUKU (Ibhizinisi le-TGCSA lidinga ukwenza ngokushesha Uhlelo lwe-CR ukuze Uhlelo Lokugreda likhiphe ngokuzenzakalela isaziso se-PO ngemeyili ukuze kubungulwe ukukhokhelwa komhloli, njengokuba lokhu kwenziwa ngemanuwali)*
- Uhlelo Lwezezimali lukhipha Ama-oda Okuthenga okukhokhelwa Umhloli;
- Abahloli kumele bahambise ama-invoyisi aphenyule isaziso se-OP ngesikhathi sekhuleni esifanele.
- Ithimba Lokusebenza kumele lenze amarisidi Ama-oda Okuthenga:
  - Izenzo lesi-siqinisekisa ukuthi amasevisi alethiwe ngokohla oluvunyelwe lomhlangano;
  - Ukwenza amarisidi kungaqala ngosuku emuva komhlangano futhi kumele kuqediwe.
- Iklekhi Lama-akhawunti Akhokhelekayo lilungisa incwadi eqinisekisa ukukhokha, bese liqinisekise ukuqondaniseka kokukhokha kanye nempahla Esazisweni semeyili se-OP, uhla Lwemiklomelo, Uhlelo Lwezezimali lwe-OP kanye Ne-invoyisi Yomhloli;
- Iklekhi Lama-akhawunti Akhokhelekayo lizobheka Imali Yomhloli ngokubheka inani lekhomishana elivumelekile njengokuba litholiwe ebhizinisini kanye nanjengokuba libheke futhi lavunyelwa bese lasayinwa Umphathi Wezokusebenza kanye ne-CQAO;
- Uhlelo lwezezimali olukhiphe ama-PO lungadinga ukwakhiwa ukuze lubhekane nezichibiyelo - ibhizinisi le-TGCSA kumele liyale Abasingathi bohlelo lokugreda ukuthi baqaphele Uhlelo Lokugreda lwama-PO akhishwe Ohlelweni Lwezezimali olungangenanga ohlelweni lokuhlangana;
- Iklekhi Lama-akhawunti Akhokhelekayo kumele lufake bonke ama-invoyisi abahloli Ohlelweni Lwezezimali;
- Iklekhi Lama-akhawunti Akhokhelekayo kumele liqhathanise Ama-invoyisi Nohlelo Lwezezimali olukhiphe i-PO:
  - Uma i-invoyisi kanye ne-PO kungaqhathaniseki neklekhi Lama-akhawunti Akhokhelekayo akumele ikhokhelwe i-invoyisi kuze kube kuyasombululeka lokho, kodwa uma i-PO incane kune-invoyisi kungakhokhwa ngokwemali ye-PO:
    - The clerk may request the TGCSA Operations to request from the assessor to resubmit the invoice with the correct amount (if applicable). Iklekhi lingacela Ukusebenza kwe-TGCSA kumhloli ukuthi aphenyule ahambise i-invoyisi enemali efanele (uma kunesidingo).
  - If the invoice and PO match the Accounts Payable Clerk must do the following: Uma i-invoyisi kanye ne-PO kufana Iklekhi Lama-akhawunti Akhokhelekayo kumele lenze lokhu okulandelayo:
    - Prepare payment requisitions and creditors trial balance, reconciliations and compile a file for payment; Lilungise izidingo zokukhokha kanye ngokulungisa amabhuku ezikweletu, ukubuyisa kanye nokwenza ifayela lokukhokha;
    - Ungoti wokucina amabhuku uzobuyekeza futhi abheke ukuthi amalungiselelo angenhla enziwe ngokufanele;



- Ifayela elinemiqule yonke liyahanjiswa Kumphathi Wezokusebenza kanye ne-CQAO ukuze livunyelwe;
- Umphathi Wezokusebenza kumele abuyekeze futhi asayine i-invoyisi okuqinisekisa ukuthi ukubheka okulandelayo kwenziwe:
  - Inani lekhomishana Ngokosayizi wephothifoliyo Yomhloli, yinani Umhloli abize lona Ezokuvakasha eNingizimu Afrika;
  - Ukuthi impahla evela ku-invoyisi Yomhloli ivela ohlwini lemiklomo evunyiwe yikomidi;
  - I-akhawunti yephotifoliyo Yomhloli ifanele futhi iyiqiniso Yomhloli ngamunye njengokuba kuvela ohlwini olusayiniwe oluhanjiswa Egatsheni Lezezimali (Lisayinwe yi-CQAO kanye ne-TGCSA OM) eliveza izinombolo ekuphileni kwenyanga nenyanga okusetshenziswa ukunquma inani lekhomishana.
  - Uhla olusayiniwe lwahanjiswa lufanele futhi luyiqiniso futhi lolo hla luyavumelana nezinombolo ezivela ohlelweni lokugreda;
  - Ukuthi izinombolo zephotifoliyo zomhloli esisohlelweni lokugreda ziyiqiniso, zifanele ngokuphela kwenyanga ngayinye futhi uyayivuma incazelo yebhizinisi elihlinzekiwe eyenza izinombolo zephotifoliyo Yomhloli.
- I-CQOA inika ukuvumela kokugcina kwe-invoyisi ngokuthola kanye nokusayina i-invoyisi;
- Umcwaningi mabhuku Kkumele afake imalo yenkokhelo ngohlelo lwe-EFT:
  - Lokhu kungenziwa Iklekhi le-AP uma engekho Umcwaningi mabhuku we-TGCSA.
- Umphathi Wezezimali we-TGCSA kumele abheke umqulu wokukhokha ngendlela elandelayo:
  - Bheka ukuthi i-invoyisi isiyonke iyahambisana nombiko wemeyili we-OP, i-invoyisi Yomhlelo, Uhlelo Lwezezimali lwe-PO, kanye nokubuyisana nokukhokha.
- . Uma okungenhla kwenziwe Umphathi Wezezimali we-TGCSA kumele asayine umyalelo wokukhokha.
  - Umphathi Wezezimali we-TGCSA kumele abheke i-EFT eyiqhathanisa nomyalelo wokukhokha - ukubheka ukuthi imali iyiyi yini kanye nokubheka ukuthi imininingwane yasebhangeni iyafana neku-invoyisi Yomhloli:
    - Uma iphuzu elingenhla IKAHLE Umphathi Wezezimali ku-TGCSA engakhipha izimali ngokukhipha kokuqala (uma engekho Umphathi Wezezimali we-TGCSA, Umphathi Wezezimali we-SAT engenza ukukhipha kokuqala) bese kuthi ukukhipha kwesibili kwe-CFO kanye ekungabini bikho kwe-CFO kwenziwa yi-CQAO.
  - I-CFO (CQAO) kumele iphinde ibheke i-EFT iyiqhathanisa nomyalelo wokukhokha ukuqinisekisa ukuthi imali ifanele futhi nemininingwane yebhange ifanele, ngaphambi kokukhipha imali ekhokhayo.
    - Uma yonke into ilungile i-CFO (CQAO) kumele ihlinzeke ukuvumela kwesibili ukukhipha imali yokukhokhela;
    - Lokhu kumele kwenziwe ngosuku lokugcina ngenyanga ngayinye.

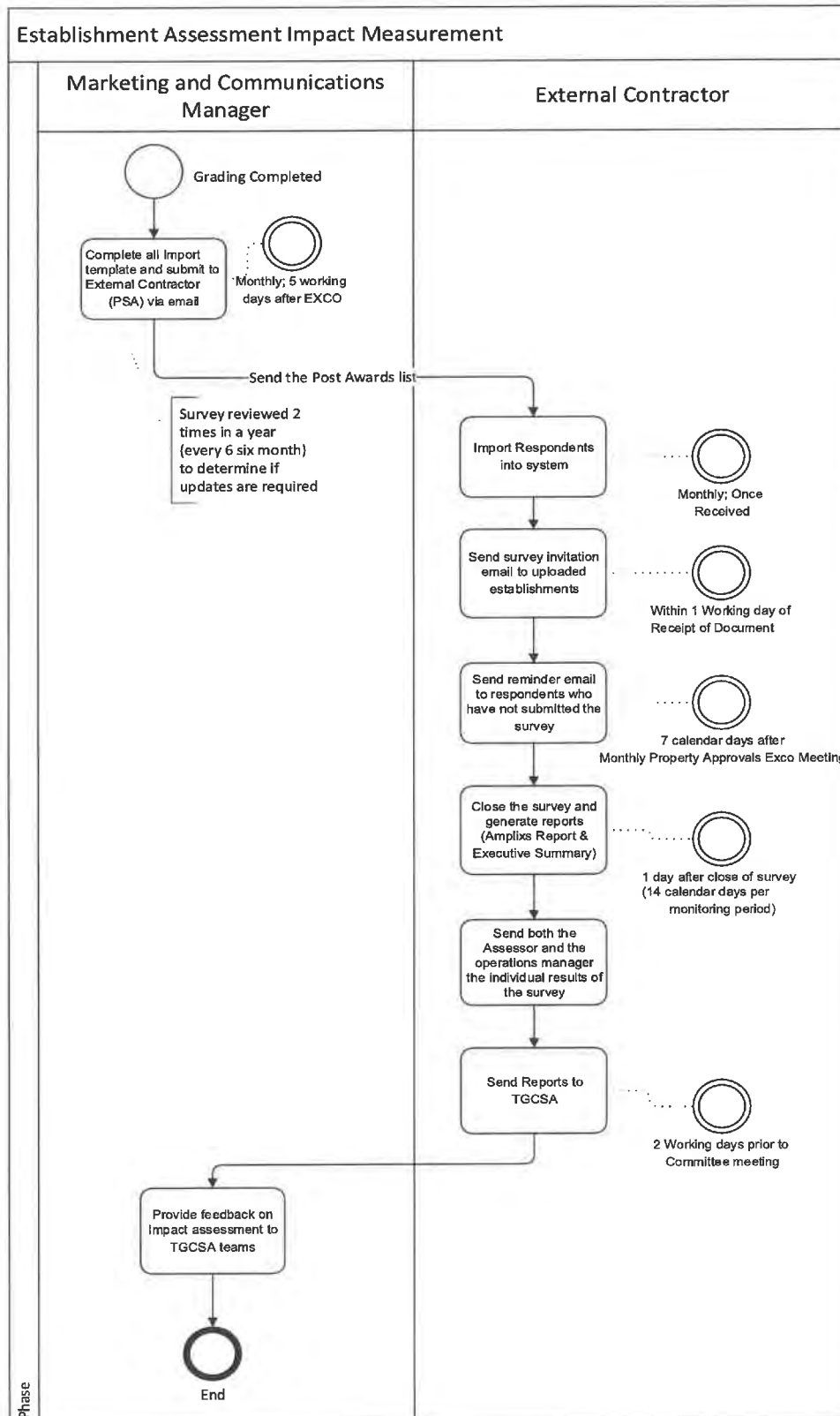
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- Iklekhi Yama-akhawunti Akhokhelekayo kumele lifake isiqinisekiso sokukhokha Ohlelweni Lwezezimali uma imali isikhokhiwe futhi i-POP isiphrintiwe futhi futhi yafakwa nomyalelo wokukhokhelwa.

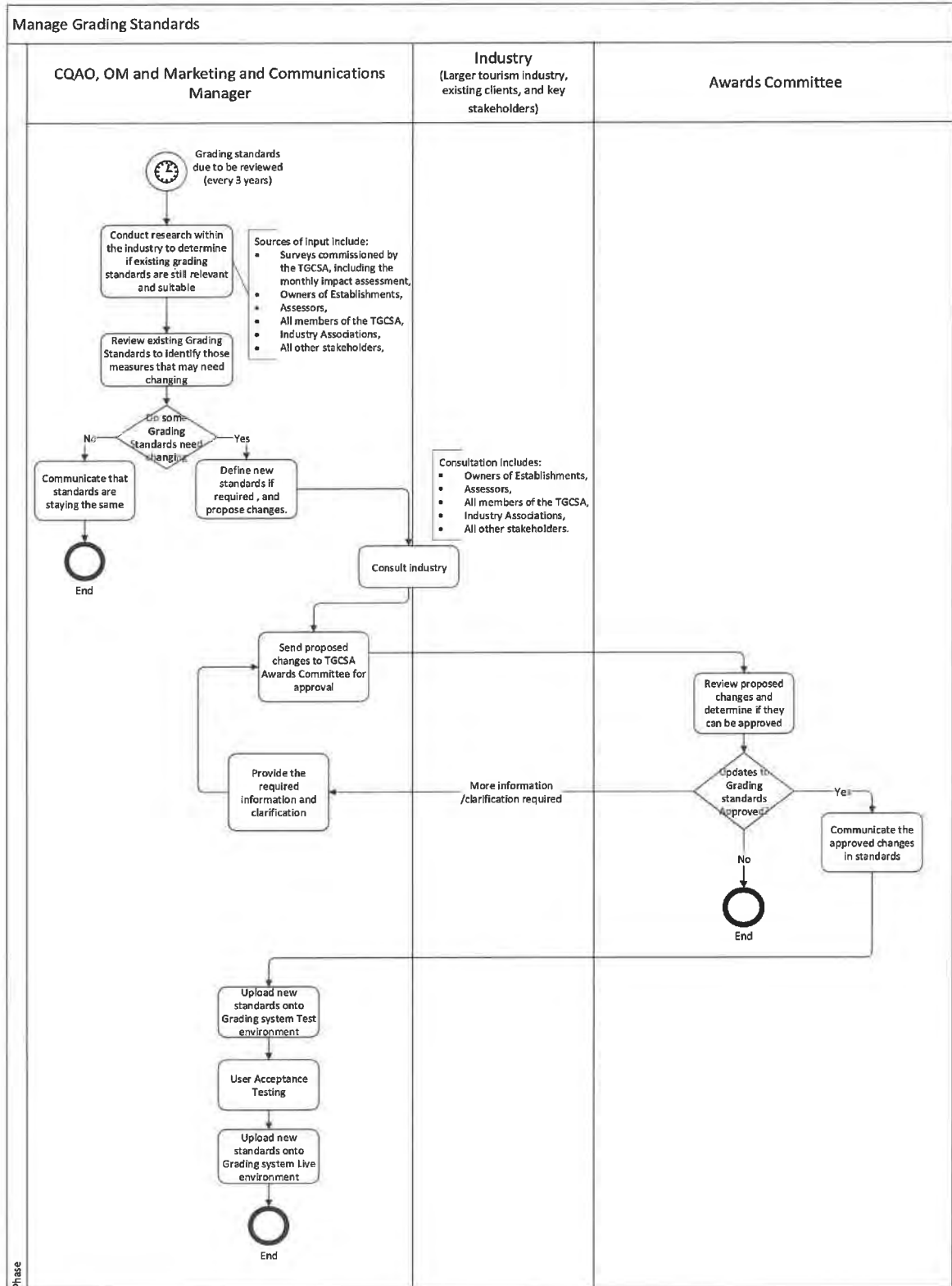
4.11. Ukukalwa Komthelela Wokuhlolwa Kwesakihiwo



**4.11.1. Ukukalwa Komthelela Wokuhlolwa Kwesakhiwo - Ukuchazwa Ngamagama**

- Ukukalwa Komthelela Wokuhlolwa Kwesakhiwo kwenziwa njalo ngenyanga emuva kokuthi kuqediwe ukugredwa:
  - Okuqukethwe kanye nohlaka kocwaningo kumele kubuyezwe ezinyangeni eziyi-6 futhi zishintshiwe uma kunesidingo.
- Ithimba lokusebenza kumele lithumele uhla Lwamva Kwemiklomo Kusonkontileka Wangaphandle ukuthi aqale ucwaningo;
- Isonkontileka Wangaphandle uzofaka abaphenduli bangaphandle ohlelweni lwakhe;
- Usonkontileka Wangaphandle uzothumela amameyili amemela uzwaningo esakhiwe asuka ohlwini oluthathwe ngaphandle osukwini olu-1 lokusebenza lokuthola ithempulathi ethathwe ngaphandle;
- Usonkontileka Wangaphandle uzothumela amameyili akhumbuza abaphenduli abangakahambisi ocwaningweni ezinsukwini eziyi-7 zekhalenda emuva kokuthi amameyili okumema ethunyelwe;
- Usonkontileka Wangaphandle uzovala ucwaningo bese ekhipha imibiko (Umbiko kanye Nokufingwa) emuva kosuku olu-1 kuvalwe ucwaningo (ezinsukwini eziyi-14 emuva Komhlangano Wanyanga zonke Wokuvunyelwa Kwempahla We-EXCO odlulile);
- Usonkontileka Wangaphandle uzothumelela Umhloli kanye nomphathi Wezokusebenza imiphumela yocwaningo;
- Usonkontileka Wangaphandle uzothumela imibiko ku-TGCSA ezinsukwini ezi-2 ngaphambi Komhlangano Wanyanga zonke Wokuvunyelwa Kwempahla We-EXCO;
- Umphathi Wezokumaketha kanye Nezokuxhumana uzohlinzeka impendulo ngomthelela wokuhlolwa emathimbeni e-TGCSA.

4.12. Ukuphatha Amazinga Okugreda



**4.12.1. Ukuphatha Amazinga Okugreda - Ukuchazwa Ngamagama**

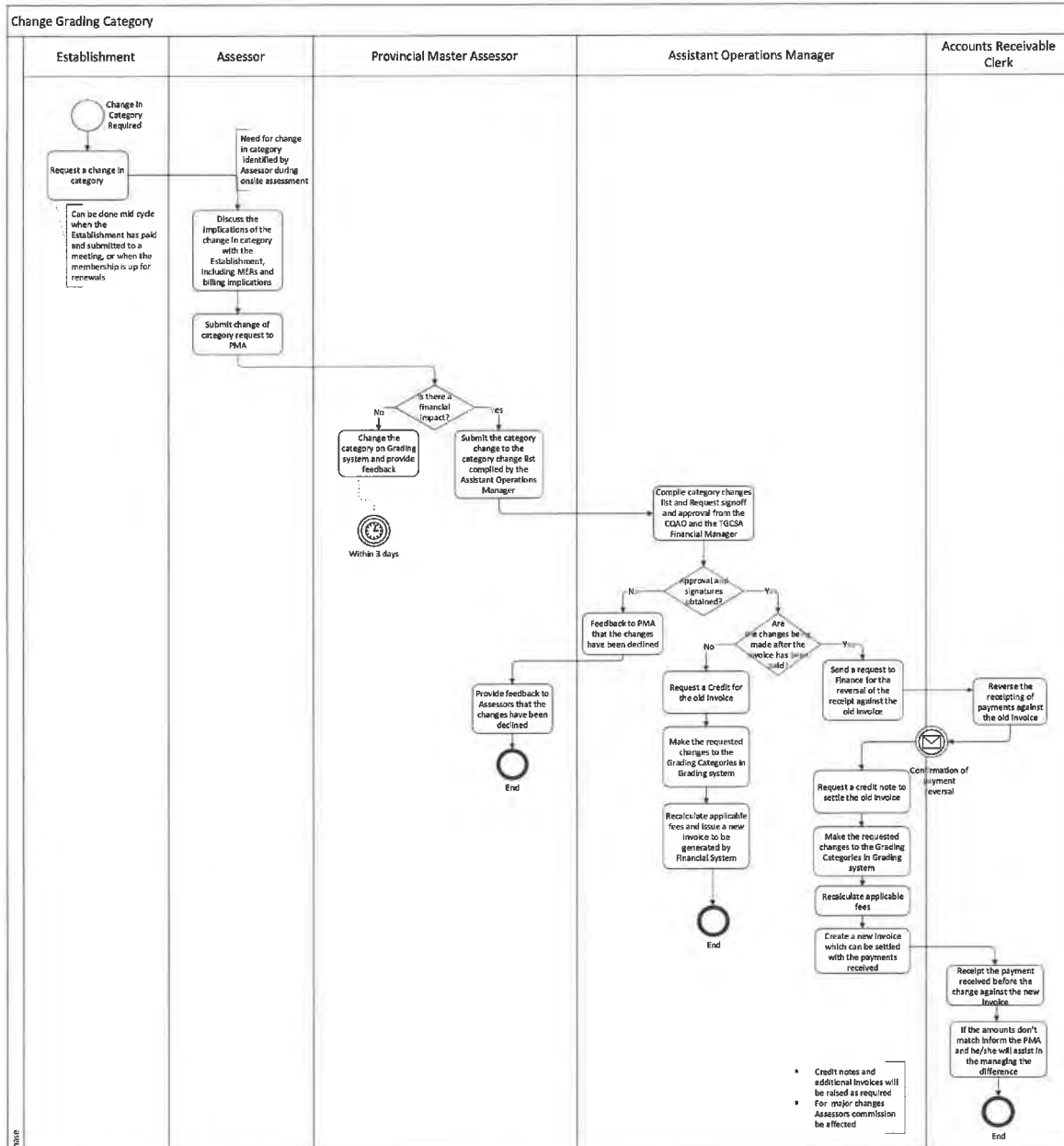
- Amazinga okugreda ayabuyekwezwa njalo eminyakeni emi-3;
- I-CQAO, Umphathi Wokusebenza kanye Nomphathi Wezokumaketha kanye Nezokuxhumana uzoqala uhlelo ngokwenza ucwaningo phakathi embonini ukunquma ukuthi amazinga okugreda akhona asafanele yini. Imithombo ihlanganisa:
  - Ucwangingo olukhoshinwe yi-TGCSA, okuhlanganisa umthelela wanyanga zonke wokuhlolwa;
  - Abanikazi Bezakhiwo;
  - Abahloli;
  - Onke amalunga e-TGCSA;
  - Ososeshini Bemboni;
  - Nabo bonke ababambe iqhaza.
- I-CQAO, Umphathi Wezokusebenza kanye Nomphathi Wezokumaketha kanye Nezokuxhumana kanye nethimba le-TGCSA lizobheka Amazinga Okugreda akhona ukubona lezo zindlela ezingadinga ukushintshwa;
- Uma engekho amazinga adinga ukushintshwa, bazoxhumana nababambe iqhaza kanye nemboni ukuthi amazinga azohlala enjalo;
- Uma kukhona amazinga adinga ukushintshwa, azochaza amazinga amasha uma kunesidingo bese become ukuthi kube noshintsho emazingeni akhona;
- I-CQAO, Umphathi Wokusebenza kanye Nomphathi Wezokumaketha kanye Nezokuxhumana bazoxoxisana nemboni bese bebheka imibono yemboni:
  - Abanikazi Bezakhiwo;
  - Abahloli;
  - Onke amalunga e-TGCSA;
  - Ososeshini Bemboni;
  - Nabo bonke ababambe iqhaza.
- I-CQAO, Umphathi Wokusebenza kanye Nomphathi Wezokumaketha kanye Nezokuxhumana bazothumela ushintsho olunconyiwe Ekomidaneni Eliqinisekisa Ikhwalithi ukuthi livume;
- Ikomidana Eliqinisekisa Ikhwalithi libheka izincomo zokushintsha ezenziwa bese linquma ukuthi ngabe bayaluvumela yini:
  - Ikomidana Eliqinisekisa Ikhwalithi ludinga ulwazi kanye nokucaciselwa ngolwazi:
    - I-CQAO, Umphathi Wokusebenza kanye Nomphathi Wezokumaketha kanye Nezokuxhumana bazohlizeka ngolwazi oludingekayo kanye nokucacisa, bathumele futhi ushintsho ukuthi Ikomidana Eliqinisekisa Ikhwalithi livumele.
  - Uma Ikomidana Eliqinisekisa Ikhwalithi lingavumeli ushintsho, lokho kusho ukuthi amazinga ngeke ashintshwe:
    - I-CQAO, Umphathi Wokusebenza kanye Nomphathi Wezokumaketha kanye Nezokuxhumana Baxhumana nababambe iqhaza kanye nemboni besho ukuthi amazinga awashintshi.

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- Uma ushintsho luvunyelwe Ikomidana Eliqinisekisa Ikhwalithi, -CQAO, Umphathi Wokusebenza kanye Nomphathi Wezokumaketha kanye Nezokuxhumana baxoxisana ngoshintsho oluvunyelwe lwamazinga nembali:
  - I-CQAO, Umphathi Wokusebenza kanye Nomphathi Wezokumaketha kanye Nezokuxhumana bazobheka lezi zinto ezilandelayo:
    - I-TGCSA izofaka amazinga amasha endaweni Yokuhlolwa Kohlelo Lokugreda;
    - I-TGCSA izokwenza Ukuhlolwa Kokwamukela Kwabasebenzisi endaweni YoKUHLOLWA Kohlelo Lokuhlolwa Lokugreda;
    - I-TGCSA izofaka amazinga amasha endaweni Yohlelo Lokugreda.

4.13. Ukushintshwa Kohlobo Lokugreda





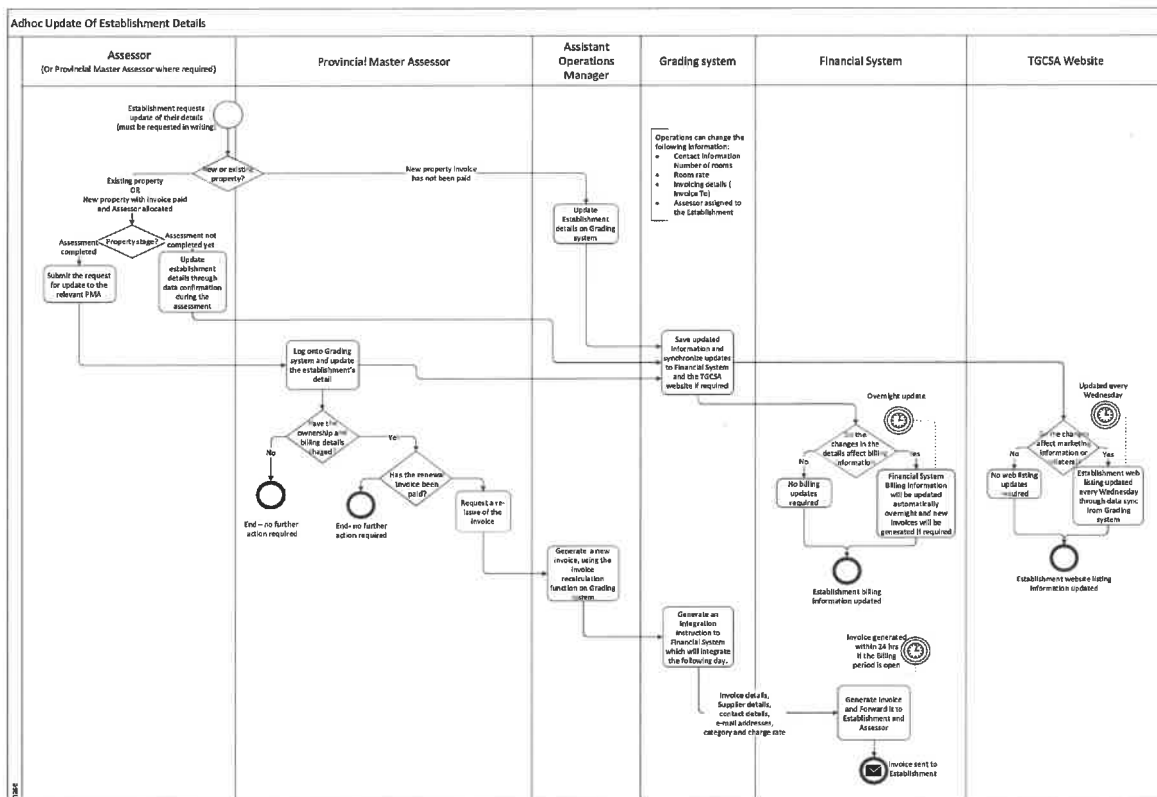
**4.13.1. Ukushintshwa Kohlobo Lokugreda - Ukuchazwa Ngamagama**

- Izakhiwo zigredwa ngohlobo oluthile kanti ukushintsha kohlobo kwenziwa kuphela ngokubalwa kabusha kwe-invoyisi ngesikhathi i-invoyisi ingakakhokhelwa. Ukubalwa kabusha kwenziwa yi-TGCSA OM kanye ne-TGCSA OM;
- Ukushintswa kohlobo kungenziwa uma ubulunga buzovuselelwa, kodwa lolu shintsho kumele lwenziwe ithimba lama-Op ngaphambi kokuthi i-invoyisi evuselelayo iphuma enyangeni ezinsukwini ezingama-90 ngaphambi kosuku lokuphela kwesikhathi;
- Lapho ukukhokha sekwenzelwe irisidi kanye nokushintshwa kohlobo sekuceliwe, ilapho impahla ibonwa njengesekela elincane, ukuthi ikwazi ukuthi yenze lolu shintsho oluchazwa yisicelo esicela ushintsho lohlobo kumele sihanjise Yithimba Lokusebenza ku-CQAO kanye ne-CFO ukuze sivunyelwe njengoba imali engenayo izothinteka wushintsho. Loluhlelo okwamanje isicelo senziwa ngemanuwali, i-G45 kanye Nethimba Lokusebenza bamatasa nohlobo lohlelo oluzenzekalayo olugcwele;
  - Futhi lapho impahla ihanjise Emhlanganweni wanyanga zonke wokuvunyelwa kwemphahla, uhlelo olufanayo kumele lulandelwe isb. incazelo yesicelo soshintsho lohlobo kumele ihanjise ukuze ivunyelwe njengokuba imali engenayo izothinteka ngalolu shintsho.
- Umhloli uzodingida imiphumela yokushintshwa kohlobo Nesakhiwo okuhlenganisa i-MER kanye nokukhokha:
  - Isidingo soshintsho sijwayele ukubonwa ngesikhathi sokuhlola indawo;
  - Umhloli kumele aphakamisa ushintsho lohlobo uma ebona ukuthi sikhona isidingo soshintsho lohlobo.
- Umhloli uzokwaziswa i-PMA yakhe ngesidingo soshintsho bese ehambisa isicelo soshintsho lohlobo ngokubhalela i-PMA;
- Uma kungekho izimali ezidingekayo, i-PMA izoshintsha uhlobo bese ihlinzeka ngempendulo ezinsukwini ezi-3 zekhalenda emuva kokuthola isicelo emuva kokuthola imvume ku-CQAO kanye ne-CFO;
- Uma kukhona imali ekhokhwayo oshintshweni olucelwayo luzofakwa ohlwini loshintsho olwenziwe Umsizi Wokuphathwa Kokusebenza noma Umphathi Wokusebenza futhi ushintsho oluvunyelwe yi-CQAO kanye ne-CFO ngaphambi kokuthi kwenziwe;
- Uma ukuvunyelwa kanye nokusayina okudingekayo kungatholwanga Umsizi Womphathi Wezokusebenza uhlinzeka impendulo ku-PMA ukuthi ushintsho lunqatshiwe:
  - Ama-PMA azothumela impendulo Kubahloli ukuthi ushintsho lunqatshiwe.
- Uma izimvume kanye nokusayina okudingekayo kutholiwe, ushintsho lungenziwa ngale ndlela elandelayo:
  - Uma ushintsho lwenziwe ngaphambi kokuthi kukhokhelwe i-invoyisi ingakhokhelwa (imvume ayidingeki):
    - Umsizi Womphathi Wezokusebenza uzoshintsha uhlobo oluceliwe aphinde abale kabusha ukuskrinwa kokuhlolwa/ ukuskrinwa kwemali Yohelelo Lokugreda, emuva kwalokho

isikweletu sokukhokhela isikweletu esidala kuzokhishwa ngokuzenzakalela ekuhlanganiseni Kohlelo Lokugreda & Nohlelo Lwezezimali ngosuku olulodwa;

- o Uma ushintsho lwenziwe emuva kokukhokhwa kwe-invoyisi (imvume iyadingeka njengangenhla):
  - Ithimba Lezokusebenza kumele lithole imvume Ngokwezikhulu Eziphezulu;
  - Lapho imvume itholakele yokushintshwa kohlelo lapho kungekho imali edingakalayo, i-akhawunti yerevenyu kuphela engelona iqiniso (irevenyu izokwabiwa ku-akhawunti Yerevenyu engelona iqiniso). NB: Lolu hlelo lusabhekiswa.

**4.14. Ukubuyekezwa kwe-Adhoc Yeminingwane Yesakhiwo**

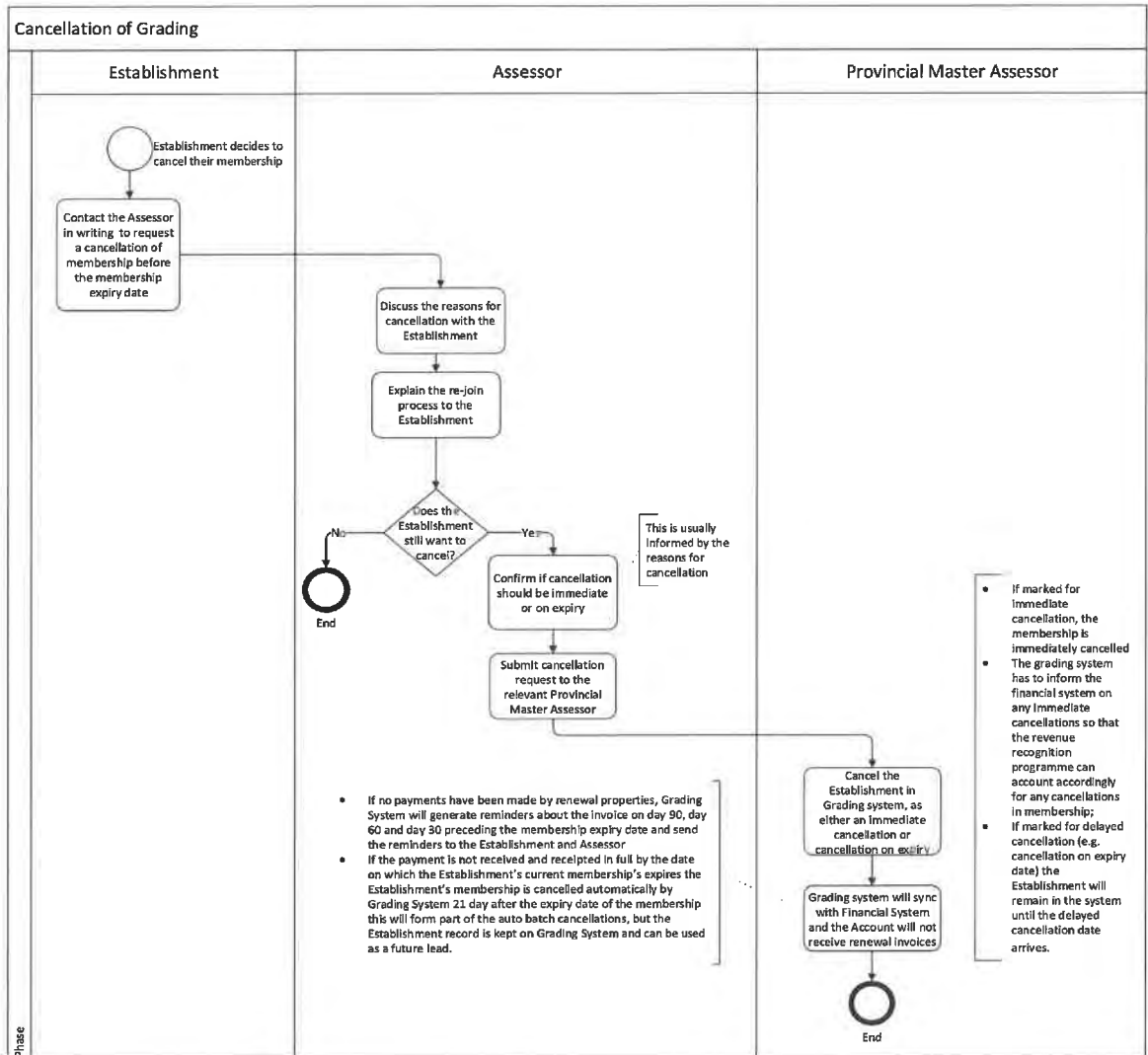


**4.14.1. Ukubuyezwa kwe-Adhoc Yemininingwane Yesakhiwo - Ukuchazwa Ngamagama**

- Isakhiwo singacela imininingwane yokubuyezwa nganoma yisiphi isikhathi:
  - Kumele kube yisicelo esibhaliwe.
- Uma Isakhiwo siyimpahla evele ikhona noma impahla entsha i-invoyisi yakhona esikhokhiwe futhi Umhloli esenikeliwe, ushintsho lungenziwe Umhloli ophethe Isakhiwo ngokuqinisekisa ngolwazi ngesikhathi sokuhlola (i-PMA ingenza ushintsho uma kunesidingo):
  - Umhloli (noma i-PMA) kumele afake Ohlelweni Lokugreda kanye nokubuyezwa kwemininingwane Yesakhiwo;
  - Ngazo zonke izikhathi (ngaphambi nangemuva kokuhlola), i-PMA ingenza ushintsho Ohlelweni Lokugreda;
  - Uma ushintsho oluhambisana nobunini, kanye ne-invoyisi yokwenziwa kabusha ingakakhokhwa, i-PMA kumele icele ukukhishwa kabusha kwe-invoyisi yokwenziwa kabusha Kumsizi Womphathi Wezokusebenza emininigwaneni yokuxhumana emisha yabanikazi/yabaphathi besakhiwo:
    - Umsizi Womphathi Wezokusebenza noma Umphathi Wezokusebenza uzokhipha i-invoyisi entsha, esebenzisa ukubalwa kabusha kwe-invoyisi Ohlelweni Lokugreda;
    - Uhlelo Lokugreda luzokhipha isihlanganisi okuya Ohlelweni Lwezezimali oluzohlanganisa ngosuku olulandelayo;
    - Uhlelo Lwezezimali luzokhipha i-invoyisi entsha bese luyihambisa Esakhiweni kanye Nakumhloli.
  - Uma kuwshintsho oluhambisana nokushintshwa kobunini, kanti futhi ne-invoyisi yokuvuselela seyikhokhelwe, asikho isidingo sokuphinde kukhishwe i-invoyisi. Ubulunga obukhona kumele buze buphelelwe yisikhathi, ekuvuselelweni kwama-invoyisi amasha kuzophakanyiswa nemininigwane yokuxhumana emisha yabanikazi/abaphathi abasha besakhiwo.
  - Uma ushintsho kungolwempahla entsha kanye ne-invoyisi ingakakhokhwa, Umsizi Wezokusebenza noma Umphathi Wezokusebenza uzokwazi ukubuyezwa imininigwane elandelayo Yesakhiwo:
    - Imininingwane yokuxhumana;
    - Inombolo yamagumbi;
    - Libiza malini igumbi ngalinye;
    - Imininingwane ye-invoyisi (i-invoyisi lya);
    - Umhleli onikelwe Isakhiwo isb. Ukusula Komhloli.
  - Umphathi Wezokusebenza noma Umsizi Womphathi Wezokusebenza engacela i-invoyisi entsha, ezokhishwa Ohlelweni Lwezezimali.
- Uma ushintsho selwenziwe Uhlelo Lokugreda luzocina utwazi olushintshiwe bese lushintsha Ohlelweni Lwezezimali kanye Nakuwebhusayithi ngesikhathi ukufakwa kolwazi kudatabhesi kufuneka:
  - Uma ukushintsha kwemininingwane kuthinta imininigwane yokukhokha Uhlelo Lwezezimali luzoshintsha imininigwane ngokuzenzakalela ngobusuku obubodwa nenombolo ye-invoyisi ehlanganisiwe;

- o Uma ushintsho lithinta imininingwane yokumaketha noma ukuhlangana uhla Lwesakhiwo ku-webhu luyashintshwa njalo ngolwesithathu ngokushintshwa kobuchwepheshe Kohlelo Lokugreda.

**4.15. Ukukhanselwa Kobulunga**

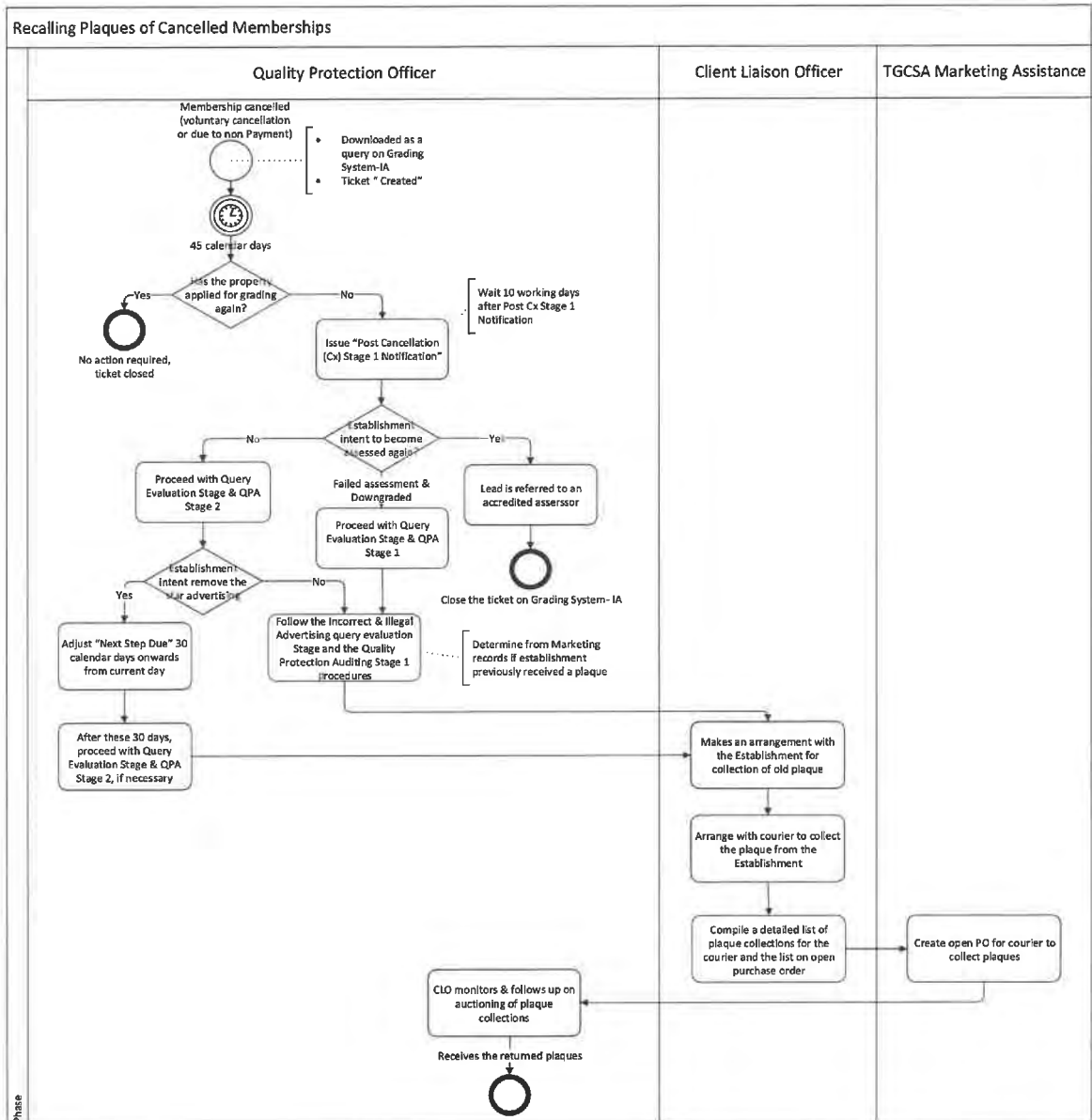


**4.15.1. Ukukhanselwa Kobulunga -Ukuchazwa Kobulunga**

- Uma isakhiwo siquma ukukhansela ubulunga baso, kumele sithinte Umhloli ukucela ukuthi kukhanselwe ubulunga ngokubhala ngaphambi kokuphelelwa yisikhathi kobulunga obukhona;
- Umhloli kumele adingide izizathu zokukhansela ubulunga Nesakhiwo;
- Umhloli kumele aphinde achazele isakhiwo ngohlelo lokuphinda sijoyine;
- Uma Isakhiwo sisafuna ukuqeda ubulunga, Umhlolu kumele aqinisekise ukukhansela ngokushesha noma ekuphelelweni yisikhathi:
  - o Lokhu kuzokwenziwa emuva kwezizathu zokukhansela.

- I-PMA izohambisa uhla lokukhansela Kumphathi Wezokusebenza noma Umsizi Wakhe uzokwethula emhlanganweni Wanyanga zonke Wempahla we-EXCO nezizathu zokukhansela:
  - Uma ukuhambisa sekusayiniwe Umphathi Wezokusebenza & i-CQAO ukuthi kukhanselwe ngosuku lokugcina lomhlangano Wanyanga zonke wempahla we-EXCO, uhla lungathunyelwa e-G45 ukuze kukhanselwe ekugcineni;
- I-PMA izokhansela Isakhowo Ohlelweni Lokugreda, ngokushesha noma ekuphelelweni yisikhathi:
  - Uma kukhanselwe ngokushesha, ubulunga bukhanselwe ngokushesha;
  - Uhlelo lokugreda kumele lazise uhlelo lwezezimali ngokukhanselwa ngokushesha ukuze uhlelo lwerevenyu luzosebenza ngokufanele ekukhanselweni kobulunga;
  - Uma kumakwe ukuthi kuzodilelwa ukukhanselwa (isb. kukhanselwa ngosuku lokuphelelwa yisikhathi) Isakhiwo sizogcina ohlelweni kuze kube usuku lokukhansela luyafika.
- Uhlelo Lokugreda luzokwabela Uhlelo Lwezezimali kanti Isakhiwo ngeke sithole ukuvuselelwa kwama-invoyisi;
- Ayikho imali ekhokhiwe yimpahla evuselelwayo, Uhlelo Lokugreda luzokhipha izikhumbuzo ngama-invoyisi ngosuku lwama-60 kanye nosuku lwama-30 ngaphambi kokuphelelwa yisikhathi kwama-invoyisi futhi luzothumela izikhumbuzo Esakhiweni kante Nakumhloli;
- Uma kungakhokhwa futhi ingekho irisidi yokukhokha ngokugcwele (ngokwaphulelwa uma kufanele) ngosuku ubulunga Besakhiwo obuphelelwa yisikhathi ngalo lokhu okulandelayo kuzokwenzeka:
  - Ubulunga Besakhiwo buzokhanselwa ngokuzenzakalela Uhlelo Lokugreda ezinsukwini ezingama-21 emuva kokuphelelwa yisikhathi sobulunga lokhu kuzobe yingxenywe yokukhanselwa ngokuzenzakalela, kodwa irekhodi Lesakhiwo lizogcinwa Ohlelweni Lokugreda futhi lingasetshenziswa njengesibonelo.

4.16. Ukubuyekezwa Kwamaplakhu kanye Nobulunga Obukhanseliwe



4.16.1. Ukubuyekezwa Kwamaplakhu kanye Nobulunga Obukhanseliwe - Incazelo Ngamagama

- Uma ukukhanselwa kobulunga Ohlelweni Lokugreda kutholiwe Ohlelweni Lokugreda - IA “Uhla Lwezinto Ezisazokwenziwa” njengokuba umbuzo/ithikithi “okwenziwe”;
- Kulesi sigaba ithikithi elisesigabeni 0 Ohlelweni Lokugreda-IA;
- Ezinsukwini ezingama-45 kusuka ngosuku lokukhanselwa Ohlelweni Lokugreda i-QPO ibheka ukuthi Isakhiwo siqedile yini ukuthi ukufaka isicelo ku-intanethi ukuze sigredwe:

- Uma kunesicelo esenziwe ku-intanethi (isimo sokuba yilunga “Hleli”) emuva kokuthi kukhanseliwe, akukho okunye okumele kwenziwe futhi i-QPO ivala ithikithi Ohlelweni Lokugreda-IA;
- Uma singafakwanga isicelo ku-intanethi emuva kokukhanselwa, i-QPO izokhipha Imeyili Yesaziso esisemuva kokukhanselwa (Cx) Isigaba 1:
  - Uma Isakhiwo siphendule i-QPO ngenhloso yokuphinda sihlolwe futhi, ukugreda kudlulisalwa kumhloli ofanele, ngokwezincwadi Zomsizi Womphathi Wezokusebenza we-TGCSA noma Umhloli Ophezulu Esifundazweni kanye ne-QPO bavala ithikithi;
  - Uma isakhiwo siphendule ku-QPO ngesizathi sokususa ukukhangiswa kwezinkanyezi zonke i-QPO ikhuluma Nesakhiwo ngokufanele bese kulungiswa “Isinyathelo Esilandelayo” Ohlelweni Lokugreda-IA kuya ezinsukwini ezingama-30 kusukela kulolo suku;
    - Emuva kwezinsuku ezishiwo ngenhla zekhalenda i-QPO izoqhubeka Nezinga Lokuhlolwa Kwemibuzo kanye Nesigaba se-QPA 2, uma kunokuzweza okungekho emthethweni kwezinkanyezi kungabonwa.
  - Uma Isakhiwo singaphenduli sdalo ezinsukwini eziyishumi zokusebenza ezingeni 1 Lengemuva lokukhansel Isaziso Semeyili se-QPO sizoqhubeka nale nqubo:
    - Izinga Lokubhekwa Kwemibuzo Yokukhangisa okungelona iqiniso futhi okungekho emthethweni njengokuba kushiwo endimeni 4.18;
    - Izinga lesi-2 Ukucwaningwa kwamabhuku Ukuvikela Ikhwalithi njengokuba kushiwo endimeni 4.19.
  - Uma iplakhu ingakhishwanga noma inganqunywanga ngokuqiniseka leyo plakhu yatholwa yisakhiwo, akukho okunye okumele kwenziwe futhi ithikithi livaliwe.
- Ukukhansela ngenxa yokuhlola “okungaphumelelanga (Uhlobo lomthembo “Uhla Lwemiklomelo: Aluphumelelanga”), kanye nokwehlisa, i-QPO izolandela inqubo egcwele ukukhipha incwadi eya Esakhiweni, ngokuqala ngale nqubo:
  - Izinga Lokubhekwa Kwemibuzo Yokukhangisa okungelona iqiniso futhi okungekho emthethweni njengokuba kushiwo endimeni 4.17
  - Izinga lesi-2 Ukucwaningwa kwamabhuku Ukuvikela Ikhwalithi njengokuba kushiwo endimeni 4.18.
    - Lapha i-QPO noma i-CLO kumele banqume ngokwamrekhodi Ezokumaketha e-TGCSA ukuthi isakhiwo ngabe sasithola ngempela yini iplakhu, ngaphambili i-CLO ingathinta isakhiwo ukulungiselela Ukubuyiswa kwe-iplakhu;
    - Uma kungatholakali ngokuqinisekisa ukuthi isakhiwo siyitholile iplakhu yokugreda ngaphambilini, i-CLO ayikwazi ukuthinta sona ukwenza amalungiselelo okubuyisela iplakhu.
- Uma iplakhu yakhishwa ngokweqiniso ngaphambilini futhi isakhiwo asifaki esicelo futhi ukuthi sihlolwe, i-CLO Ethimbeni Lokumaketha kumele ithinte Isakhiwo, ukwenza izinhlalo zokulanda iplakhu emdala:
  - I-CLO iziphinda ihlelele ukuthi EZOKUVAKASHA ENINGIZIMU AFRIKA ziqoke ozolanda iplakhu Esakhiweni:

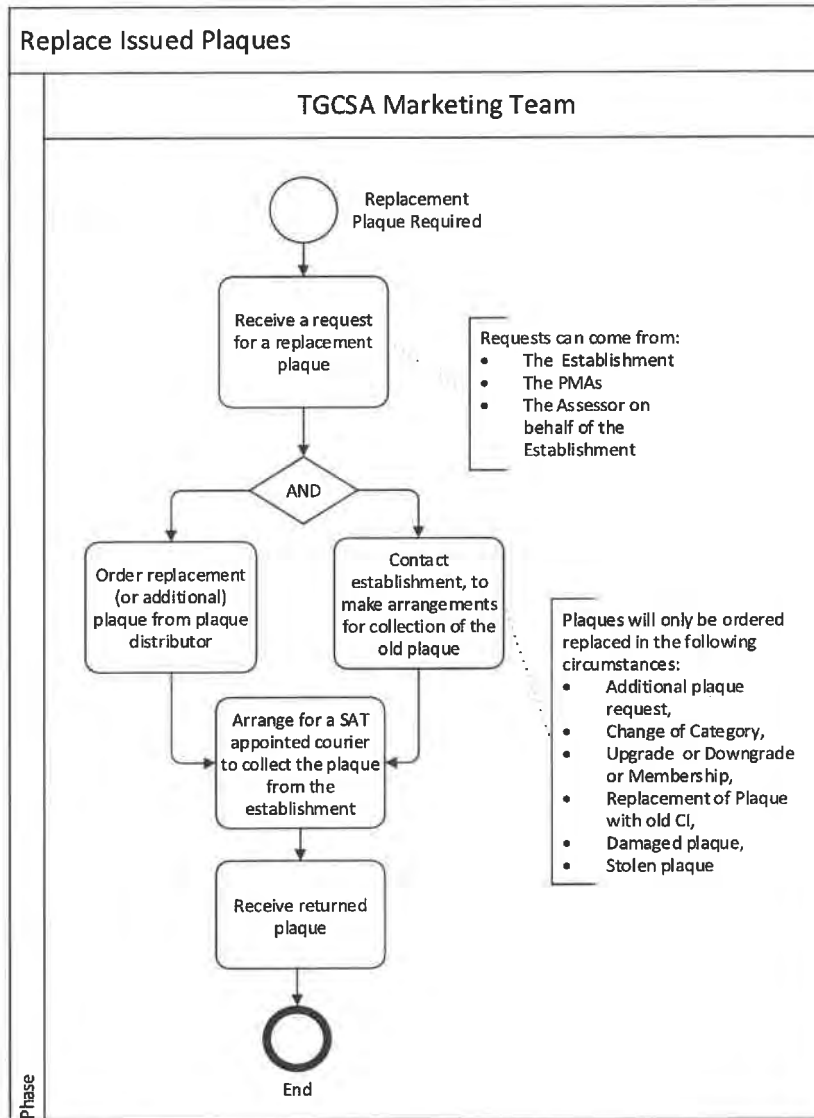
Process Name: TGCSA Grading Operating Processes

Company Confidential

- Uhla lwamaplahku okumele alandwe ethunyelwe ngekhoriya futhi akhokhelwa Ngokwe-oda Elivulelekile elakhiwe Umsizi Wezokumaketha we-TGCSA.
  - I-CLO ilandelela iphinde ibheke ukulandwa kwamaplahku ngokohla Lwamaplahku okumele alandwe.
- Uhlelo luphela lapho i-CLO noma i-QPO ithola iplakhu ebuyisiwe. Iplakhu ebuyisiwe ikhiyelwa ekhabetheni futhi ukhiye wekhabethe ugcinwa yi-QPO.
- KODWA uma Iplakhu yaku-intanethi kanye Nohlelo Lokuphathwa Kwesitifiketi kusetshenziswa ngokugcwele “icala” “Lokutholwa Kweplakhu” kuzophakanyiswa Ohlelweni Lokugreda, ngokufaka ngokuzenzakalela “icala” Kuplahku eku-intanethi kanye Nohlelo Lokuphathwa Kwesitifiketi ukuthi umhlinzeki wezinsiza weplakhu ukwenza:



4.17. Ukushintshwa Kwamaplahku Akhishiwe



4.17.1. Ukushintshwa Kwamaplahkasi Akhishiwe - Ukuchazwa Ngokwamagama

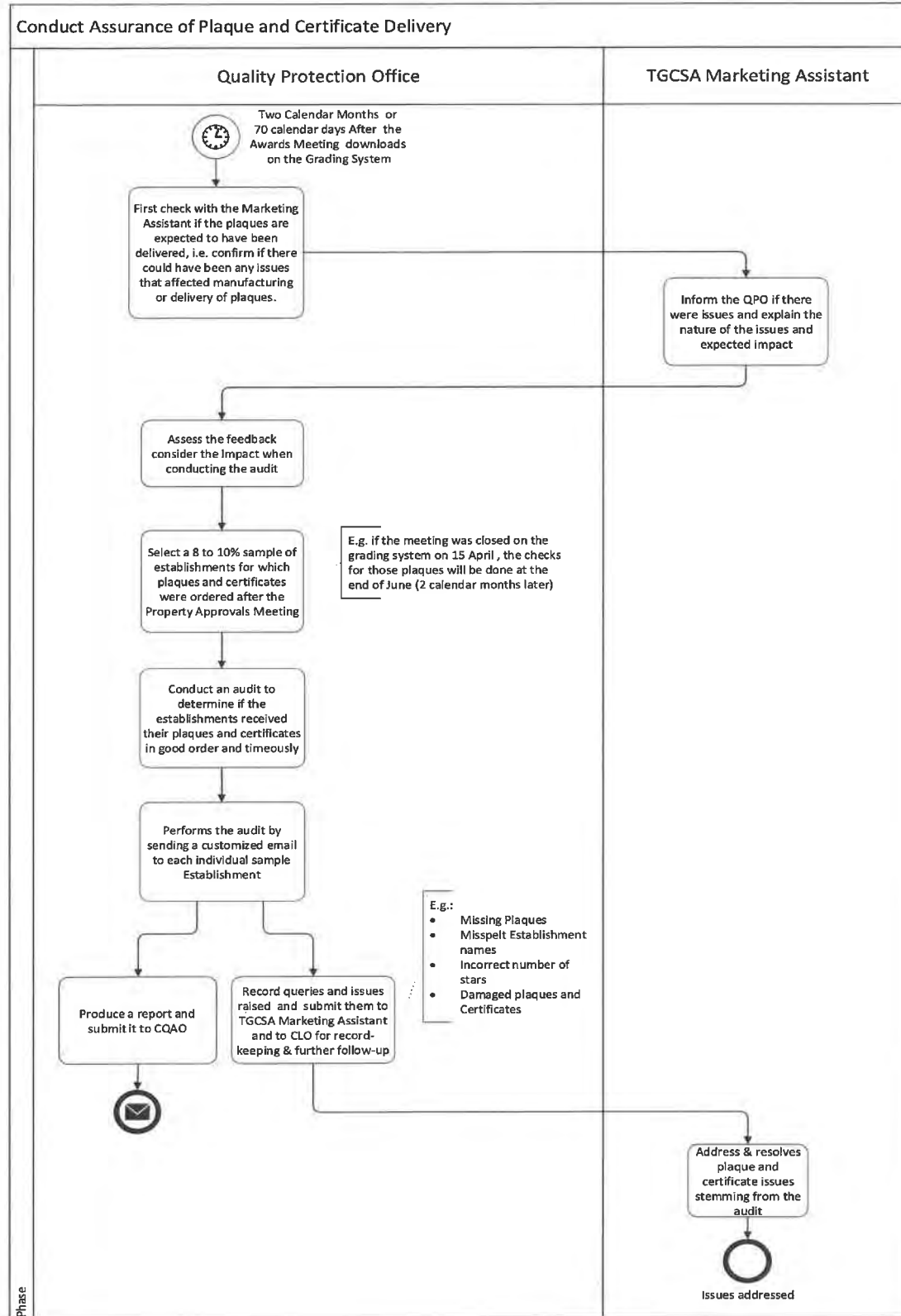
- Ithimba Lezokumaketha LeTGCSA lizothola isicelo sokushintshwa kweplakha:
  - Isicelo singasuka:
    - Esakhiweni;
    - Kuma-PMA;
    - Umhloli emele Isakhiwo.
- Ithimba Lezokumaketha le-TGCSA lizothinta Isakhiwo, ukwenza izinhlelo zokulandwa kweplakhasi elidala (ngaphandle uma lintshontshiwe):
  - Iplakhasi lizo-odwa noma lishintshwe ezimweni ezilandelayo:

- Isakhiwo sicele iplakhu eyengeziwe uma benendawo yokungena engaphezu kweyodwa;
  - Ukushintsha Uhlobo;
  - Ukukhuphula noma Ukwehlisa ubulunga;
  - Iplakhasi elintshontshiwe;
  - Iplakasi elifile;
  - Ukushintshwa kweplakhasi nge-Cl emdala.
- Ithimba Lezokumaketha le-TGCSA lizohlelelaikhoriya eqokiwe ye-TGCSA ukuthi ilanda iplakhasi.
  - Ngesikhathi ezifanayo Ithimba Lezokumaketha le-TGCSA lizo-oda iplakhasi etsha (eyengeziwe) kubenzi bamaplakhasi;
  - Ithimba Lezokumaketha le-TGCSA lizothatha iplakhasi elibuyisiwe.

#### 4.17.2. Ukulawulwa kwangaphakathi kanye nokuphathwa kwamaplakhu abuyisiwe

- I-MA, CLO kanye ne-QPO kungathola amaplakhu abuyisiwe ngezizathu ezahlukene ngokwemisebenzi yezikhundla;
- Amaplakhu engabuyiswa kuphela ku-TGCSA empahleni eyizindawo zokuhlala njengesinqumo sokugcina ku-SOP, ngenxa yobuncane bendawo yokubeka ezakhiweni Zezokuvakasha eNingizimu Afrika;
- Amaplakhu kumele abuyiselwe nganoma yiziphi izizathu azothathwa futhi asetshenziswe futhi abakhiqizi bamaplakhu abaqokwe yi-TGCSA;
- Amaplakhu atholwe emagcekeni Ezokuvakasha eNingizimu Afrika, kunerejista yeplakhu ebhalisiwe, egcinwe ngaphansi "KOKUMAKETHA" kufolda ye-TGCSA ye G-drive, lapho igama lezinombolo kanye/noma impahla okumaqondana neplakhu ebuyisiwe erekhodwe khona;
- Iplakhu ebuyisiwe ibese igcinwe egumbini lokugcina izinto Kwezokuvakasha eNingizimu Afrika noma ikhiyelwa ekhabetheni ehovisi le-TGCSA, kuzoncika ekutheni indawo ikhona kuphi
  - Indawo yokubeka (igumbi lokubeka izinto elingaphansi noma ikhabethe lasehovisi le-TGCSA) nayo irekhodiwe kurejista yeplakhu ephakathi nendawo, wshiwo ngenhla
- Umphathi: Ukuphathwa Kwezokuvakasha eNingizimu Afrika kugcina izikhiye zegumbi eliphansi lokugcina izinto;
- I-QPO igcina izikhiye zekhabethe lamaplakhu abuyisiwe emahhovisi e-TGCSA.
- Amaplakhu aseginwe iminyaka emibili noma ngaphezulu kusukela ngoNtulikazi ka-2016 kuya phambili azosetshenziswa futhi, ngemvume kanye nokusayina kwe-CQAO.

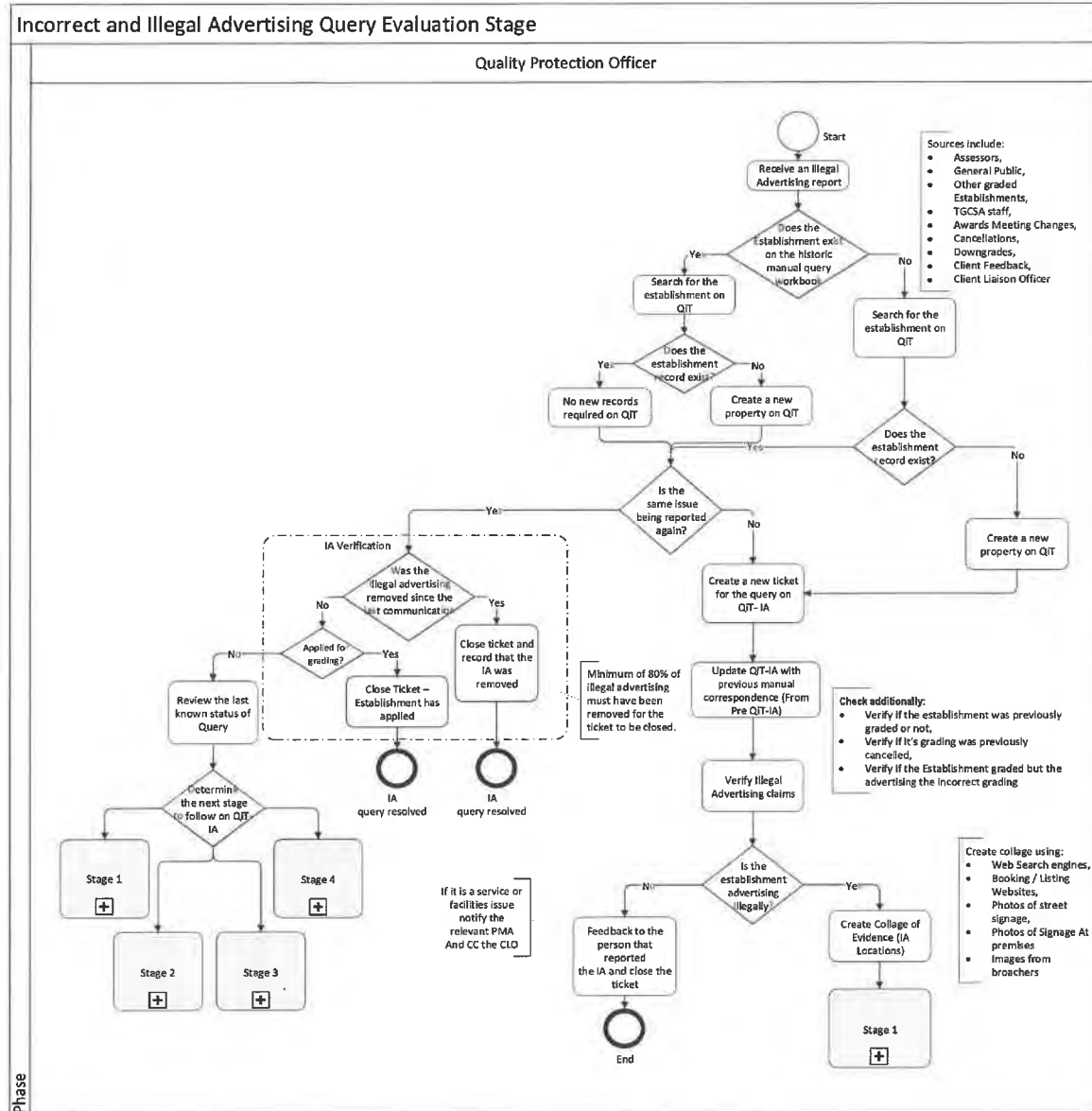
**4.18. Ukuqinisekiswa Kokuphathwa kanye Nokudiliviwa Kwezitifiketi**



#### 4.18.1. Ukuqinisekiswa Kokuphathwa kanye Nokudiliviwa Kwezitifiketi - Ukuchazwa Ngokubhala

- I-QPO kumele yenze ukucwaninga amabhuku kokudiliviwa Kwamaplahku kanye nezitifiketi, ezinyangeni ezimbili zekhalenda noma ezinsukwini ezingama-70 zekhakenda emuva kokuthi Umhlangano Ovumela Impahla ufakwe Ohlelweni Lokugreda;
- I-QPO kumele iqale ibheke Umsizi Wezokumaketha we-TGCSA uma amaplahku elindeleke ukuthi ahanjise, isb. ukuqinisekisa ukuthi uma kungaba khona izinkinga ezithinta ukukhiqizwa noma ukudiliviwa kwamaplahku;
- Umsizi Wezokumaketha we-TGCSA uzotshela i-QPO uma kukhona izinkinga bese eyachaza isimo senkinga kanye nokuthinteka okulindeleka;
- I-QPO izohlola impendulo bese ibhaka umthelela uma yenza ukucwaninga amabhuku;
- I-QPO izokhetha isampula elisuka ku-8 kuya ku-10% lezakhiwo amaplahku kanye nezitifiketi ezi-odwe khona emuva kokuthi Umhlangano Wokuvunyelwa Kwempahla ifakwa:
  - Isb. uma umhlangano wawumhla ziyi-15 kuMbaso, amasheke alawo maplahku azoqedwa ekuphileni kukaNhlanguvana.
- I-QPO izokwenza ukucwaningwa kwamabhuku le-8 kuya ku-10% ukunquma ukuthi izakhiwo ziwatholile ngendlela efanele kanye nangesikhathi esifanele yini amaplahku kanye nezitifiketi zawo;
- I-QPO yenza ukucwaninga amabhuku ngokuthumela imeyili kuzo zonke izakhiwo ezisesampuleni;
- I-QPO izokhipha umbiko futhi uhambise ku-CQAO njalo ngenyanga;
- -QPO izorekhoda imibuzo kanye nezinkinga okuphakanyiswe Izakhiwo eziyisampula bese ikuhambisa Umsizi Wezokumaketha we-TGCSA kanye Nesikhulu Esibhekelele Amakhasimende (CLO) ukuthi bakusombululo:
  - Isb.:
    - Amaplahku kanye/noma izitifiketi okungakatholwa
    - Amaplahku alahlekile
    - Amagama Ezakhiwo angabhalwanga ngokufanele;
    - Izinombolo zezinkanyezi ezingafanele;
    - Amaplahku noma izitifiketi okumoshekile.
- Umsizi Wezokumaketha we-TGCSA uzobheka futhi asombulule izinkinga zamaplahku kanye nezitifiketi ezivela ekucwaningweni kwamabhuku;
- I-CLO izogcinwa irekhodi ilandlele Umsizi Wezokumaketha we-TGCSA ekusombululeni kwalesi zinkinga.

4.19. Isigaba Sokubheka Imibuzo



**4.19.1. Isigaba Sokubheka Imibuzo - Incazelo Ngokubha**

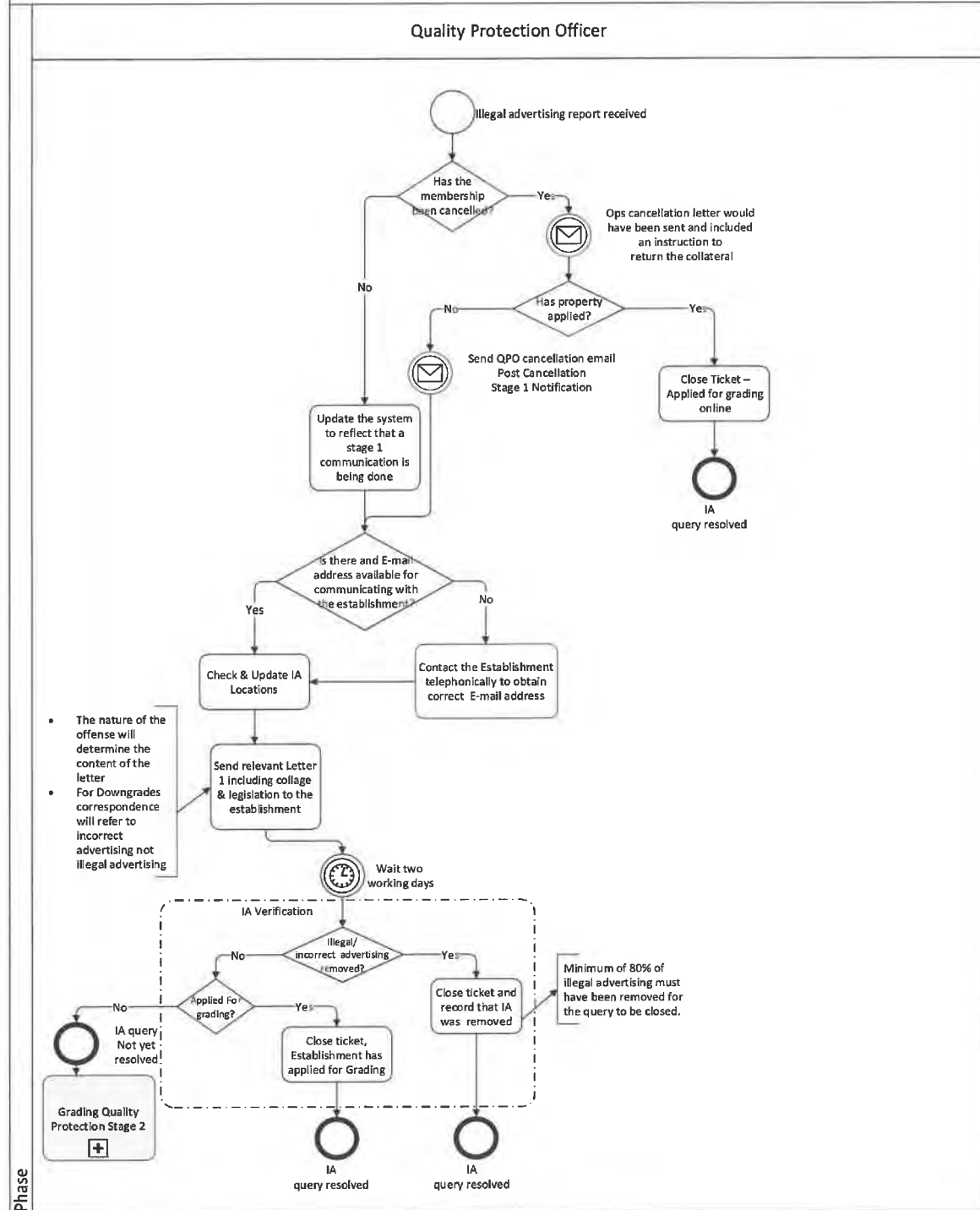
- I-QPO ithatha imibuzo Yokukhangisa okungekho emthethweni emithonje elandelayo:
  - Abahloli;
  - Umphakathi;
  - Ezinye Izakhiwo Ezigrediwe;
  - Abasebenzi be-TGCSA;
  - Umhlangano Woshintsho Lwemiklomele;
  - Ukukhanselwa;
  - Ukwehliswa;
  - Impendulo yamakhasimende;
  - Isikhulu Esibhekelele Amakhasimende (CLO)
- Ukubheka ukuthi Isakhiwo sikhona encwadini yomlando yemanuwali yemibuzo (amarekhodi angaphambilini e-MS Excel);
- Ukubhekwa Kohlelo Lokugredwa Lesakhiwo;
- Ukunquma ukuthi amarekhodi Esakhiwo akhona Ohlelweni Lokugreda:
  - Uma engekho, kwakhiwe impahla entsha Ohlelweni Lokugreda;
  - Uma ekhona, kuzobhekwa ukuthi isibhekiwe yini imibuzo ngaphambilini Ohlelweni Lokugreda-IA noma kumanuwali yangaphambilini ye-MS Excel.
    - Uma kusetshenziwe ngawo ngaphambilini Ohlelweni Lokugreda-IA, izigaba zokuqinisekisa zohlelo IA (kuzophindwa ukuhlolwa kwemibuzo bese kulandelwa isigaba esilandelayo esifanele);
    - Uma kusetshenziwe ngawo ngaphambilini kumanuwali MS Excel kuphela kodwa isakhiwo sikhona Ohlelweni Lokugreda:
      - Kwakhiwe ithikithi elisha lwemibuzo Yohlelo Lokugreda-IA
      - Kuzovuselelwa Uhlelo Lokugreda-IA lemanuwali yangaphambilini (kusukela ngaphambi kokuthi kube Sohlelweni Lokugreda-IA)
    - Uma kungumbuzo omusha, kuzokwakhiwa ithikithi elisha lombuso Wohlelo Lokugreda-IA bese kuqhutshekwa esigabeni sokuqinisekisa.
- Izigaba zokuqinisekisa ukukhangisa okungekho emthethweni (IA):
  - Uma umbuzo sekusetshenziwe ngawo ngaphambilini, kumele kubhekwe ukuthi sisifakile yini isicelo sokugredwa:
    - Uma kukhona isicelo esikhona Ohlelweni Lokugreda Esakhiweni, imibuzo ye-IA iyasonjululwa futhi i-QPO ivala ithikithi;
    - Uma kungekho isicelo esikhona Ohlelweni Lokugreda Sesakhiwo;
      - Kubhekwa isimo esaziwayo sangaphambilini kanye nokuhambisana nemibuzo;
      - Kubhekwa ukuthi izindawo ezingama-80% noma ngaphezulu ze-IA ziqinisekisiwe;
      - Uma izindawo ezingama-80% noma ngaphezulu ziqinisekisiwe, imibuzo ye-IA iyasonjululwa futhi i-QPO ivala udaba;
        - Uma amaphesenti angaphansi kwama-80% e-IA eqinisekisiwe, i-QPO inquma isigaba esilandelayo Ohlelweni Lokugreda-IA, okungahlanganisa ukwengezwa kwendawo.

- Uma kungumbuzo omusha
  - Ukuqinisekiswa ukuthi isakhiwo besigrediwe ngaphambilini noma cha;
  - Ukuqinisekisa ukuthi ukugredwa akukhanselwanga yini ngaphambilini;
  - Ukuqinisekisa ukuthi Isakhiwo esigrediwe kodwa sikhanga inani lezinkanyezi elingelona iqiniso;
  - Ukusho ukuthi isakhiwo sikhanga ngokungemthetho:
    - Uma kungelona iqiniso, kumele sihlizwe impendulo kumuntu obike i-IA bese kuvalwa ithikithi:
      - Uma kuyinkinga yesevisi noma yesakhiwo, kwaziswe i-CLO emuva kokuvalwa kwethikithi.
      - Uma kuyiqiniso, Kwenziwe Inhlanganisela Yobufakazi (Izindawo ze-IA) ngokusebenzisa lokhu okulandelayo:
        - Ukusesha ku-intanethi;
        - Ukubhukga / Ukubalwa Kwamawebhusayithi;
        - Izithombe zezimpawu zomgwaqo;
        - Izithombe zezimpawu ngaphakathi esakhiweni;
        - Izithombe zamabrosha.
  - Ukuqhubekela esigabeni esifanele Sohlelo Lokugreda-IA.
    - Lokhu kuzokwenza ukuthi imeyili ithunyelwe isakhiwo (ngokuzenzakalela izokhopho i-CLO) nezinezelo ezilandelayo:
      - Incwadi ehloniphekile efanele;
      - Inhlanganisela yezibonelo zokukhangisa okungekho emthethweni;
      - Umqulu onesigaba esifanele soMthetho.

**4.20. Ukuqinisekiswa Kokuvikelwa Kwekhwalthi - Isigaba soku-1**



Quality Protection Assurance – Stage 1

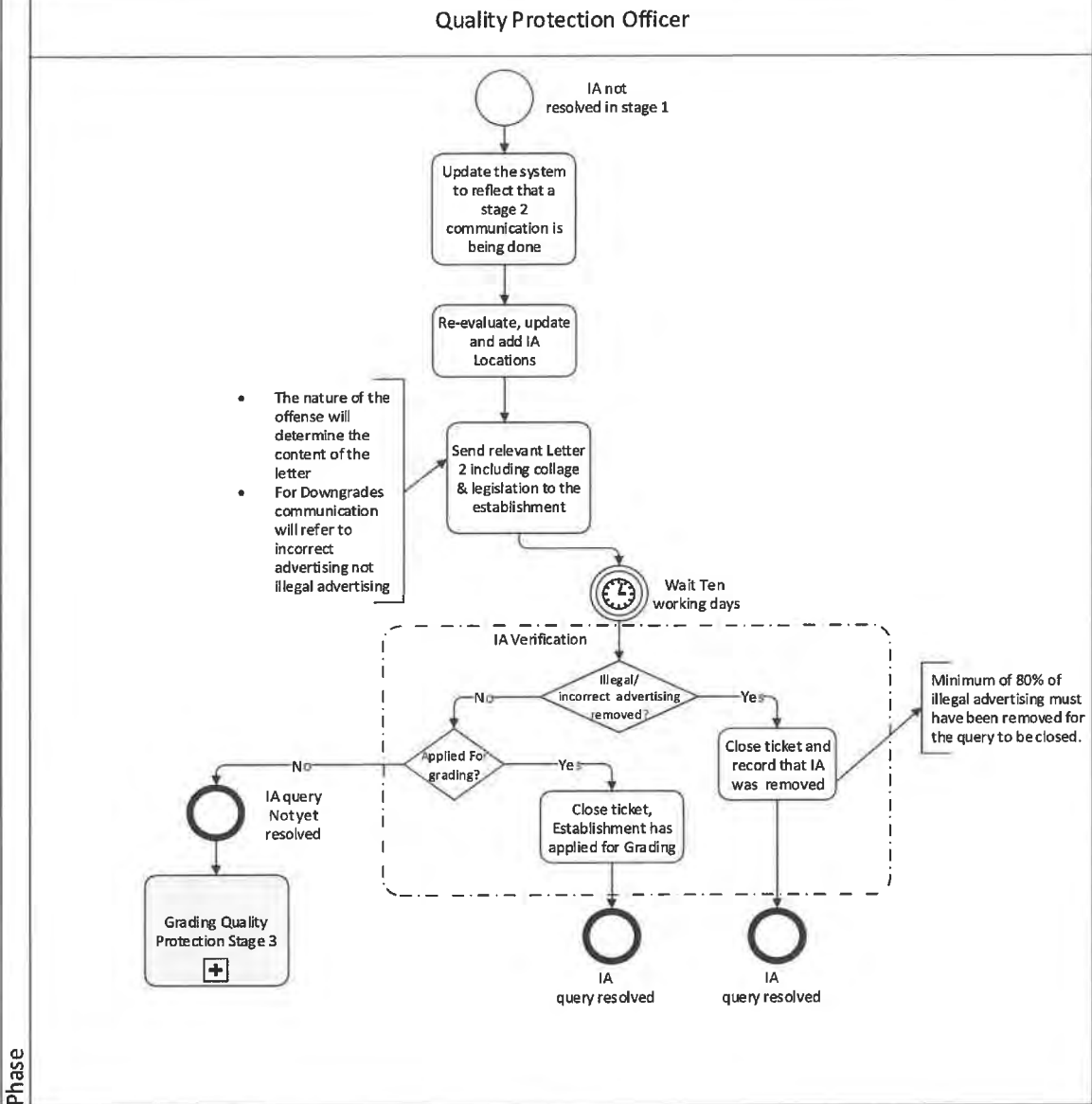


4.20.1. Ukuqinisekiswa Kokuvelwa Kwekhwalithi - Isigaba soku-1 - Ukuchazwa Ngamagama

- Ukunquma ukuthi ngabe Isakhiwo ngaphambilini sasinobulunga obukhanseliwe:
  - Uma kunjalo, Imeyili Yokukhansela kumele ukube yathunyelwa Esakhiweni, pkuhlanganisa, umyalelo wokuthi sikhishwe futhi sibuyiselwe enkanyezini yokuhlanganyela:
    - Uma impahla ifake isicelo sokugredwa:
      - Imibuzo ye-IA iyasombululwa bese i-QPO ivala ithikithi.
    - Uma lungekho uhlelo laku-intanethi Lohlelo Lokugreda:
      - I-QPO ithumela Isakhiwo imeyili Yokukhansela emuva Kwesigaba soku-1
  - Uma Kungenjalo, i-QPO ibuyekeza Uhlelo Lokugreda-IA ukuveza ukuthi isigaba soku-1 sesenziwe.
- I-QPO ibheka ukuthi likhona yini ikheli lemeyili elikhona ohlelweni olukhona
  - Uma Kungenjalo, kuthintwa Isakhiwo ngocingo ukuthola imeyili esebenzayo
    - I-QPO ithatha ikheli lemeyili elifanele Ohlelweni Lokugreda-IA (ku “Alt Email”)
- I-QPO iphenya futhi ithatha izindawo se-IA;
- I-QPO ithumela Incwadi 1 efanele nenhlanganisela kanye nemiqulu yomthetho:
  - Uhlobo lwecala luzonquma okuqukethwe encwadini;
  - Ukwehliswa kuzobhekisa ekukhangisweni okungelona iqiniso hhayi ukukhangise okungekho emthethweni.
- Emuva kwezinsuku ezimbili zokusebenza, i-QPO iphinde ilandela Izigaba Zokukhangisa Okungemthetho okukhulunywe ngakho endimeni Yesigaba Sokubhekwa Kwemibuzo;
- Uma imibuzo ye-IA ingakususwa kuze kube yilapha, Uhlelo Lokugreda-IA luzokuveza ukuthi isigaba esilandelayo silindelwe ukuthi senziwe ngokwe-SLA Yohlelo Lokugreda-IA;
- I-QPO ingaseqa Isigaba Sohlelo Lokugreda uma:
  - I-IA sekuqediwe ngayo ngaphambilini yi-QPO noma yinoma ubani obambe iqhaza ngokusebenzisa imanuwali
  - Uma isimo, ubunjalo kanye nesigqi secala elithile sivumela.
- Esimeni esinjalo, i-QPO izothathwa amanothi Ohlelo Lokugreda-IA maqondana nokuphendula kwemanuwali yangaphambilini noma maqondana nobunjalo becala.

#### 4.21. Ukuqinisekiswa Kokuvikelwa Kwekhwalthi - Isigaba sesi-2

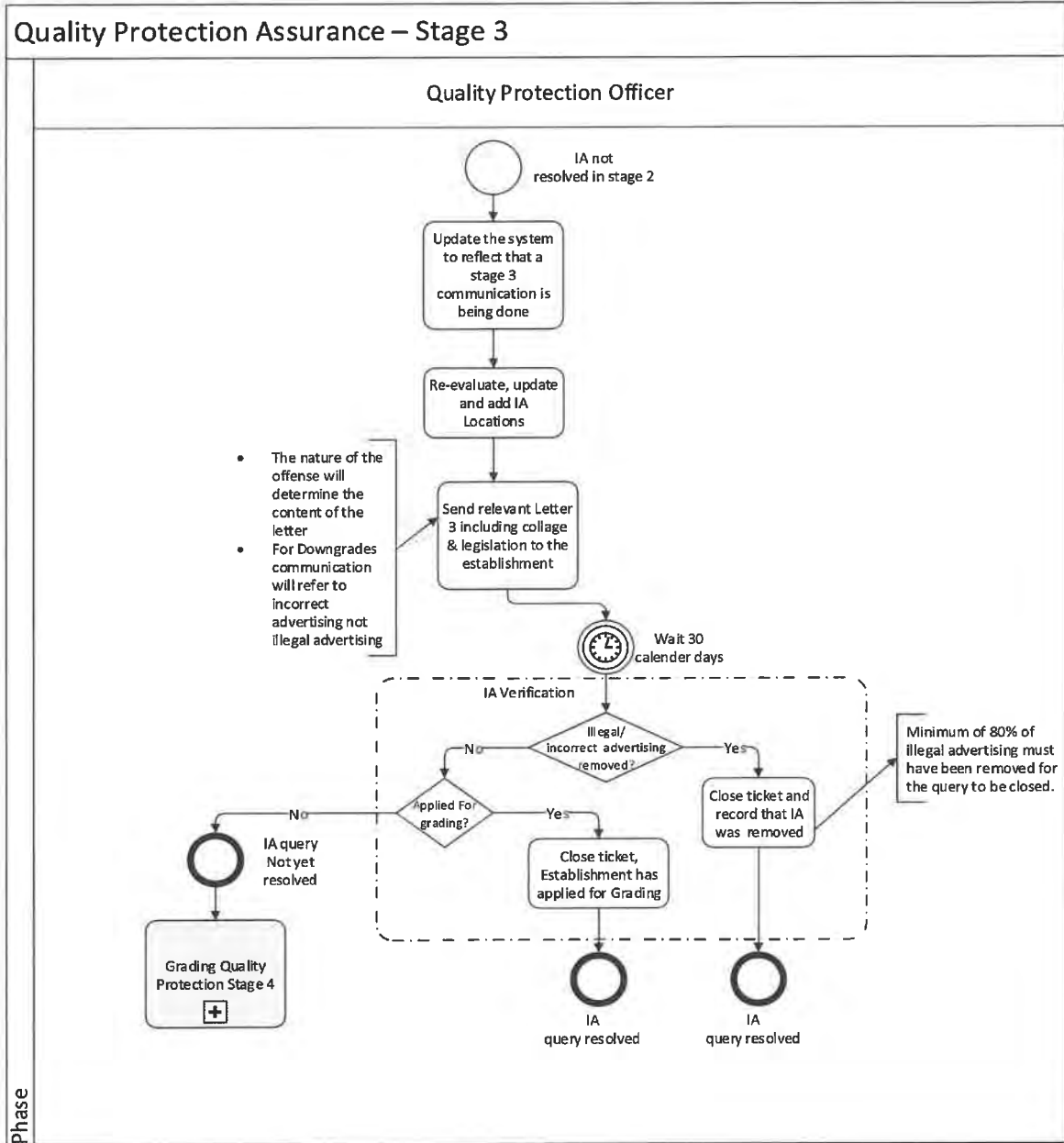
Quality Protection Assurance – Stage 2



**4.21.1. Ukuqinisekiswa Kokuvikelwa Kwekhwalithi - Isigaba sesi-2 - Ukuchazwa Ngamagama**

- I-QPO ibuyekeza Uhlelo Lokugreda-IA ukuthi luveze ukuthi Isigaba sesi-2 sesiqediwe;
- I-QPO iphinde ibheke, ibuyekezwe iphinde yengeze izindawo ze-IA lapho kunesidingo;
- I-QPO ithumela isakhiwo incwadi efanele yesi-2 okuhlenganisa imiqulu eyinhlanganisela & nomthetho;
  - Isimo secala sizonquma okuqukethwe yincwadi;
  - Ukwehliswa kuzobhekisa ekukhangisweni okungelona iqiniso hhayi ukukhangise okungekho emthethweni.
- Emuva kwezinsuku eziyishumi zokusebenza, i-QPO iphinde ilandela Izigaba Zokukhangisa Okungemthetho okukhulunywe ngakho endimeni Yesigaba Sokubhekwa Kwemibuzo;
- Uma imibuzo ye-IA ingakuswa kuze kube yilapha, Uhlelo Lokugreda-IA luzokuveza ukuthi isigaba esilandelayo silindelwe ukuthi senziwe ngokwe-SLA Yohlelo Lokugreda-IA;
- I-QPO ingaseqa Isigaba Sohlelo Lokugreda uma:
  - I-IA sekuqediwe ngayo ngaphambilini yi-QPO noma yinoma ubani obambe iqhaza ngokusebenzisa imanuwali;
  - Uma isimo, ubunjalo kanye nesigqi secala elithile sivumela.
- Esimeni esinjalo, i-QPO izothathwa amanothi Ohlelo Lokugreda-IA maqondana nokuphendula kwemanuwali yangaphambilini noma maqondana nobunjalo becala.

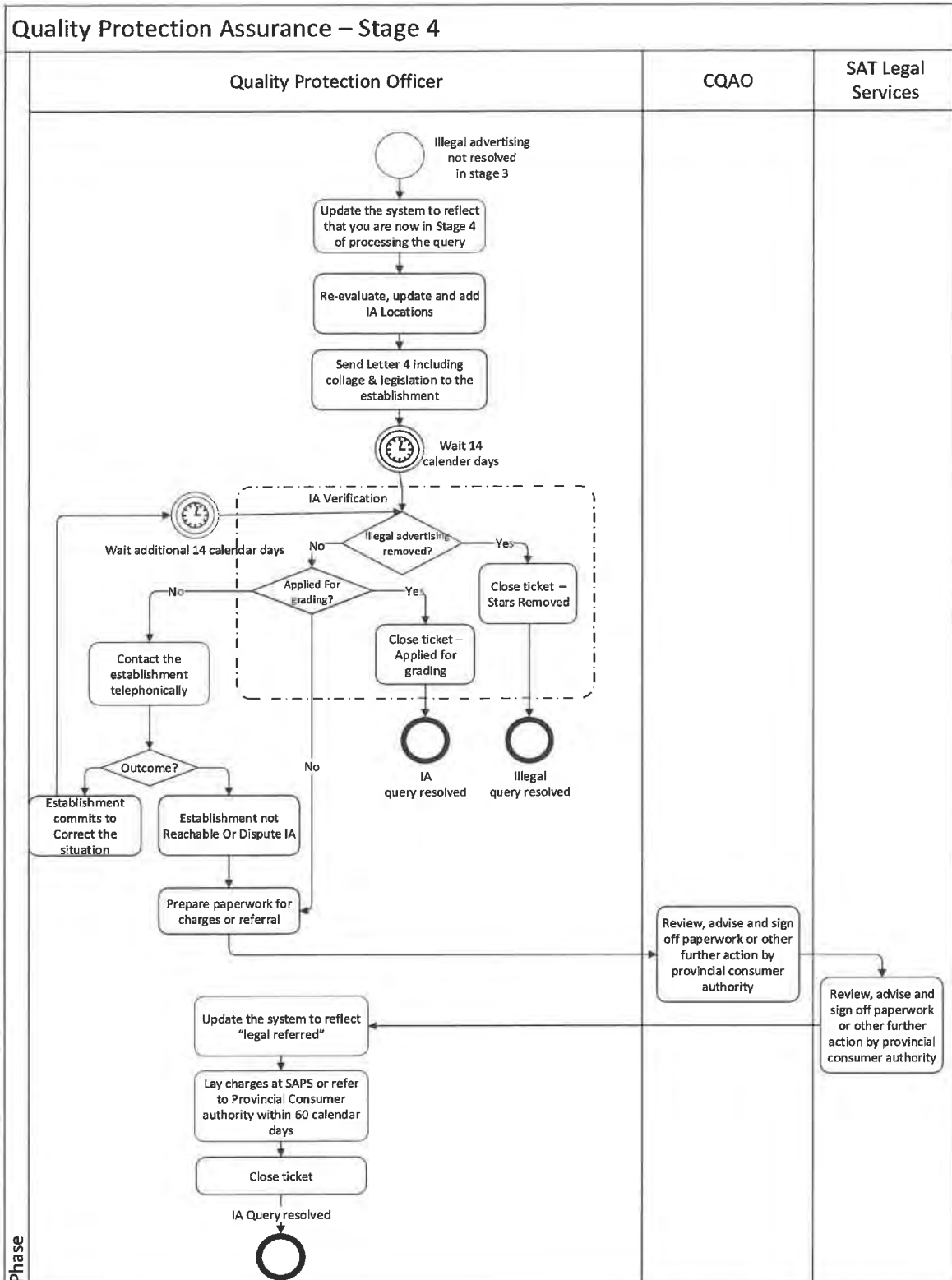
4.22. Ukuqinisekiswa Kokuvikelwa Kwekhwalithi - Isigaba sesi-2



**4.22.1. Ukuqinisekiswa Kokuvikelwa Kwekhwalithi - Isigaba sesi-3 - Ukuchazwa Ngamagama**

- I-QPO ibuyekeza Uhlelo Lokugreda-IA ukuthi luveze ukuthi Isigaba sesi-3 sesiqediwe;
- I-QPO iphinde ibheke, ibuyekezwe iphinde yengeze izindawo ze-IA lapho kunesidingo;
- I-QPO ithumela isakhiwo incwadi efanale yesi-3 okuhlanganisa imiqulu eyinhlanganisela & nomthetho;
  - Isimo secala sizonquma okuqukethwe yincwadi;
  - Ukwehliswa kuzobhekisa ekukhangisweni okungelona iqiniso hhayi ukukhangise okungekho emthethweni.
- Emuva kwezinsuku ezingamashumi amathathu zokusebenza, i-QPO iphinde ilandela Izigaba Zokukhangisa Okungemthetho okukhulunywe ngakho endimeni Yesigaba Sokubhekwa Kwemibuzo;
- Uma imibuzo ye-IA ingakususwa kuze kube yilapha, Uhlelo Lokugreda-IA luzokuveza ukuthi isigaba esilandelayo silindelwe ukuthi senziwe ngokwe-SLA Yohlelo Lokugreda-IA;
- I-QPO ingaseqa Isigaba Sohlelo Lokugreda uma:
  - I-IA sekuqediwe ngayo ngaphambilini yi-QPO noma yinoma ubani obambe iqhaza ngokusebenzisa imanuwali
  - Uma isimo, ubunjalo kanye nesigqi secala elithile sivumela.
- Esimeni esinjalo, i-QPO izothathwa amanothi Ohlelo Lokugreda-IA maqondana nokuphendula kwemanuwali yangaphambilini noma maqondana nobunjalo becala.

**4.23. Ukuqinisekiswa Kokuvikelwa Kwekhwalithi - Isigaba sesi-4**

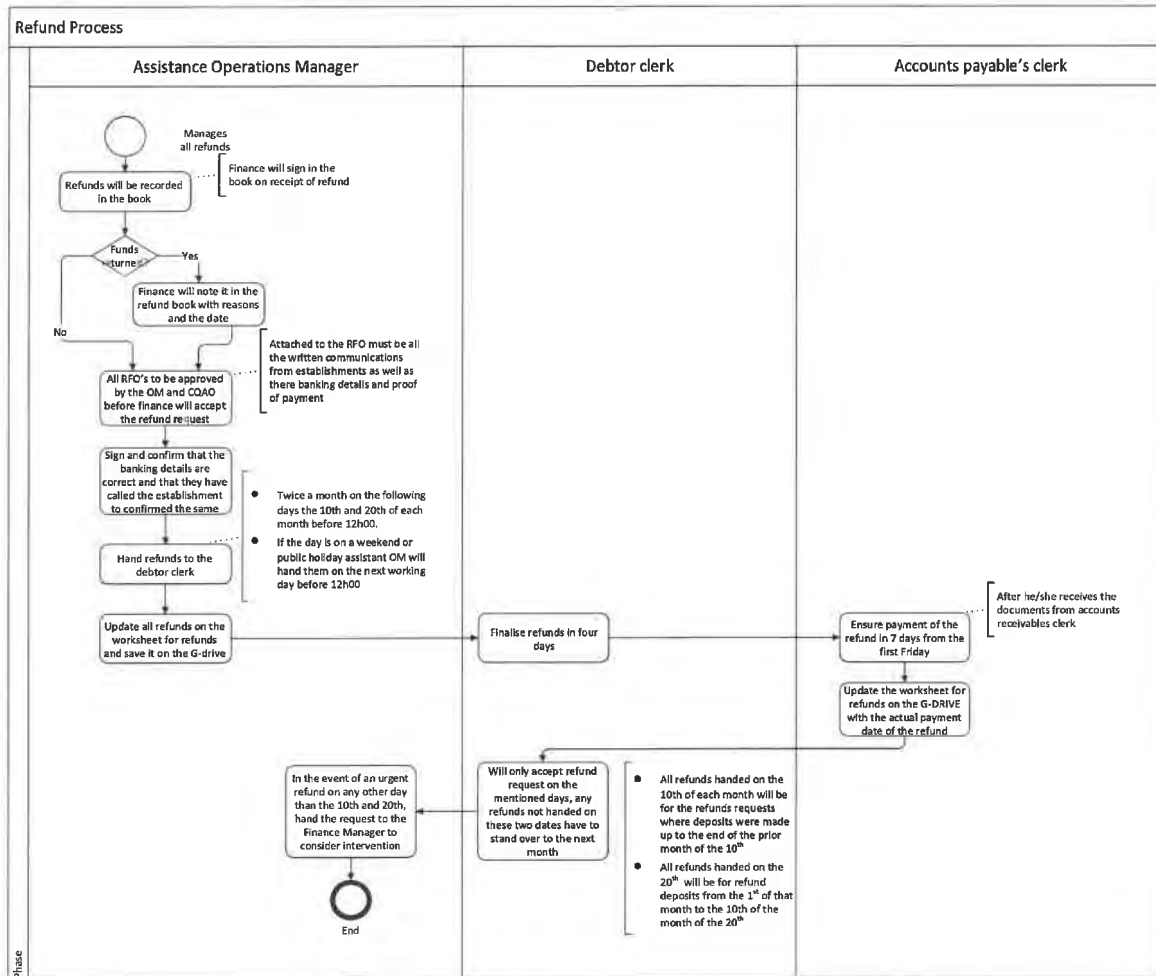


4.23.1. Ukuqinisekiswa Kokuvikelwa Kwekhwalthi - Isigaba sesi-2 - Ukuchazwa Ngamagama



- I-QPO ibuyekiza Uhlelo Lokugreda-IA ukuthi luveze ukuthi Isigaba sesi-4 sesiqediwe;
- I-QPO iphinde ibheke, ibuyekizwe iphinde yengeze izindawo ze-IA lapho kunesidingo;
- I-QPO ithumela isakhiwo incwadi efanele yesi-4 okuhlanganisa imiqulu eyinhlanganisela & nomthetho;
- Eznsukwini eziyi-14 zekhalenda, kuzobhekwa ukuthi Isakhiwo sisifakile yini izicelo sokugreda:
  - Uma kunesicelo esikhona Ohlelweni Lokugreda Sesakhiwo, imibuzo ye-IA isombululiwe futhi i-QPO iyalivala ithikithi;
  - Uma singekho isicelo esikhona Ohlelweni Lokugreda Sesakhiwo;
    - Ukubuyekizwa kwezimo kanye nokuhambisana kombuzo;
    - kuzobhekwa ukuthi ama-80% noma ngaohezulu e-IA aqinisekisiwe yini:
      - Uma ama-80% e-IA eqinisekisiwe, imibuzo ye-IA iyasombululwa futhi i-QPO ivala ithikithi;
      - Uma kungaphansi kwama-80% e-IA eqinisekisiwe, i-QPO ithinta Isakhiwo ngocingo ukuvikela izinyathelo zomthetho:
        - Uma Isakhiwo sizibophezela ukulungisa isimo, i-QPO ivumela ezinye izinsuku ezengeziwe eziyi-14 zekhalenda ngaphambi kokuphinda kokuphindwa Kwezinyathelo Zokuqinisekisa Ukukhangisa Okungekho Emthethweni (IA) njengokuba kushiwoendimeni Yesigaba Sokubhekwa Kwemibuzo:
          - Uma Izinyathelo Zokuqinisekisa Ukukhangisa Okungekho Emthethweni (IA) zinomphumela ogculisayo: imibuzo iyasombululwa bese i-QPO ivala ithikithi.
          - Uma Izinyathelo Zokuqinisekisa Ukukhangisa Okungekho Emthethweni (IA) zinomphumela ongagculisi, i-QPO ilungisa amaphepha amacala noma ukudlulisela Ezikhulwini Zezabathengi Esifundazweni;
        - Uma Isakhiwo singatholakali ngocingo noma siphikisana ne-IA:
          - i-QPO ilungisa amaphepha amacala noma ukudlulisela Ezikhulwini Zezabathengi Esifundazweni;
  - I-CQAO ibheka, iyale bese isayina la maphepha;
  - I-QPO ibuyekiza Uhlelo Lokugreda-IA ukuthi luveze ukuthi “ludluliselwe kwezomthetho”
  - Ezomthetho ZEZOKUVAKASHA ENINGIZIMU zizobheka, ziyale zisayina la maphepha;
  - I-QPO inezinsuku ezingama-60 zekhalenda emuva kokusayinwa Kwezomthetho ukuthi ivule icala ku-SAPS noma idlulisele udaba Ehovisi Lwezabathengi ukuthi luphenywe kabanzi
  - I-QPO ivala ithikithi Ohlelweni Lokugreda-IA.

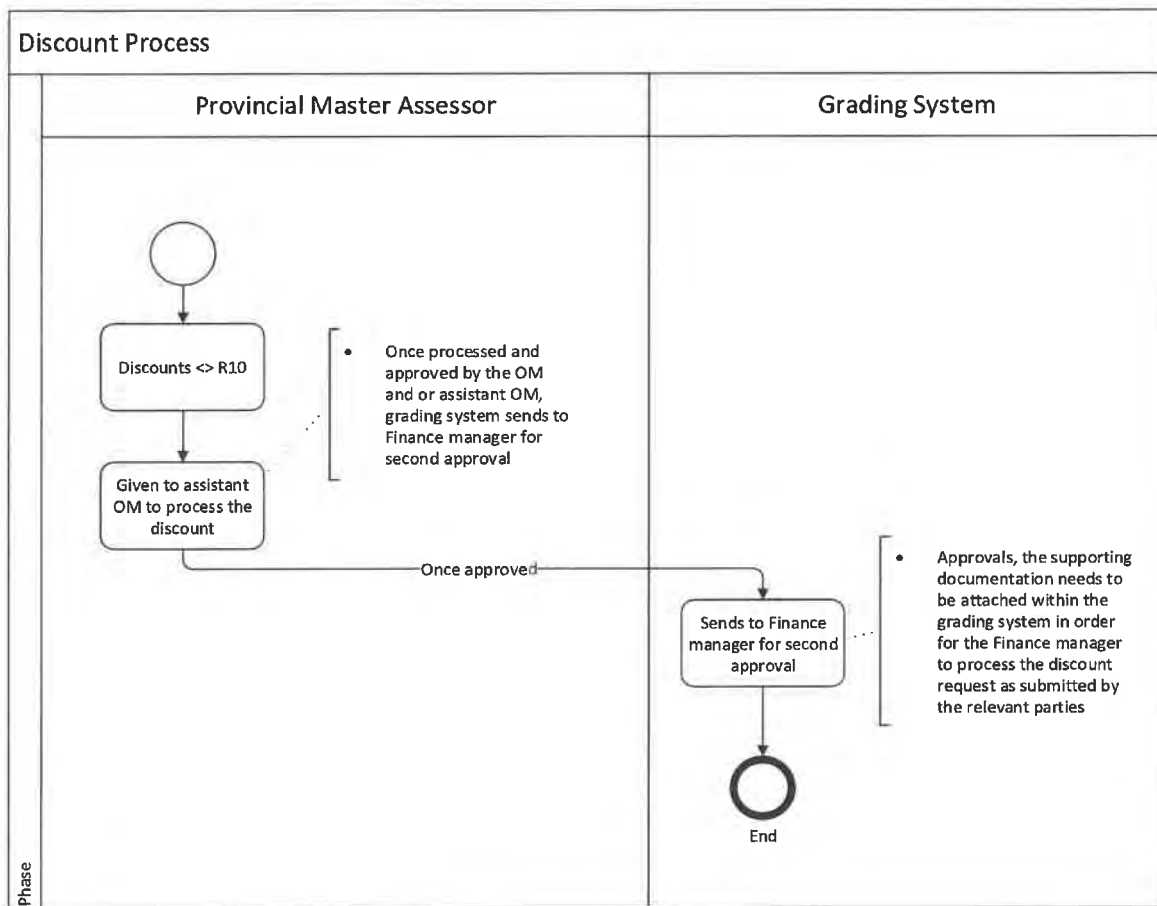
4.24. Uhlelo Lokubuyiswa Kwemali



**4.24.1. Uhlelo Lokubuyisa Imali -Incazelo Ngamagama**

- Umsizi we-OM uphatha zonke izimali ezibuyiselwe emuva.
  - Zonke izimali ezibuyiselwe emuva zizorekhodwa ebhukwini futhi owezimali uzosayina ebhukwini ekutholweni kwemali ebuyiselwayo.
  - Imali ebuyiselwayo ibuyiselwa Kumsizi we-OM, owezimali uzobhala ebhukwini leziMali ezibuyiswayo nezizathu kanye nosuku.
- Yonke i-RFO izovunyelwa Umpathi WEzokusebenza kanye ne-CQAP ngaphambi kokuthi owezimali avumele isicelo sokubuyisela imali;
- Kumele kufakwe i-RFO kukho konke ukuxhumana okusuka ezakhiweni kanye neminingwane yazo yasebhangwe esuka kubabhengi bazo kanye nobufakazi bokukhokha;
- Ithimba lokusebenza kumele liphinde lisayine futhi liainisekise ukuthi iminingwane yebhangwe iyiqiniso futhi selisithintile isakhiwo ukuqinisekisa okufanayo;
- Umsizi we-OM uzokhipha imali ebuyiselwayo ayise eklekhini lezikweleti kabili ngenyanga ezinsukwini ezilandelayo, ziyi-10 kanye nahla zingama-20 njalo ngenyanga ngaphambi kwehora le-12. Uma usuku lungempelasonto noma liyiholidi Umsizi we-OM uzoyikhipha ngosuku olulandelayo lokusebenza ngaphambi kwehora le-12;
- Umsizi we-OM uzophinda abuyekeze zonke izimali okumele zibuyiselwe emuva ashadini lazo bese eligcin ku G-drive;
- Iklekhi lezikweletu lizoba nezinsuku ezine ukuthi liqede bese linika Iklekhi Elikhokhela Ama-akhawunti.
- Iklekhi elikhokhela ama-akhawunti lizoqinisekisa ukubuyiselwa kwemali ezinsukwini eziyi-7 kusukela Ngolwesihlanu lokuqala emuva kokuthola imiqulu esuka eklekhini elithola ama-akhawunti;
- Iklekhi elikhokhela ama-akhawunti lizobuyekeza ishadi leziMali ezibuyiselwayo eliku G-DRIVE ngosuku lokukhokhwa kwemali;
- Yonke imali ebuyiselwayo inikwe i-iklekhi elithathayo ngomhla ziyi-10 njalo ngenyanga owezicelo zokubuyiselwa izimali lapho amadiphozithi ayenzwe ekuphileni kwenyanga ngaphambi nkenyanga yomhla ziyi-10;
- Zonke izimali ezibuyiswayo zinikwa i-iklekhi elitholayo mhla zingama-20 kuzobe kungeyokubuyiselwa kwamadiphozithi asekelo mhla zi-1 kuleyo Nyanga kuya mhla ziyi-10 kwenyanga yomhla zingama-20;
- Amaklekhi athola imali azovumela izicelo zokubuyiselwa ima ezinsukwini ezidalulwe ngenhla, noma yikuphi ukubuyiselwa kwemali okungalethwanga kulezi zinsuku ezimbili kumele zimele inyanga elandelayo;
- Lapho kunemali okumele ibuyiselwe ngokushesha kunoma yiluphi usuku ngaphandle kwamhla ziyi-10 kanye namhla zingama-20, umsizi womphathi wezokusebenza uzodingida isicelo Nomphathi Wezezimali ukuthi angenelele.

**4.25. Uhlelo Lokubuyisa Imali**

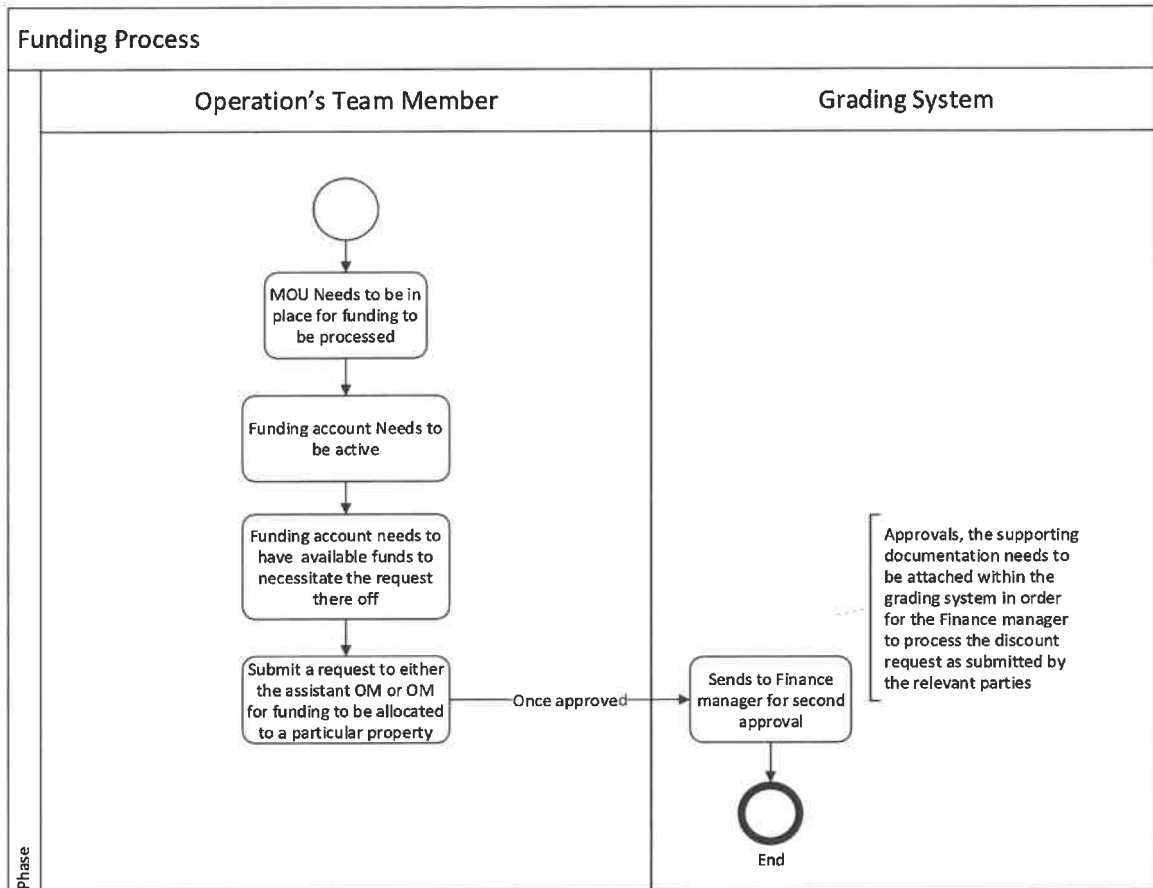


**4.25.1. Uhlelo Lokubuyisa Imali -Incazelo Ngamagama**

- Ukwaphulelwa okungaphansi kuka-R10
  - I-PMA ingathola imvume ku-CQAO bese inikwe umsizi we-OM ukuthi eqhube ukwaphulela;
  - Uma sekuqhutshiwe futhi kwavunyelwa yi-OM kanye noma umsizi we-OM, uhlelo lokugreda luthumela umphathi Wezezimali ukuthi zivunyelwe okwesibili;
- Ukwaphulelwa okungaphezulu kuka-R10
  - I-PMA ingathola imvume ku-CQAO bese inikwe umsizi we-OM ukuthi enze ukwaphulela;
  - Uma sekwenziwe futhi kwavunyelwa yi-OM kanye noma i-OM, uhlelo lokugreda luthumela ku,phathi Wezezimali ukuthi enze ukuvumela kwesibili uma kunesidingo;

- Ukuthola ukuvunyelwa kokubili okungenhla, imiqulu esekelayo kumele ifakwe ohlelweni lokugreda ukuze umphathi Wezezimali ezokwenza ukwaphulela okuceliwe njengokuba kulethwe abathintekayo.

4.26. Imali - Uhlelo



4.26.1. Imali - Ukuchazwa Ngokwamagama

- Ukuze imali idluliswe, kubalulekile ukuthi i-MOU isendaweni futhi i-akhawunti yemali iyasebenza futhi inemali ekhona yesicelo esinjalo. Okulandelayo kumele kwenzeke:
  - Ilunga lethimba Lwezokusebenza elibhekelele izimali lizohambisa isicelo kumsizi we-OM noma i-OM ukuze imali yabelwe impahla ethile.
  - Ithimba lezokusebenza kumele ligcine amarekhodi ayo yonke imiqulu eyesekelayo azo zonke izicelo zezimali (ukugcina ngokuphepha okuceliwe kwe-AG, ukucwaningea kwamabhuku kwangaphakathi, ezezimali, njll.)

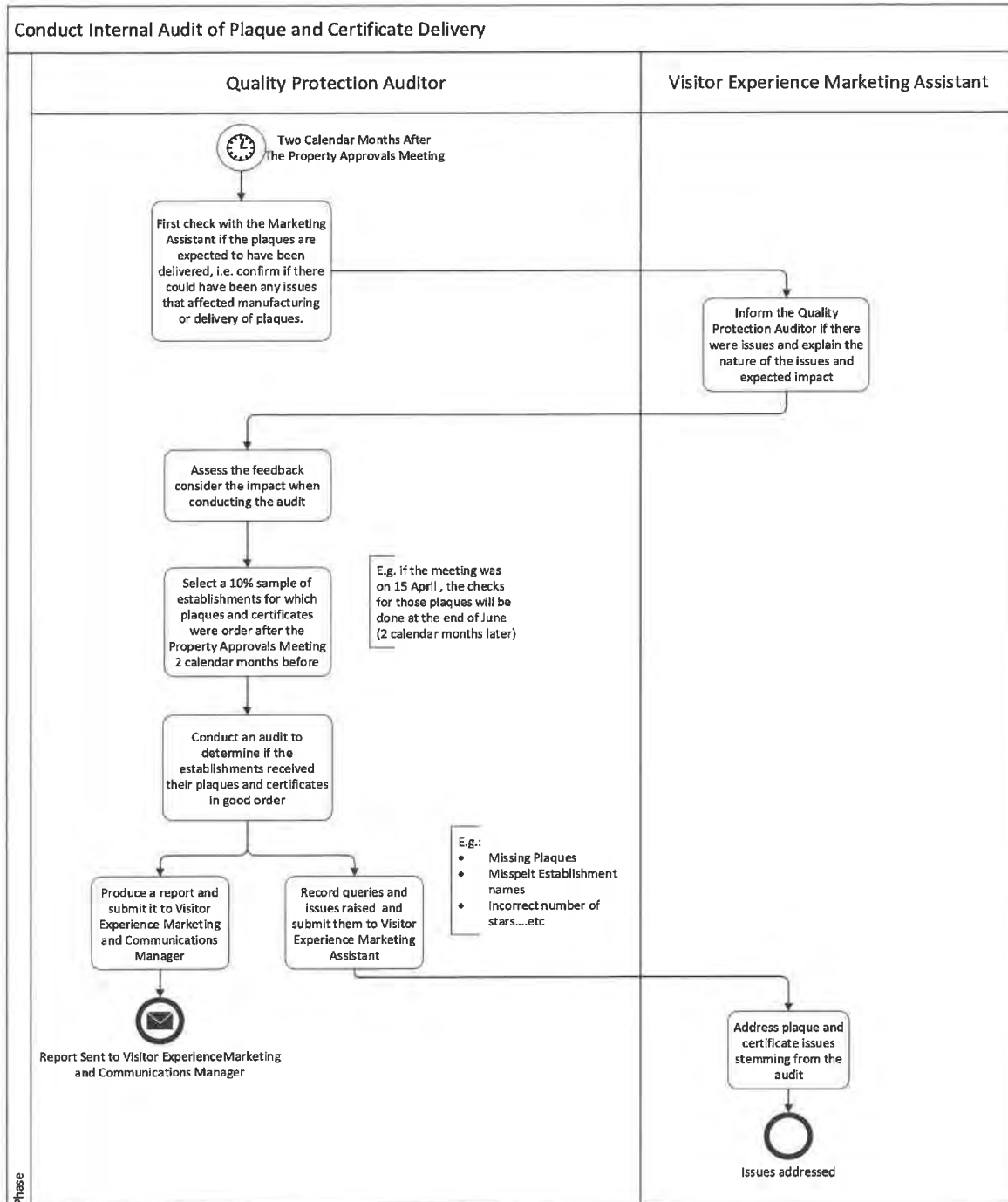
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- Uma uhlelo zelufakiwe futhi lavunya yi-OM kanye nomsizi we-OM, uhlelo lokugreda imali izophuma ngokuzenzakalela uma kunemali ku-akhawunti yemali;
- Ithimba lezokusebenza kumele ligcine amarekhodi ayo yonke imiqulu eyesekelayo azo zonke izicelo zezimali (ukugcina ngokuphepha okuceliwe kwe-AG, ukucwaninga kwamabhuku kwangaphakathi, ezezimali, njll.)

#### 4.27.      **Impendulo Yamakhasimende**



**4.27.1. Impendulo Yamakhasimende -Incazelo ngamagama**

- Umsebenzi wesikhulu esibhekelele amakhasimende ukuthatha izimpendulo ezisuka kubabambi benqaza bangaphakathi kanye nabangaphandle okuhlanganisa Izakhiwo ezigrediwe / nezingagredwana, Umhloli, ababambi beqhaza bemboni kanye nezivakashi.
  - Ngaphakathi (Izakhiwo, Abahloli, abasebenzi BEZOKUVAKASHA EZINGIZIMU AFRIKA, i-NTD, Ikomidi lephothifoliyo, njll.)
  - Ngaphandle (Izimboni ezmukela izivakashi isb. ososeshini, amagatsha e-APEX & kanye nokuvakasha njll.)
- Izimpendulo zihanjiswa ngendlela elandelayo:
  - Iwebhusayithi:
    - Ikhasimende lingena ku: [www.tourismgrading.co.za](http://www.tourismgrading.co.za);
      - Likhetho okumayelana ne-TGCSA;
      - Likhetho ukuxhumana;
      - Lithumele impendulo
  - Imeyili:
    - Ikhasimende lithumela imeyili ku: [feedback@tourismgrading.co.za](mailto:feedback@tourismgrading.co.za)
  - Ucingo:
    - Ikhasimende lithinta ku: 011 895 3013
- I-CLO ithola Impendulo esuka Esakhiweni maqondana nalokhu okulandelayo:
  - Imibuzo Ngobulunga Bokugreda (Ama-invoyisi, amaplahku ezitifiketi zokugreda, isimo Sokugreda, njll.)
  - Kugredwa kanjani;
  - Izimali zokugreda kanye nemibuzo ngohlobo lokugreda.
- I-CLO ithola Impendulo esuka Kubahloli maqondana nalokhu okulandelayo:
  - Ukwenza amarisithi okukhokha;
  - Izicelo ze-invoyisi;
  - Izicelo zokuhlanganiswa kwezokumaketha Ezakhiweni (izitifiketi zokugreda / amaplahku, uhla lwewebhusathi, njll.)
  - Ukusizwa ngebhakede lwezinto ezitholwayo;
  - Ukusizwa ngemibuzo ehambelana nokuhlola.
- I-CLO ithola Impendulo esuka kumakhasimende angaphandle maqondana nalokhu okulandelayo:
  - Umphakathi owejwayelekile noma ababambi beqhaza bemboni:
    - Impatho Ezakhiweni ezigrediwe kanye nezingagrediwe (Okuhle & Nokubi);
    - Ukuqinisekiswa kwezimo sokugreda;
- Izinyathelo ezithathwayo uma kufakwa imibuzo ngemeyili / Iwebhusayithi:
  - Ukwaziswa okuzenzakalelayo kuthunyelwa ngemeyili Kubathengi kuqinisekisa irisidi kanye nokwazisa umthengi ngezikhathi zokusebenza ze-TGCSA.
  - Impendulo yokubhekwa kwe-CLO, kuncike ekwehlukaneni:
    - Isombulula, iphendula umthengi futhi uvala umbuzo;
    - Ithumela umbuzo emuntwini ofanele / umnyango (i-CLO kumele ikhoshwe kukho konke ukuxhumana).
      - Uma ingekho impendulo emahoreni angama-48, ithumela isikhumbuzo;
      - Uma ingekho impendulo emuva kwamahora angama-48, idlulisela kumphathi ofanele;
      - Kuphela ekutholeni imvume esuka kubantu abafanele / iminyango ukuthi umbuzo ususombululiwe i-CLO iyawuvala.
- Izinyathelo uma umbuzo ufakwe ngocingo:
  - I-CLO icela ikhasimende lithumele umbuzo ngemeyili:

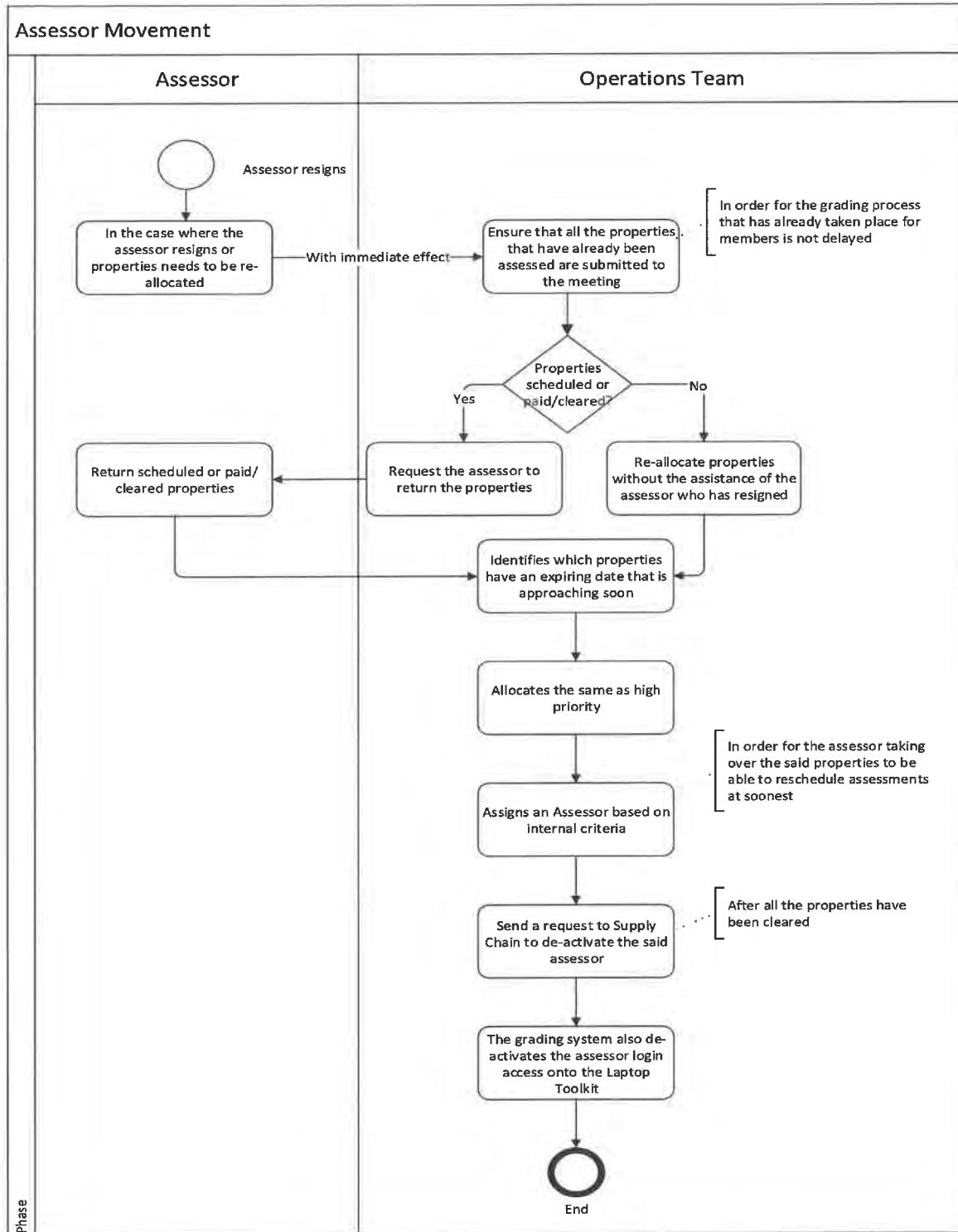


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- I-CLO ilandela imeyili / Iwebhusayithi engenhla.
- Ikipha imibiko yangaphakathi kanye nangaphandle yazinyanga zonke bese ihambisa Kumphathi Wezokuxhumana kanye Nezokumaketha njalo Ngolwesine lokuqala enyangeni.

**4.28.      Ukuhamba Komhloli**



**4.28.1. Ukuhamba Komhloli - Ukuchazwa Ngokwamagama**

- Odabeni lapho Umhloti esula emsebenzini, lokhu okulandelayo kuyenzeka empahleni abenikwe yona;
- Ngokushesha, ithimba le-Ops liqinisekise ukuthi impahla yonke esihloliwe ihanjiswa emhlanganweni.
  - Ukuze uhlelo lokugreda oselwenziwe lungabambezeleki.

- Impahla esisheduliwe noma esikhokhelwe, Umhloli uyacelwa ukuthi abuyise leyo mpahla;
- Impahla engakakhokhelwa, ithimba le-Ops liphinde liyabe impahla ngaphandle kokusizwa Umhloli osezulile emsebenzini;
- ; Ithimba le-Ops libona ukuthi iyiphi impahla enosuku lokuphelelwa yisikhathi maduze;
- Ithimba le-Ops laba ngokubaluleka okufanayo;
- Ithimba le-Ops lithola Umhloli ngokohlobo lwangaphakathi;
  - Ukuze umhloli othatha izintambo empahleni akwazi ukushedulela maduze.
- Ukwabiwa kwempahla, ithimba le-Ops ngokulandela uhlobo Ngokwenqubo Eyejwayelekile Yokusebenza.
- Emuva kokuthi yonke impahla isikhokhelwe; uhlelo luyathunyelwa ukuthi luvalele umhloli onjalo futhi nohlelo lokugreda luvalele ukuthi agene Kutookit yekhompuyutha.

## 5. UKUKHULULWA KNAY NOKUPHUMA ECELENI NOHLELO

Izicelo ezingaphandle kohlelo oluchazwe ngenhla kumele zihanjiswe Ethimbeni Lokusebenza ukuthi zibekwe futhi kukhulunywe ngazo Emhlanweni Wanyanga Zonke Wokuvunyelwa Kwempahla we-EXCO.

Umhlangano ungakhuluma ngezicelo ezinjalo ngokubuyekeza idata, okwazisa ngoshintsho ohlelweni,

## 6. UKULAWULA KANYE NEZINDLELA

Ukufakwa kokulawulwa kanye ngezindlela ezifanele ohlelweni/enqubeni.

Process Name: TGCSA Grading Operating Processes

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Indlela	Okuqondiwe	Umuntu Ofanele
Ukuvunyelwa ngaphambilini kwezicelo ezintsha	Njalo	Abaphathi Bezokusebenza
Uwabiwa Kwamarisidi Okukhokha Okutholiwe (Izicelo Ezintsha kanye Nokuvuselela)	Njalo	Iklekhi Elithola Ama-akhawunti
Ukwabiwa Kwemali ekhokhiwe wngaziwa	Evikini eli-1 (ezinsukwini eziyi-7 zwkhalenda) emva kokuthi umkhokhi wayo esetholakele	Iklekhi Elithola Ama-akhawunti
Ukusetha umhlangano yokuhlolwa Kwesakhiwo endaweni yaso	Ezinsukwini ezi-3 zokusebenza emuva kokuthi isakhiwo sinikwe Umhloli	Umhloli
Ukwenza ukuhlola Kokugreda Kobulunga Obusha	Ezinyangeni ezi-4 zekhalenda zokukhokhwa kwe-invoyisi	Umhloli
Ukwenziwa ukuhlola Kokugreda kokuvuselelwa Kobulunga	Ngaphambi kokuphelelwa yisikhathi: isb. phakathi kosuku lokwenzelwa irisidi kanye nokunikwa Umhloli kuya ngaphambi Komhlangano Wnyanga zonke Wokuvunyelwa Kwempahla we-EXCO enyangeni yokuphelelwa yisikhathi	Umhloli
Ukuhambisa imibiko yokuhlola & nemiqulu eyesekayo	Ezinsukwini eziyi-7 zekhalenda zokwenziwa kokuhlolwa	Umhloli
Imibiko ebuyekeziwe Yokuhlola	Ezinsukwini eziyi-7 zekhalenda zokuhanjiswa	I-PMA
Isikhathi sokuhanjiswa Kwezakhiwo Emhlanganweni Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO	Usuku lokusebenza ngaphambi komhlangano	I-PMA
impendulo Yokubuyekwezwa Komhloli	ezinsukwini ezi-2 zokusebenza	Umhloli
Inani lokuBuyekwezwa elivumelekile ekuhanjiseni	3	Umhloli

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Indlela	Okuqondiwe	Umuntu Ofanele
Ukuhanjiswa kwama-invoyisi ngokwesaziso se-PO	Ezinsukwini ezi-3	Umhloli
Ukukhokhelwa Kwabahloli	Usuku lokugcina enyangeni	I-CQAO
Ukubuyekwezwa Kwamazinga Okugreda	Njalo eminyakeni emi-3	I-CQAO & Nezokumaketha kanye Nomphathi Wezokuxhumana
Ukusayinwa Komhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO	Emahoreni angama-24 Omhlangano	I-CQAO
Ukwenziwa Kwamabhuku Kweplakhu kanye Nesitifiketi	Kokucwaningwa kokudiliviwa emuva Komhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO	I-QPA

**7. IZINKOMBA****7.1. Imiqulu efanele**

Uhlobo Lomqulu	Inombolo Yomqulu	Igama Lomqulu
Inkontileka	N/A	Isivumelwano Sobulingani Besevisi
Inkontileka	N/A	Imigomo kanye Nemibandela Yokugreda

**7.2. Amafomu Afanele**

Uhlobo Lomqulu	Inombolo Yomqulu	Igama Lomqulu
Ifomu	N/A	Ifomu Lesicelo Sokugredwa Ku-intanethi
Ifomu	N/A	Ifomu Lomhlangano
Ifomu	N/A	Uhlu lokuhlola le-MER
Ifomu	N/A	Uhlu lokuhlola Ikhwalithi
Ifomu	N/A	Uhlu lokuhlola le-UA
Ifomu	N/A	Ifomu Lokukhishwa le-UA
Ifomu	N/A	Umbiko Wokuvakasha
Ithempulethi	N/A	Ithempulethi yezithombe sokuhlola

**8. IZINENEZELO**

Azikho

English	Zulu
<b>4.3. Process New Application Invoice Payments</b>	<b>4.3. Ukudluliswa Kokukhokhwa Kwe-invoyisi Yesicelo Esisha Sokugreda</b>
Accounts Receivable Clerk	Iklekhi Akwazi Ukuthola Ama-akhawunti
Assessor	Umhloli
Financial System	Uhlelo Lwezezimali
Payment due from Establishment within 30 calendar days of receiving invoice	Ukukhokhelwa kwe-invoyisi yobulunga obusha kumele kwenziwe yiSakhiwo ezinsukwini ezingama-30 zosuku lwe-invoyisi;
Review Bank statements daily to pick up payments that have been made by Establishments on the previous working day	Ukubuyekeza izitatimende zasebhange ze-TGCSA njalo ngosuku ukubheka ukukhokhwa okwenziwe Yizakhiwo
Allocate receipts for payment based on references provided for payments reflected on Bank statements	Ukukhipha amarisidi okukhokhelwa ngokwezinkomba ezihlinzekwa imali ekhokhiwe evela ezitatimendeni zasebhange
Are there any unidentifiable payments?	Ikhona imali ekhokhiwe engaziwa
No	Cha
End	Ukuphela
Yes	Yebo
Engage business to assist in identifying the Establishments that made the unidentified payments	Ukubandakanya ibhizinisi ukusiza Isakhiwo esikhokhe imali engaziwa
Receipting when payment is made and the 10 digit Invoice Number is not used as a reference number it will be regarded as an unidentified transaction. <ul style="list-style-type: none"> <li>Transactions can also be traced by details such as the establishment name, or Invoice Number if they were used as a reference.</li> </ul>	Ukwenza amarisidi <ul style="list-style-type: none"> <li>Uma kukhokhiwe futhi kungasetshenziswanga izinombolo eziyi-10 ze-invoyisi zisetshenzisiwe njengenombolo yenkomba yokukhokha lokho kukhokhwa kuzothathwa njengokungaziwa.</li> <li>Ukukhokha kungalandelwa ngemininingwane njengegama lesakhiwo, noma Inombolo ye-invoyisi uma isetshenzisiwe njengenkomba</li> </ul>
Weekly list sent to Assessors , PMAs and Operations	Uhla Lweviki luthunyelwa Kubahloli, ama-PMA kanye Nabezokusebenza
Provide feedback with supporting proof of payment to transaction to be allocated	Ukuhlineka impendulo nobufakazi obesekayo ukuthi imali yabiwe
Proof of payment for transaction	Ubufakazi bokukhokha
Follow-up on outstanding payment with Establishment on receipt of the 30 & 60 day reminders	Ukulandelela imali ekweletwayo yisakhiwo kurisidi ezikhumbuzweni zezinsuku ezingama-60
Proof of payment for transaction	Ubufakazi bokukhokha
Integration to Grading system	Ukuhlanganisa Ohlelweni Lokugreda
<ul style="list-style-type: none"> <li>If the payment is received in full and receipted before the end of day 85, the Establishment is assigned to an Assessor, and the Establishment details will</li> </ul>	<ul style="list-style-type: none"> <li>Uma imali ikhokhiwe ngokugcwele futhi kwenzelwa irisidi ngaphambi kokuphela kwezinsuku ezingama-85, Isakhiwo sinikwa Umhloli, imininingwane</li> </ul>

<p>download to the Assessor laptop;</p> <ul style="list-style-type: none"> <li>• The Assessor can then schedule an assessment with the Establishment TOMSA levy collectors receive a further discount depending on their status and if they are in good standing with TBCSA.</li> <li>• When the OM and or OM initiates the request, they need to confirm with the request if the assessor must receive commission on the full amount before discount and or the net amount after the discount</li> <li>• Properties that are funded of the assessment fees:</li> <li>• These funding requests are managed, controlled and initiated on the grading system by the OM, assistant OM and the PMA's;</li> <li>• The OM and or assistant OM initiate the request and when submitting to the Finance Manager endorses the funding request and that the establishment is entitled to the funding in terms of the MOU.</li> <li>• Confirm with the request if the assessor must receive commission on the full amount before funding and or the net amount after the funding.</li> <li>• Hereafter the Finance Manager receive a notification from the grading system to do a second endorsement/rejection the request;</li> <li>• If funding is endorsed and the invoice is fully paid, the properties will be downloaded onto the Assessor laptop tool upon synchronization;</li> <li>• If funding is declined, the payment of grading assessment fees would then be the property owner's responsibility</li> </ul>	<p>Yesakhiwo izofakwa kukhompuyutha Yomhloli;</p> <ul style="list-style-type: none"> <li>• Umhloli engashedula ukuhlola nabakoleki belevi ye-TOMSA Yesakhiwo bathola okunye ukwaphulelwa ngokwesimo saso futhi uma sisendaweni efanele ne-TBCSA.</li> <li>• Uma i-OM noma i-OM iqala isicelo, kudingeka ukuthi baqinisekise isicelo ukuthi umhloli kumele athole imali egcwele ngaphambi kwesaphulelo kanye noma imali egcwele emuva kwesaphulelo</li> <li>• Impahla ekhokhelwe yezimali zokuhlolwa</li> <li>• Lezi zicelo ezikhokhelwe zezimali zokuhlolwa:</li> <li>• Lezi zicelo zezimali ziphethwe, ziyalawulwa futhi ziqalwa ohlelweni lokugreda yi-OM, umsizi we-OM kanye nama-PMA;</li> <li>• I-OM kanye noma umsizi we-OM uqala isicelo futhi uma ehambisa umphathi Wezezimali uyasivumela isicelo semali kanye nokuthi Isakhiwo sinelungelo lokuthola ngokwemigomo ye-MOU.</li> <li>• Ukuqinisekisa isicelo ukuthi ngabe umhloli kumele athole imali ngokwekhomishini ngokugcwele ngaphambi kwemali noma imali isiyonke emuva kwemali</li> <li>• Lapha Umphathi Wezezimali uthola isaziso esisuka ohlelweni lokugreda ukuthi enze ukuvumela/ukunqaba kwesibili kwesicelo;</li> <li>• Uma imali ivunyeliwe futhi i-invoiyisi ikhokhelwe ngokugcwele, impahla izofakwa kukhompuyutha yomhloli;</li> <li>• Uma imali inqatshelwe, ukukhokhela kokuhlolwa kokugreda kuzoba umsebenzi womnikazi wempahla</li> </ul>
Payment details	Imininingwane yokukhokha
Reminder sent at day 30 & 60	Isikhumbuzo esithunyelwa ngosuku lwama-30 & 60
No payment received	Akukho ukukhokha okutholakele
Full Payment Received & paid in Full?	Ukukhokhelwa okugcwele Kutholakele & Kukhokhwe Ngokugcwele
Partial Payment	Ukukhokhwa kwengxenye
Grading system reflects outstanding amount on Assessor Portfolio Management Tool	Uhlelo Lokugreda luveza imali ekweltwayo EthuluziniLokuphathwa Kwephothifoliyo Yomhloli



Grading system generate reminder and send it to Establishment and Assessor	Uhlelo lokugreda lukhipha isikhumbuzo bese lisithumela Esakhiweni kanye Nomhloli
Payment received from Establishment within 85 days of invoice generation?	Imali ekhokhiwe esuka Esakhiweni ezinsukwini ezingama-85 zokukhishwa kwe-invoyisi?
Cancel application automatically	Ukukhanselwa kwesicelo ngokuzenzakalela
Send an instruction to Financial System to create a credit note to cancel the original invoice	Ukuthunyelwa komyalelo Ohlelweni Lwezezimali ukuthi lwakhe isikweletu ukukhansela i-invoyisi yokuqala
Integrate back to Grading system with the credit note number and details to set the outstanding balance on Grading system	Ukubuyisela Ohlelweni Lokugreda nenombolo yesikweletu kanye neminingwane ukusetha inani Ohlelweni Lokugreda
Application cancelled	Ukukhanselwa Kwesicelo
New invoice discounts And funding	Isaphulelo kanye nemali ye-invoyisi entsha
Establishment will download on the Assessor's Grading system laptop application	Isakhiwo sizofaka ohlelweni lomhloli Lokugreda kukhompuyutha
Establishment assigned to Assessor	Isakhiwo esinikwe Umhloli
Assess Establishment	Ukuhlolwa Kwesakhiwo
Assessor must check Assessor Portfolio daily, for amounts less than R10 he/she must contact the PMA to obtain approval for the amount outstanding to be disregarded and offset.	Umhloli kumele abheke iphotifoloyi njalo, ngezimali ezingaphansi kuka R10 kumele axhumane i-PMA ukuthola imvume yemali ekweletwayo ukuthi isuswe.
<b>4.4 Application for Renewal of Grading</b>	<b>Isicelo Sokuvuselelwa Kokugredwa</b>
Identify every Establishment for which Grading is due for Renewal	Ukubona Isakhiwo ngasinye okumele Sivuselelwe
Establishments are identified as needing a renewal invoice if their current membership will expire within 120 days of the current month	Izakhiwo ezitholakala ukuthi zidinga ukuvuselelwa i-invoyisi yobulunga baso bamanje buzophelelwa yisikhathi ezinsukwini eziyi-120 zenyanga yaamanje
Monthly batch of properties for which grading is up for renewal sent to billing system	Impahla eningi yanyanga zonke okumele igredelwe ukuvusekelwe ithunyelwa ohlelweni olubiza imali
<ul style="list-style-type: none"> <li>• If the payment is received in full and receipted before the end of day 85, the Establishment is assigned to an Assessor, and the Establishment details will download to the Assessor laptop;</li> <li>• The Assessor can then schedule an assessment with the Establishment</li> <li>• TOMSA levy collectors receive a further discount depending on their status and if they are in good standing with TBCSA.</li> <li>• When the OM and or OM initiates the request, they need to confirm with the request if the assessor must receive commission on the full amount before discount and or the net amount after the</li> </ul>	<ul style="list-style-type: none"> <li>• Uma imali ekhokhiwe itholakele ngokugcwele ngaphambi kokuphela kosuku lwama-85, Isakhiwo sinikwa Umhloli, bese kuthi iminingwane izongena kukhompuyutha Yomhloli;</li> <li>• Umhlelo engashedulela ukuhlola Isakhiwo;</li> <li>• Abaqoqi belevi be-TOMSA bathola okunye ukwaphulelwa kuncike esimweni sabo kanye nokuthi basesimeni esihle-TBCSA.</li> <li>• Uma i-OM iqala isicelo, kudingeka ukuthi baqinisekise nesicelo ukuthi Umhloli kumele athole inani eligcwele lokwaphulelwa futhi noma imali egcwele</li> </ul>

<p>discount Properties that are funded of the assessment fees:</p> <ul style="list-style-type: none"> <li>• These funding requests are managed, controlled and initiated on the grading system by the OM, assistant OM and the PMA's;</li> <li>• The OM and or assistant OM initiate the request and when submitting to the Finance Manager endorses the funding request and that the establishment is entitled to the funding in terms of the MOU.</li> <li>• Confirm with the request if the assessor must receive commission on the full amount before funding and or the net amount after the funding.</li> <li>• Hereafter the Finance Manager receive a notification from the grading system to do a second endorsement/rejection the request;</li> <li>• If funding is endorsed and the invoice is fully paid, the properties will be downloaded onto the Assessor laptop tool upon synchronization;</li> <li>• If funding is declined, the payment of grading assessment fees would then be the property owner's responsibility</li> </ul>	<p>emuva kwesaphulelo sempahla ekhokhelwa imali yokuhlolwa</p> <ul style="list-style-type: none"> <li>• Lezi zicelo zemali ziphathwe, ziyalawulwa futhi ziqalwe ohlelweni lokugreda yi-MO noma umsizi we-OM kanye ne-PMA;</li> <li>• I-OM kanye nomsizi we-OM uqala isicelo futhi lapho ehambisa Kumphathi Wezezimali uvuma isicelo semali kanye nokuthi isakhiwo sifanele ukuthola imali ngokwemigomo ye-MOU.</li> <li>• Ukuqinisekisa nesicelo ukuthi umhloli kumele athole imali yekhomishini egcwele ngaphambi kwemali kanye noma imali isiyonke emuva kokukhokhelwa.</li> <li>• Lapha Umphathi Wezezimali uthola isaziso esisuka ohlelweni lokugreda ukuthi avume/anqabe okwesibili isicelo;</li> <li>• Uma imali ivunyelwe futhi i-invoyisi ikhokhelwe ngokugcwele, impahla izofakwa kukhompuyutha yomhloli;</li> <li>• Uma imali inqatshelwe, ukukhokhela izimali zokuhlolwa kokugreda kuzoba umsebenzi womphathi</li> </ul>
Payment Details	Iminingwane yokukhokha
Assessor to follow- up with Establishment regarding the partial payment	Umhloli uzolandeleva Isakhiwo maqondana nokukhokha ingxenywe
Follow-up outstanding payment with Establishment	Uzolandeleva ukukhokha kwesikweletu Kwesakhiwo
Assessor must check Assessor Portfolio daily amounts less than R10 he/she must contact the PMA to obtain approval for the amount outstanding to be disregarded if applicable	Umhloli kumele abheke imali engaphansi kuka-R10 yephothifoliyo njalo kumele axhumane ne-PMA ukuthola imvume yemali ekweletwayo ukuthi ingathathwa njengesebenzayo
Generate reminder notifications about the invoice and send them to Establishments and Assessors for any outstanding payments	Ukuphuma kwesikhumbuzo mayelana ne-invoyisi bese sithunyelwa Esakhiweni kanye Nakumhloli mayelana nemali ekweletwayo
No payment received	Ayikho imali etholiwe
Invoices followed by reminder notifications at 60 days and 30 days.	I-invoyisi ilandelwa yisikhumbuzo ezinsukwini wzingama-60 kanye nama-30
Has a partial payment been received?	Ngabe ingxenywe yemali itholakele?
Grading system reflects outstanding amount on Assessor Portfolio Management Tool	Uhlelo Lokugreda luveza imali ekweletwayo Ethuluzini Lomhloli Lokuphatha Iphothifoliyo
Has the membership expiry date passed	Ngabe usuku lokuphelelwa yisikhathi lobulunga selufikile?

partial payment received	Ukutholwa kwengxenywe yemali
Cancel membership automatically	Ukukhansela ubulunga ngokuzenzakalela
Send an instruction to Financial System to create a credit note to cancel the original invoice	Ukuthunyelwa komyalela Ohlelweni Lwezezimali ukuthi lwakhe isikweletu ukukhansela i-invoyisi yokuqala
New invoice discounts And funding	i-invoyisi yokwaphulelwa kanye nemali
Establishment Will download on the Assessors Grading system laptop application	Isakhiwo sizothatha uhlelo lokugreda kukhompuyutha Yomhloli
Establishment assigned to Assessor	Umhloli unikwa Isakhiwo
Assess Establishment	Ukuhlola Isakhiwo
Payments received after membership has been terminated are refunded	Imali ekhokhwe emuva kokuthi kuqedwe ubulunga ibuyiselwa emuva
The establishment and Assessor receive an automated cancellation notification	Isakhiwo kanye Nomhloli bathola isaziso sokukhansela esizenzekalelayo
All renewal invoices are processed 90 days prior to expiry date; however these invoices will only get generated and sent the first day after the new Financial System period is opened	Konke ukuvuselelwa kwe-invoyisi kuyenziwa ezinsukwini ezingama-90 ngaphambi kosuku lokuphelelwa yisikhathi; kodwa lama-invoyisi azokhishwa bese eyathunyelwa osukwini lokuqala emuva kokuvulwa Kohlelo Lwezezimali olusha
Generate invoice and send it to Establishment and Assessor 90 days before the end date of current membership	Ukukhishwa kwe-invoyisi kanye nokuyithumela Esakhiweni kanye Nakumhloli ezinsukwini ezingama-90 ngaphambi kosuku lokuphela kobulunga
Payment must be received and receipted before or on the expiry date	Imali kumele itholakale futhi yenzelwe irisidi ngaphambi noma ngosuku lokuphelelwa yisikhathi
Review Bank statements daily to pick up payments that have been made by Establishments on the previous working day	Ukubhekwa kwesitatimende sasebhange njalo ukubheka imali ekhokhwe Yisakhiwo ngosuku lwangaphambilini lokusebenza
This is subject to the relevant Billing period being open (see Financial System closing Dates)	Lokhu kuncike esikhathini esifanele sokubizwa kwemali ukuthi sivuliwe yini (bheka izinsuku zokuvalwa Kohlelo Lwezezimali)
Allocate receipts for payment immediately, based on references provided for payments reflected on Bank statements	Ukukhishwa kwamarisidi okukhokha ngokushesha, ngokwenkomba ehlinzekiwe yokukhokha okuvela esitatimendeni sasebhange
Receipting	Ukwenza irisidi
Integration to Grading system	Ukufaka Ohlelweni Lokugreda
Engage Assessors to assist in identifying the Establishments that made the unidentified payments	Khuluma naahloli ukuthi basize ekuboneni Izakhiwo ezikhokhe imali engaziwa
No	Cha
End	Yebo

When payment is made and the 10 digit Invoice Number is not used as a reference number it will be regarded as an unidentified transaction. Transactions can also be traced by details such as the establishment name, or Invoice Number if they were used as a reference.	Uma imali ikhokhiwe kodwa inombolo ye-invoyisi enezinombolo eziyi-10 yenkomba ayisetshenziswanga, kuzothathwa njengemali angaziwa Imali ekhokhiwe ingalandelelwa ngemininingwane enjengegama lesakhiwo, noma Inombolo Ye-invoyisi uma kusetshenziswe njengenkomba
Engage Assessors to assist in identifying the Establishments that made the unidentified payments	Ukukhuluma nabahloli ukuthi basize ukubona Izakhiwo ezikhokhe imali engaziwa
Weekly list sent to Assessors , PMAs and Operations	Uhla lweviki luthunyelwa Kubahloli, ama-PMA kanye Nabezokusebenza
Provide feedback with supporting proof of payment to transaction to be allocated	Ukunikela impendulo nebufakazi obesekelayo bokukhokha imali ezokwabiwa
Proof of payment for transaction	Ubufakazi bokukhokha
Unidentified payments to be allocated	Imali engaziwa iyabiwa
Within 1 week once the payer has been identified	Evikini eli-1 amuva kokuthi umkhoki etholakele
Establishment is automatically removed from grading website listings	Isakhiwo sisusiwe ngokuzenzakalela ohlwini lokugreda kuwebhusayithi
Membership cancellation complete	Ukukhanselwa kobulunga kuqedliwe
<b>4.5. Physical Assessment of Establishment</b>	<b>4.5 Ukuhlolwa Kwesakhiwo</b>
Establishment assigned to Assessor	Isakhiwo sinikwa Umhloli
Synchronize laptop application daily to receive an update of all newly assigned properties form Database	Ukusakhronaza ikhompuyutha ukuthola ulwazi lwayo yonke impahla
Schedule assessment and update Grading system	Ukuhlola okusheduliwe kanye nokubuyekeza uhlelo lokugreda
Establishment requested information ahead of the Meeting?	Ukutholakala kolwazi oluceliwe ngaphambili komhlangano?
No	Cha
Yes	Yebo
<ul style="list-style-type: none"> <li>• Within 5 calendar days of assignment of Establishment to the Assessor</li> <li>• Conduct grading assessment on a new membership within 4 months from date of invoice payment reflecting in Grading system</li> <li>• Conduct grading assessment for renewals – from the date of the invoice payment reflecting on Grading System and Establishment assigned to the Assessor but before the Monthly Property Approvals EXCO Meeting within the</li> </ul>	<ul style="list-style-type: none"> <li>• Ezinsukwini ezi-5 zekhalenda zokunikwa Isakhiwo Umhloli</li> <li>• Ukwenza ukuhlola ukugreda ebulungeni ezinyangeni ezi-4 kusukela osukwini lokukhokhelwa kwe-invoyisi Ohlelweni Lokugreda</li> <li>• Ukwenza ukuhlola kokugreda kokuvuselela – kusukela osukwini lapho imali ivela Ohlelweni Lokugreda kanye Nesakhiwo esinikwe Umhloli kodwa</li> </ul>

month of expiry.	ngaphambi Komhlangano Wayanga zonke Wokuvunyelwa Kwempahla we-EXCO enyangueni yokuphelelwa yisikhathi
Forward requested information to establishment arrival at Establishment, explain the standards and processes of becoming graded before beginning the assessment	Dlulisa ulwazi oluceliwe esakhiweni Ukufika esakhiweni, ukuchaza amazing kanye nezinhlelo zokugredwa ngaphambi kokuqala ukuhlola
Assess the establishment using the relevant category minimum requirements and grading criteria	Hlola isakhiwo ngokusebenzisa uhlobo olufanele lokugreda
Discuss and agree preliminary results, including Dispensation and Grace Period requests and way forward with Establishment.	Dingida bese kuvunyelwana ngemiphumela, okuhlanganisa Ukukhipha kanye Nesikhathi Somusa kanye nenqubekela phambili Nesakhiwo
Has the establishment requested dispensation or grace periods	Ngabe isakhiwo sicele ukukhishwa noma isikhathi somusa
Motivations should be provided in writing as part of the application	Izincazelo kumele zihlinzekwe engxenyeni yokubhala yesicelo
Sign all post assessment forms with the Establishment e.g. assessment consultation form	Ukusayina onke amafomu emuva kokuhlola isb. ifomu lokuhlangana kokuhlola
Clarify Star Recommendations and Category as recorded on the consultation Form	Cacisa inkanyezi enconyiwe kanye nohlobo njengokuba kubhaliwe efomini lokuhlangana
Update Establishment details when applicable	Ukubuyekeza imininingwane Yesakhiwo uma kunesidingo
Establishment details to be confirmed during assessment: <ul style="list-style-type: none"> <li>• Verified Room rates</li> <li>• Number of rooms</li> <li>• Contact information</li> </ul>	Imininingwane yesakhiwo okumele iqinisekiswa ngesikhathi sokuhlola <ul style="list-style-type: none"> <li>• Imali Yegumbi Eqinisekiwe</li> <li>• Inani lamagumbi</li> <li>• Imininingwane yokuxhumana</li> </ul>
Complete all administrative tasks and reporting on Grading system, attaching all supporting documentation	Ukuqedwa kwayo yonke imisebenzi yokuphatha kanye nokubika Ohlelweni Lokugreda, kufakwe yonke imiqulu yokweseka
Required supporting documentation: <ul style="list-style-type: none"> <li>• Photographs taken by the Assessor</li> <li>• Signed Assessment Consultation Form</li> <li>• Letter of Motivation for Dispensation &amp;/ Grace Period (If Applicable)</li> <li>• Universal Accessibility non compliance consultation form (when applicable) consultation form (when applicable)</li> <li>• Other required documents where applicable to specific categories</li> </ul>	Imiqulu yokweseka efunekayo: <ul style="list-style-type: none"> <li>• Izithombe ezithathwe Umhloli</li> <li>• Ifomu elisayiniwe Lokuhlangana Kokuhlola</li> <li>• Incwadi yencazelo Yokukhishwa &amp;/ Yesikhathi Somusa (uma kunesidingo)</li> <li>• Ifomu lomhlangano wokuhambisana nokutholakala kuwo wonke umuntu (uma kufanele)</li> <li>• Neminye imiqulu efanele ezinhlobeni ezithile</li> </ul>
Submit the assessment report and supporting documents to PMA through Grading system	Ukuhambisa umbiko wokuhlola Kanye nemiqulu eyesekayo ku-PMA Ngohlelo Lokugreda
No later than 7 calendar days after assessment	Ngaphani kwezinsuku eziyi-7 emuva kokuhlola
Establishment assessment report and supporting documentation submitted	Ukuhambisa umbiko wokuhlola kwesakhiwo kanye nemiqulu eyesekayo
Pre-Screening of Motivation from Assessor	Ukuchazwa kokubhekwa kwangaphambilini okusuka Kumhloli

4.6. Pre-Screening of Motivation from Assessor	4.6 Incazelo Esuka Kumhloli Yokuhlolwa Ngaphambilini
Establishment onsite assessment completed	Ukuhlolwa kwendawo yesakhiwo kuqediwe
Review all reports and supporting documentation submitted by Assessor and provide feedback	Ukubhekwa kwayo yonke imibiko Kanye nemiqulu eyesekayo kuhanjiswe Umhloli kanye nokunika impendulo
Establishment assessment report & supporting documents	Umbiko wokuhlolwa kwesakhiwo & nemiqulu eyesekayo
within 7 calendar days of receiving submission from Assessor	Ezinsukwini eziyi-7 zekhalenda zokuthola ukuhambisa okusuka Umhloli
Does the submission include Grace period and/or dispensation requests?	Ngabe ukuhambisa kuhlanganisa Isikhathi somusa kanye/noma ukukhishwa
<p>Provincial Master Assessor must check the following:</p> <ul style="list-style-type: none"> <li>• The marketing collateral is current , correct and is in line with the assessor report provided – collateral is true and authentic</li> <li>• The collateral must be in the format required by the Monthly Property Approvals Exco Meeting</li> <li>• If there is a Universal Accessibility grading recommended, there must be accompanying collateral</li> <li>• If there is an upgrade/downgrade grading recommended, there must be accompanying collateral in the prescribed format and a proper motivation</li> <li>• Ensure that the establishment and assessor have accepted the terms of the consultation by signing the Assessment Consultation Form.</li> <li>• Verify that written motivations are provided for each issue for which a dispensation and or grace period has been requested</li> <li>• Conduct a comparison on between new and past collateral where relevant to verify assessment outcomes</li> </ul>	<p>Umhloli Omkhulu Wesifundazwe kumele abheke lokhu okulandelayo:</p> <ul style="list-style-type: none"> <li>• Ukuhlanganiswa kwezokumaketha okwamanje, kuyiqiniso futhi kuhambisana nombiko womhloli - ukuhlanganiswa kuyiqiniso</li> <li>• Ukuhlanganiswa kumele kube yindlela edingwa Umhlangani Wanyanga zonke Wokuvunyelwa Kwempahla We-EXCO</li> <li>• Uma kunesincomo Sokutholakala kuwo wonke umuntu esikhona, kumele kube nokuhlanganisa okuhambisana naso ngendlela enqunyiwe kanye nencazelo efanele</li> <li>• Ukuqinisekisa ukuthi isakhiwo kanye nomhloli bamukele imigomo yokuhlanganisa ngokusayina Ifomu Lokuhlangana Lokuhlola</li> <li>• Ukuqinisekisa ukuthi incazelo ebhaliwe ihlinzekiwe yodaba ngalunye lapho ukukhishwa kanye noma isikhathi somusa kuceliwe</li> <li>• Ukwenza ukuqhathanisa lapho ukuhlanganisa okusha kanye nokudala lapho kufanele ukuqinisekisa imiphumela</li> </ul>
Yes	Yebo
Are the motivations clear and acceptable?	Izincazelo zicacile futhi zamukelekile?
Resubmit within 2 working days after receiving feedback. (Note: The deadline for resubmissions to be considered is the cut	Ukuphinde kuhanjiswe ezinsukwini ezi-2 emuva kokuthola impendulo. (Qaphela:
Types of motivations	Izinhlobo zezincazelo
Grace Period submitted?	Isikhathi somusa sihanjisiwe?
Provide written feedback to the assessor raising issues to be addressed, and return the submission to the Assessor	Ukuhlinzeka impendulo ebhaliwe kumhloli eveza izinto okumele kubhekanwe nazo, bese kubuyiswa ukuhambisa Kumhloli
Approve and send to Operations	Ukuvumela bese kuhanjiswa Kwezokusebenza

Record that Grace Period has been granted	Ukurekhoda ukuthi Isikhathi Somusa sivunyelwe
Reasons for declining Grace Periods: - PMA does not agree with the extension , - Too many MERs that they do not comply with • If there are more than 4 MERs not being complied with, • The decision is also influenced by impact of MER and scale of corrective measures required:. • Time it will take to address • Number of rooms affected • Size of establishment • Safety aspects • Criticality and risks	Izizathi zokunqabela Isikhathi Somusa: - I-PMA ayivumelani nokuqhutshekwa, - Kunama-MER amaningi angahambisani  • Uma kunama-MER angaphezu kwa-4 okungahanjiswa nawo, • Isinqumo siphinde sathelwa ukuthinteka kwe-MER kanye nesikali sezindlela zokulungisa okudingekayo:. • Isikhathi okuzosithatha ukubhekana nakho • Inani lamagumbi athintekayo • Ubukhulu besakhiwo • Izindlela zokuphepha • Ubungozi
Does the submission comply overall	Ngabe ukuhambisa kuyahambisana nayo yonke into
Submit Complying Establishments to Monthly Property Approvals EXCO meeting	Hambisa izakhiwo ezihambisanayo zomhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO
Unprecedented motivations or the submission has exceptions/dispensation requests requiring Management advice	Incazelo entsha noma ukuhambisa kwezicelo zokukhululwa/ukukhishwa okudinga umbono Wabaphathi
Provide written feedback to Assessor,	Hlinzeka impendulo ebhaliwe Kumhloli,
Establishments submitted to Monthly Property Approvals EXCO meeting	Izakhiwo ezihanjiswe Emhlanganweni Wanyanga zonke Wokuvunyelwa Kwempahla WE-exco
Monthly Property Approvals EXCO Meeting	Umhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO
Consult Operations Manager	Xoxisana Nompothi Wezezokusebenza
Establishments submitted to Monthly Property Approvals EXCO Meeting	Izakhiwo ezihanjiswe Emhlanganweni Wanyanga zonke Wokuvunyelwa Kwempahla WE-exco
Provide written feedback to Assessor and Provincial Master Assessor	Hlinzeka impendulo ebhaliwe Kumhloli kanye Nakumhloli Omkhulu Wesifundazwe
Can the Establishment be included in the Monthly Property Approvals EXCO Meeting?	Ngabe Isakhiwo singafakwa Emhlanganweni Wanyanga Zonke Wokuvunyelwa Kwempahla we-EXCO?
Provide advice and determine if the Establishment should be included in the Monthly Property Approvals EXCO Meeting	Ukuhlinzeka kanye nokunquma ukuthi ngabe Isakhiwo kufanele sifakwe Emhlanganweni Wanyanga Zonke Wokuvunyelwa Kwempahla we-EXCO?
Resubmit within 2 working days after receiving feedback. (Note: The deadline for Resubmissions to be considered is the cut off for the upcoming Monthly EXCO Property Meeting less 5 days)	Phinda kuhanjiswe ezinsukwini ezi-2 emuva kokuthola impendulo (Isaziso: Usuku lomnqamula juqu ukuphinda kuhanjiswe ukuze kuthathwe ingaphansi kwezinsuku ezi-5 zomhlangano ozayo Wanyanga zonke Wokuvunyelwa Kwempahla)
Review PMA feedback, substantiate and/or submit required additional information.	Ukubuyezwa kwempendulo ye-PMA, ukuchaza kanye/noma ukuhambisa eminye imininingwane.

Send to Assessor for review and update	Ukuthumela kumhloli ukuthi abheke aphinde abuyekeze
Dispensation approved	Ukukhishwa kuvunyelwe
Review request for Dispensation and determine if it can be approved	Ukubheka isicelo sokukhishwa bese kunqunywa ukuthi singavunyelwa yini
Send to Council (formerly Awards Committee) for review and update	Ukuthimela Emkhandlwini (owaziwa Ngekomidi Lemiklomelo)
Within 7 calendar days after the quarterly meeting Assessor for review and update	Ezinsukwini eziyi-7 zekhalenda emuva komhlangano wekota Umhloli ukuthi abheke
<b>4.8. Monthly Property Approvals EXCO Meeting</b>	<b>4.8. Umhlangano Wanyanga zonke Wokuvunyelwa Kwempahla</b>
Establishments submitted to Monthly Property Approvals EXCO meeting	Isakhiwo sihambisile Emhlanganweni Wanyanga zonke Wokuvunyelwa Kwempahla
Send the portfolio numbers to the Assessors 10 calendar days before the meeting	Hambisa izinombolo zephothifoliyo kuMhloli ezinsukwini eziyi-10 zekhalenda ngaphambi komhlangano
Raise any questions or queries regarding the numbers within 3 working days of receiving the portfolio	Phakamisa yonke imibuzo maqondana nezinombolo ezinsukwini ezi-3 zokuthola iphophifoliyo
Before properties meeting, pull a list of each Assessors portfolio number and commission rate, and review and approve the commissions to be used in the meeting	Ngaphambi komhlangano wempahla, khipha uhla lwenombolo Yomhloli ngamunye yephothifoliyo kanye nemali yekhomishini, bese ubuyekeza kanye nokuvumela amakhomishini ukuthi asetshenziswe emhlanganweni
Ensure all Properties submitted by PMA are allocated for discussion in the meeting	Ukuqinisekisa ukuthi yonke Impahla ehanjiswe i-PMA ifakiwe ukuthi kukhulunywe ngayo emhlanganweni
Evaluate each Establishment submitted by PMA for grading and determine if the submission is approved	Ukubheka Isakhiwo ngasinye esihanjiswe ku-PMA ukuze sigredwe bese kunqunywa ukuthi ukuhanjiswa kuyavunyelwa
Is the Establishment and grading approved?	Ngabe Isakhhiwo kanye nokugreda kuvunyelwe?
Update Grading system to reflect that the establishment has been approved	Buyekeza uhlelo Lokugreda ukuthi kubonakale ukuthi isakhiwo sivunyelwe
No – Failed after 3 Assessor Reviews	Cha – Asiphumelelanga emuva kokuthi sibhekwe Abahloli aba-3
Select and assign a different Assessor to conduct the audit	Khetha bese kunikwa abahloli abahlukene ukuthi benze ukucwaninga amabhuku
Conduct audit and provide feedback	Ukwenziwa kokucwaningwa kwamabhuku bese kuhlinzekwa impendulo
The application can be resubmitted no more than 3 times before it is rejected	Isicelo singaphinda sihanjiswe ngaphansi kwezikhathi ezi-3 ngaphambi kokuthi siqatshelwe
Re-submit the revised Establishment submissions to Monthly Property Approvals EXCO Meeting for approval	Ukuhanjiswa kabusha Kwesakhiwo esebhekwe kabusha Emhlanganweni Wanyanga zonke Wokuvunyelwa Kwempahla kuthi sivunyelwe
Review Award Committee feedback, substantiate and/or submit required additional information.	Impendulo Yokubheka Kwekomidi Lokuklomelisa, ukweseka kanye/noma ukuhambisa imininingwane eyengeziwe.



Provide feedback and support to assessors regarding properties sent back to Assessor Review	Ukuhlinzeka impendulo kanye nokweseka kubahloli maqondana nempahla ebuyiselwe emuva ukuthi ibhekwe
No - Questions and issues to be clarified	Akukho – imibuzo okumele icaciswe
No - Audit required	Akukho – Ukucwaningwa kwamabhuku okudingekayo
- list must be checked and verified as complete and correct by Operations and then by CQAO - approved list must be recorded into Grading System and submit a signed copy of AP clerk – stored for audit purposes	-uhla kumele lubhekwe futhi luqinisekiswa njengoluphelele Abezokusebenza kanye ne-CQAO -uhla oluvunyelwe kumele lurekhodwe Ohlelweni Lokugreda bese kuhanjiswa ikhophiesayiniwe yeklekhi le-AP – kubekelwe izinhloso zokucwaningwa kwamabhuku
Monthly Property Approvals EXCO Meeting Establishment List consist of: <ul style="list-style-type: none"> <li>• New Applications</li> <li>• Renewals (including rejoins)</li> <li>• Upgrades</li> <li>• Downgrades</li> <li>• UA Establishment</li> <li>• Random sample of submitted properties</li> <li>• Failed Application</li> </ul>	Uhla Lomhlangano Wanyanga zonke Wokuvunyelwa Kwempahla lunalokhu okulandelayo: <ul style="list-style-type: none"> <li>• Izicelo ezintsha</li> <li>• Ukuvuselelwa (okuhlanganisa nokujoyina futhi)</li> <li>• Ukukhuphuka</li> <li>• Ukwehla</li> <li>• Izakhiwo ze=-UA</li> <li>• Isampula lempahla elilethiwe</li> <li>• Izicelo ezinqatshelwe</li> </ul>
Approval letters, and electronic copies of certificates and assessment reports are sent to establishments automatically from Grading system	Izincwadi zokuvumela, kanye namakhophi obuchwepheshe ezitifiketi kanye nemibiko yokuhlola kuthunyelwa ezakhiweni ngokuzenzakalela kusuka ohlelweni Lokugreda
Establishment grading approved and confirmed	Ukugredwa kwesakhiwo kuvunyelwe futhi kwaqinisekiswa
Award Certificates and Plaques	Ukukloniyeliswa ngezitifiketi kanye namaplakhu
Application rejection letters are automatically sent to establishments that have been failed, and will be cancelled on Grading system	Izincwadi zezicelo ezinqatshiwe zithunyelwa izakhiwo ezingaphumelelanga ngokuzenzakalela, bese ziyakhanselwa Ohlelweni Lokugreda
Establishment rejected	Sakhiwo asivunyelwanga
<b>4.9 Awarding Certificates and Plaques</b>	<b>4.9. Ukunikezela Ngezitifiketi kanye Namaplakhu</b>
New Establishment grading approved and confirmed	UKugredwa kwesakhiwo esisha kuvunyelwe futhi kwaqinisekiswa
Identify properties in Grading system that must not receive a plaque	Ukubona izakhiwo ohlelweni Lokugreda okungamele zithola iplakhu
Plaques are not issued for <ul style="list-style-type: none"> <li>• New Establishments that have been granted a grace period</li> <li>• Renewals – establishment has a plaque</li> <li>• Expressly requested not to receive a plaque;</li> </ul>	Amaplakhu awakhishelwa <ul style="list-style-type: none"> <li>• Izakhiwo ezintsha ezinikwe isikhathi somusa</li> <li>• Ukwenzowa kabusha – isakhiwo sinalo iplakhu</li> <li>• Sicelile ukuthi singanikwa iplakhu</li> </ul>

<ul style="list-style-type: none"> <li>Re-join properties who would have previously been in the system unless otherwise stated</li> </ul>	<ul style="list-style-type: none"> <li>Izakhiwo ezijoyina kabusha ebezisohlelweni ngaphambilini ngaphandle uma kubekwa ngokunye</li> </ul>
New plaque required?	Iplakhu entsha iyadingeka
Does the Establishment have pending issues to address during a permitted grace period	Ngabe isakhiwo sinezinkinga ezingakaxazululwa okumele zixazululwe ngesikhathi somusa esivunyelwe
Flag on Grading system to indicate that a plaque is not required	Ifulegi elisohlelweni Lokugreda liveza ukuthi iplakhu eyidingeki
Flag on Grading system to indicate that a plaque is required	Ifulegi elisohlelweni Lokugreda luveza ukuthi iplakhu iyadingeka
Add comment on establishment list regarding grace period and outstanding actions	Ukufakwa kombono ohlwini lwezakhiwo maqondana nesikhathi somusa kanye nezinto ezingakenziwa
Delay plaque order until the issues for which the grace period has been granted are addressed	Kumiswe i-oda leplakhu kuze kuba izinkinga zesikhathi somusa esvunyelwe ziyaxazululwa
Indirect removal of: <ul style="list-style-type: none"> <li>Approving POs created in Financial System</li> <li>PO email notification generation from grading system</li> </ul>	Ukukhishwa okungaqondile ko-: <ul style="list-style-type: none"> <li>Kokwenziwa ngcono kwama-PO akhiwe Ohlelweni Lwezimali</li> <li>Ukukhishwa kwesaziso semeyili se-PO esisuka ohlelweni lokugreda</li> </ul>
Approve the meeting Grading system	Ukwenziwa ngcono umhlangano Wohlelo Lokugreda
Manually – Send final list of approved graded properties to Finance	Ngemanuwali – ukuhanjiswa kohla lwempahla egrediwe Kwezezimali
List of graded properties sent to Finance	Uhla lwempahla egrediwe luthunyelwe Kwezezimali
Pay Assessors	Ukukhokhelwa kwabahloli
Manually - Send final list of approved graded properties to Marketing Team	Ngemanuwali – ukuthumela uhla lokugcina lwempahla evunyelwe Ethimbeni Lokumaketha
Plaques are issued for <ul style="list-style-type: none"> <li>New establishments,</li> <li>Upgrades,</li> <li>Downgrades</li> <li>Change of category</li> <li>Establishments that had been granted a grace period (plaques outstanding) which have met the requirements (new and renewals)</li> <li>Additional plaque request</li> </ul>	Amaplakhu athunyelelwe <ul style="list-style-type: none"> <li>Izakhiwo ezintsha</li> <li>Ukukhushulwa</li> <li>Ukwehliswa</li> <li>Ukushintswa kohlobo</li> <li>Izakhiwo ezinikwe isikhathi somusa (ezikweletwa amaplakhu) ezihambisana nezimfuneko (ezintsha kanye nezivuselelwayo)</li> <li>Izicelo zamaplakhu ezengeziwe</li> </ul>
Application for Renewal of Grading	Izicelo Zokuvuselels ukugreda
Grading Completed	Ukugreda kuphelile
Plaque And Certificate issued and sent to Establishment	Amaplakhu kanye Nezitifiketi ziyanikezwa bese zithunyelwa esakhiweni
Review and list and follow-up with manufacturer	Ukubheka kanye nokwenza uhla kanye nokulandelela umkhiqizi
Delivered within 6 weeks of order placement	Ukudiliva emavikini ayi-6 okwenziwa kwe-oda
Receive a list of properties which will be used to	Ukuthola uhlu lwempahla oluzosetshenziswa

order and track plaques	ukwena i-oda kanye nokulandelela amaplakhu
A list of plaques to be issued is generated automatically in the Plaque Management System and can be accessed by Plaque Manufacturer online	Uhla lwamaplakhu azokhishwa lukhishwa ngokuzenzakalela Ohlelweni Lokuphathwa Kwama-plakhu futhi lungatholakala ku-intanethi Umkhiqizi Wamaplakhu
<ul style="list-style-type: none"> <li>SMS notifications are sent to Establishments to advise them of deliveries</li> <li>Failed certificate delivery and plaque deliveries must be reported to the Assessors</li> </ul>	<ul style="list-style-type: none"> <li>Izaziso zama-SMS ziyathinyelwa Ezakiweni ukuzazsa ngokudiliva</li> <li>Ukudiliviwa okungaphumelelanga kwezitifiketi kanye nama-plakhu kumele kubikwe Kubahloli</li> </ul>
<b>4.10. Payment of Assessors</b>	<b>4.10. Ukukhokhelwa Kwabahloli</b>
Grading system	Uhlelo lokugreda
Financial System	Uhlelo Lwezezimali
Assessor	Umhloli
TGCSA Operations	Ezokusebenza ze-TGCSA
TGCSA Account Payable Clerk	Iklekhi Lokukhokhelwa kwama-Akhawunti
TGCSA Finance Manager	Umphathi Wezezimali we-TGCSA
Operational Manager	Umphathi Wezokusebenza
CQAO	CQAO
TGCSA Accountant	Owezezimali
List of graded Establishments sent to Finance	Uhla lwezakhiwo ezigrediwe luthunyelwa Kwezezimali
Send message to Financial System for Assessor payments to be initiated, and send PO notification to the Assessors	Kuthunyelwa umyalezo wokukhokhelwa Komhloli ukuthi kuqalwe, bese kuthunyelwa se-PO Kubahloli
Generate	Ukukhipha
Submit invoices against PO notification	Ukuhanjiswa kwama-invoyisi ngmyalezo we-PO
within 3 working days	Ezinsukwini ezi-3
To be submitted via email to : assessorinvoices@tourismgrading.co.za	Kuhanjiswe ngemeyili ku: assessorinvoices@tourismgrading.co.za
This action confirms services have been delivered as per the approved meeting list Receipting can begin the day after the meeting	Isenzo siqinisekisa amasevisi eziwe nengokuba kuvunyelwene ohlwini lomhlangano, ukwamukela kungaqala emuva komhlangano
Receipt POs based on the properties approved	Amarisidi ama-PO ngokempahla evunyelwe
Prepare a remittance advice, and verify properties on the remittance advice match properties on PO email Notification, Awards list, Financial System PO and Assessor Invoice	Ukulungiswa kwesiyalo, bese kuqinisekiswa impahla ngokwesiyalo kuhambisane nempahla nesaziso semeyili ye-PO, uhla Lwemiklomo, Uhlelo Lwezezimali lwe-PO kanye ne-Invoyisi Yomhloli
Do a check of the Assessor Fee on approved commission rate (as approved and signed by CQAO & OM)	Ukuhlolwa kwemali omhloli yekhomishini (njengokub kuvunyiwe futhi kwasayinwa yi-CQAO & OM)
<ul style="list-style-type: none"> <li>Manual PO may need to be created to address amendments – must be noted on Grading system</li> </ul>	<ul style="list-style-type: none"> <li>Imanuwali we-PO ingadinga ukuthi yenziwe ukubhekana nezichibiyelov-kumele kushiwo ohlelweni Lokugreda</li> </ul>

<ul style="list-style-type: none"> <li>Where amendments are required, they can also be addressed via Grading system if time permits for all require integrations</li> </ul>	<ul style="list-style-type: none"> <li>Lapho izichibiyelo zidingeka khona, kungabhekanwa nazo ohlelweni Lokugreda uma isikhathi sivumela konke ukuhlangana</li> </ul>
Signed Invoice	i-invoyisi esayiniwe
Load invoice on Financial System billing system	Ukufakwa kwe-invoyisi Ohlelweni Lokugreda
Match Invoice against Financial System generated PO	Ukuqhathanisa i-invoyisi ne-PO ekhishwe Uhlelo Lwezezimali
Do the invoice and PO match	Ngabe i-invoyisi kanye ne-PO kuyafana
Prepare payment requisitions and creditors trial balance, reconciliations	Lungisa ukukhokha kanye nokulinganiswa kwezezikweleti, ukubuyisana
Compile a file with all the documentation and send it to Ops Manager and CQAO for approval	Ukwenza ifayela elinayo yonke imiqulu bese ithunyelwa Kumphathi we-Ops kanye ne-CQAO ukuze livunyelwe
Invoice not paid until the mismatch is resolved Request Assessor to resubmit the invoice with the correct amount if applicable	i-invoyisi ayikhokhelwa kuze kube ukungafani kuyasombululwa Kucelwa umhloli ukuthi aphinde ahambise i-invoyisi enenani eliyiqiniso uma kufanele
Capture payment confirmation on Financial System once payment has been made	Ukubhalwa kwesiqiniseko sokukhokha Ohlelweni Lwezezimali uma sekukhokhiwe
Check EFT against payment requisition – amount is correct and check banking details are correct	Ukubheka e-EFT kanye nokukhokha – inani lemali liyiqiniso kanye neminingwane yebhange iyiqiniso
Check approvals of invoices and sign off by CQOA have been signed. Check that the invoice total agrees to the PO email notification, the assessor invoice, Financial System PO, and the payment reconciliation. Payment requisition signed if all is in order	Ukubhekwa kwezimvume zama-invoyisi kanye nokusayina yi-CQOA kwenziwe, Ukubheka ukuthi i-invoyisi isiyonke iyavumelana nesaziso se-PO semeyili, i-invoyisi ymhloli, Uhelo Lwezezimali lwe-PO, kanye nokubuyisana kwenkokhelo. Ukukhokhelwa kusayiniwe uma kwenziwe kahle
Review and sign the invoice	Ukubheka kanye nokusayina i-invoyisi
Give final approval of the invoice by reviewing and signing the invoice	Ukunika ukuvumela kokugcina kwe-invoyisi ngokubheka kanye nokusayina kwe-invoyisi
Load EFT payments [Can be done by AP Clerk or Finance Manager, in the absence of Accountant]	Ukufaka imali nge-EFT [kungenziwa iklekhi le-AP noma Umphathi Wezezimali, uma umcwaningi mabhuku engekho]
Check EFT against payment requisition – amount is correct and check banking details are correct	Ukubheka i-EFT nemali ekhokhiwe – imali iyiqiniso kanye neminingwane yebhange iyiqiniso – inani liyiqiniso kanye neminingwane iyiqiniso
Release payment [Can also be done by CFO in the absence of CQAO]	Ukukhishwa kwemali [Nakho kungenziwa yi-CFO uma i-CQAO ingekho]
By last calendar day of each month	Ngosuku lokugcina lwekhalenda lwenyanga ngayinye

<b>4.11. Establishment Assessment Impact Measurement</b>	<b>4.11. Ukukalwa Komthelela Wokuhlolwa Kwesakhiwo</b>
Marketing and Communications Manager	Umphathi Wezokumaketha kanye Nezokuxhumana
External Contractor	Usonkontileka wangaphandle
Grading Completed	Ukugredwa kuediwe
Complete all Import template and submit to External Contractor (PSA) via email	Ukugcwaliswa kwawo wonke amathempulethi asuswa ngaphandle kanye nokuhambisa Kusonkontileka Wangaphandle (PSA) ngemeyili
Monthly; 5 working days after EXCO	Njalo ngenyanga, ezinsukwini ezi-5 emuva kwe-EXCO
Send the Post Awards list	Ukuthunyelwa kohla lwangaphambi Kokuklonyeliswa
Survey reviewed 2 times in a year (every 6 six month) to determine if updates are requiredn	Ucwaningo lubheka ka-2 ngonyaka (njalo ezinyangeni eziyi-6) ukunquma ukuthi kukhona yini okumele kufakwe
Import Respondents into system	Ukufaka abaphenduli ohlelweni
Monthly; Once Received	Njalo ngenyanga; emuva kokuthi Kubhekiwe
Send survey invitation email to uploaded establishments	Ukuthumela isimemo socwaningo ngemeyili ezakhiweni esezifakiwe
Within 1 Working day of Receipt of Document	Osukwini olu-1 lokwenziwa Kwerisidi Yomqulu
Send reminder email to respondents who have not submitted the survey	Ukuthinyelwa kwemeyili eyisikhubuzo kubaphenduli abangakahambisa ucwaningo
7 calendar days after Monthly Property Approvals Exco Meeting	Ezinsukwini eziyi-7 emuva Komhlangano Wanyanga zonke Wokuvunyelwa Kwempahla we-EXCO
Close the survey and generate reports (Amplixs Report & Executive Summary)	Ukuvalwa kocwaningo kanye nokukhishwa kombiko (Umbiko We-Amplixs & Nokufingqwa Kwabaphathi)
1 day after close of survey (14 calendar days per monitoring period)	Usuku olu-1 emuva kokuvalwa ombiko (ezinsukwini eziyi-14 ngesikhathi sokubheka)
Send both the Assessor and the operations manager the individual results of the survey	Ukuthumela Umhloli kanye nomphathi wezokusebenza imiphumela yocwaningo
Send Reports to TGCS	Ukuthumela Imibiko ku-TGCSA
Provide feedback on Impact assessment to TGCSA teams	Ukuhlinzeka impendlo ngomthelela wokuhlola emathimbei e-TGCSA
End	Ukuphela
2 Working days prior to Committee meeting	Ezinsukwini ezi-2 zokusebenza ngaphambi komhlangano wekomidi
<b>4.12. Manage Grading Standards</b>	<b>4.12. Ukuphatha Amazinga Okugreda</b>
Manage Grading Standards	Ukuphatha Amazinga Okugreda
CQAO, OM and Marketing and Communications Manager	i-CQAO, OM kanye Nomphathi Wezokumaketha kanye Nezokuxhumana
Industry (Larger tourism industry, existing clients, and key stakeholders)	Imbono (imboni enkulu yezokuvakasha, amakhasimende akhona, kanye nabambi beqhaza ababalulekile)
Awards Committee	Iklomidi lemiklomo
Grading standards due to be reviewed (every 3	Amazinga okugreda okumele abhekwe

years	(eminyakeni emi-3)
Conduct research within the industry to determine if existing grading standards are still relevant and suitable	Ukwenza ucwaningo embonini ukunquma ukuthi ukugreda okukhona kusafanele yini
Sources of input include: <ul style="list-style-type: none"> <li>• Surveys commissioned by the TGCSA, including the monthly impact assessment,</li> <li>• Owners of Establishments,</li> <li>• Assessors,</li> <li>• All members of the TGCSA,</li> <li>• Industry Associations,</li> <li>• All other stakeholders,</li> </ul>	Imithombo yemibono ihlanganisa: <ul style="list-style-type: none"> <li>• Ucwaningo olwenziwa yi-TGCSA, okuhlanganisa umthelela wanyanga zonke wocwaningo,</li> <li>• Abanikazi bezakhiwo,</li> <li>• Abahloli,</li> <li>• Onke amalunga e-TGCSA,</li> <li>• Ososeshini bemboni,</li> <li>• Nabo bonke ababambe iqhaza,</li> </ul>
Review existing Grading Standards to identify those measures that may need changing	Ukubheka Amazinga Okugreda akhona ukubona ukuthi lezo zindlela ezingadinga ukushintshwa
Do some Grading Standards need changing	Ukwenza Amazinga Okugreda angadinga ukushintshwa
No	Cha
Communicate that standards are staying the same	Ukusho ukuthi amazing ahlala kanjalo
End	Ukuphela
Yes	Yebo
Define new standards if required , and propose changes	Ukuncoma amazinga amasha uma edingeka, bese kushiwo ushintsho
Consult industry	Ukuxoxisana nemboni
Send proposed changes to TGCSA Award Committee for approval	Ukuthumela ushintsho olunconyiwe Ekomidini Lokuklommelisa Lwe-TGCSA ukuze luvunyelwe
Provide the required information and clarification	Ukuhlinzeka ulwazi kanye nokucacisa okudingekayo
Upload new standards onto Grading System Test environment	Ukufaka amazinga amasha Endaweni Yokuhlola Kohlelo Lokugreda
User Acceptance Testing	Ukuhlola Okuvumenyelwe Kumsebenzisi
Upload new standards onto Grading system live Environment	Ukufaka Amazinga amasha endaweni Yohlelo Lokugreda Ngqo
End	Ukuphela
More information / clarification required	Olunye ulwazi / nokucacisa okudingekayo
Review proposed changes and determine if they can be approved	Ukubheka ushintsho olunconyiwe kanye nokunquma ukuthi lungavunyelwa yini
Updates to Grading Standards Approved?	Ukwaziswa ukuthi Amazinga Okugreda Avunyelwe?
Yes	Yebo
Communicate the approved changes in standards	Xoxisana ngoshintsho oluvunyelwe ngokwamazinga
No	Cha
End	Ukuphela
<b>4.13. Change Grading Category</b>	<b>4.13. Ukushintshwa Kohlobo Lokugreda</b>
Establishment	Isakhiwo
Assessor	Umdloli
Provincial Master Assessor	Umdloli Omkhulu Wesifundazwe
Assistant Operations Manager	Umsizi Womphathi Wezokusebenzi

Accounts Receivable Clerk	Iklekhi Ethola Ama-akhawunti
Change In Category Required	Ukushintswa Kohlobo Okudingekayo
Request a change in category	Ukucelwa koshintsho lohlobo
Can be done mid cycle when the Establishment has paid and submitted to a meeting, or when the membership is up for renewals	Kungenziwa phakathi nesekile uma Isakhiwo sesikhokhe saphinda sahambisa emhlananweni, noma uma ubulunga sekumele buvuselelwe
Need for change in category identified by Assessor during onsite assessment	Isidingo soshintsho lohlobo sibonakale Umhloli ngesikhathi sokuhlola endaweni
implications of the change in category with the Establishment, including MERs and billing implications	Ukushintsha kohlobo Nesakhiwo, okuhlanganisa ama-MER kanye nemali
Submit change of category request to PMA	Ukuhambisa isicelo soshintsho lohlobo ku-PMA
Is there a financial impact	Ukhona umthelela wemali?
No	Cha
Change the category on Grading system and provide feedback	Ushintsho lohlobo Ohlelweni Lokugreda kanye nokunikela ngempendulo
Within 3 days	Ezinsukwini ezi-3
Submit the category change to the category change list compiled by the Assistant Operations Manager	Ukuhambisa ukushintsha uhlobo ohlwini lokushintshwa kohlelo Umsizi Womphathi Wezokusebenza
Compile category changes list and Request signoff and approval from the CQAO and the TGCSA Financial Manager	Ukuhlanganisa uhla lokushintsha kohlobo kanye Nesicelo sokusayina kanye nemvume esuka ku-CQAO kanye Nompfathi Wezezimali we-TGCSA
Approval and signatures obtained?	Ngabe ukuvunyelwa kanye nokusayina kutholakele?
No	Cha
Provide feedback to Assessors that the changes have been declined	Nikeza impendulo Kubahloli ethi ushintsho lunqatshiwe
End	Ukuphela
Yes	Yebo
Are the changes being made after the invoice has been	Ngabe ushintsho olwenziwe lwenziwe emuva kokukhokhwa kwe-invoyisi
No	Cha
Request a Credit for the old invoice	Isicelo Sesikweletu se-invoyisi
Make the requested changes to the Grading Categories in Grading system	Ukwenza ushintsho oluceliwe Lohlobo Lokugreda ohlelweni Lokugreda
Recalculate applicable fees and issue a new invoice to be generated by Financial System	Ukuphinda kubalwe izimali ezifanele bese kukhishwa i-invoyisi entsha okuzokhishwa Uhlelo Lokugreda
End	Ukuphela
Yes	Yebo
Send a request to Finance for the reversal of the receipt against the old invoice	Ukuthunyelwa isicelo Kwezezimali ukuthi kubuyiselwe irisidi ye-invoyisi endala
Reverse the receipting of payments against the old invoice	Ukubuyisela emuva ukwenziwa kwamrisidi email eyakhokhelwa i-invoyisi endala
Confirmation of payment reversal	Ukuqinisekisa ukubuyiselwa emuva kokukhokha
Request a credit note to settle the old invoice	Isicelo sesikweletu ukukhokhela i-invoyisi endala
Make the requested changes to the Grading Categories in Grading system	Ukwenza ushintsho oluceliwe Ohlobeni Lokugreda ohlelweni Lokugreda
Recalculate applicable fees	Ukuphinda kubalwe imali efanele

Create a new invoice which can be settled with the payments received	Ukwenziwa kwe-invoyisi entsha engakhokhelwa ngemali etholiwe
Receipt the payment received before the change against the new invoice	Ukwenza irisidi yemali etholakele ngaphambi kokuthi kwenziwe ushi lwe-invoyisi entsha
If the amounts don't match inform the PMA and he/she will assist in the managing the difference	Uma izimali zingahambelani kwazisw i-PMA izosiza ukulungisa ukwehlukana
<ul style="list-style-type: none"> <li>• Credit notes and additional invoices will be raised as required</li> <li>• For major changes Assessors commission be affected</li> </ul>	<ul style="list-style-type: none"> <li>• Izikweletu kanye nama-invoyisi amanye azophakanyiswa njengokuba kudingeka</li> <li>• Ushintsho olukhulu ikhomishini Yomhloli iyathinteka</li> </ul>
<b>4.14. Adhoc Update of Establishment Details</b>	<b>4.14. Ukubuyekwezwa kwe-Adhoc Yemininingwane Yesakhiwo</b>
Establishment requests update of their details (must be requested in writing)	Ukubhekwa kwesicelo sesakhiwo emininigwaneni yakhona (kumele kucelwe ngokubhala)
New or existing property	Impahla entsha noma endala
Existing Or property New property and Assess with invoice paid or allocated	Impahla entsha noma endala kanye Nokuhlolwa ne-invoyisi ekhokhiwe noma eyabiwe
Property stage?	Isigaba sempahla?
Assessment completed	Ukuhlolwa kuqediwe
Submit the request for update to the PMA	Ukuhambisa isicelo ukufaka ku-PMA
Is there a financial impact?	Ukhona umthelela ezimalini?
Update establishment details through data confirmation during the assessment	Ukufaka imininigwane yesakhiwo ngokuqinisekisa ulwazi ngesikhathi sokuhlolwa
New property invoice has not been paid	i-invoyisi entsha yempahla engakhokhwa
Update the establishment's Detail on Grading system	Ukufaka imininigwane yesakhiwo ohlelweni Lokugreda
Log onto the Grading system and update establishment's detail	Ukungena ohlelweni Lokugreda kany nokufaka imininigwane yesakhiwo
Have the ownership and billing details changed	Ukuba nobunini kanye nokushintshwa kwemininingwane yokubiza imali
No	Cha
End – no further addition required	Ukuphela – akukho okunye okumele kwengezwe
Yes	Yebo
Has the renewal invoice been paid	Ngabe i-invoyisi entsha ikhokhiwe
Request are-	Izicelo
Generate a new invoice, using the invoice recalculation function on Grading system	Ukukhishwa kwe-invoyisi, ngokusebenzisa i-invoyisi ephinde yabalwa ohlelweni Lokugreda
Update Establishment details on Grading system	Ukufaka imininigwane Yesakhiwo Ohlelweni Lokugreda
Operations can change the following information: <ul style="list-style-type: none"> <li>• Contact information</li> <li>• Number of rooms</li> <li>• Room rate</li> <li>• Invoicing</li> </ul>	Ezokusebenza zingashintsha imininigwane elandelayo <ul style="list-style-type: none"> <li>• Imininingwane yokuxhumana</li> <li>• Inani lamagumbi</li> <li>• Imali yegumbi</li> <li>• Uku-invoyisa</li> </ul>
Save updated information and synchronize updates to Financial System and the TGCSA website if required	Ukugcina imininigwane kanye nokusekhronaza ukufaka Ohlelweni Lwezezimali kanye newebhusayithi ye-TGCSA uma kudingeka



Generate an integration instruction to Financial System which will integrate the following day.	Ukukhipha umyalelo wokuhlangana Ohlelweni Lwezezimali oluzohlangana ngosuku olulandelayo.
Invoice details, Supplier details, contact details, e-mail addresses, category and charge rate	Imininingwane ye-invoyisi, imininingwane yomhlinzeki, imininingwane yokuxhumana, uhlobo kanye nemali
Invoice sent to Establishment	I-invoyisi ethunyelwe Esakhiweni
Generate invoice and Forward it to Establishment and Assessor	Ukukhishwa kwe-invoyisi kanye nokuthunyelwa kwayo Esakhiweni kanye Nomhloli
Invoice generated Financial System which will integrate the following day.	i-invoyisi ekhishwe Ohlelweni Lwezezimali okuhlanganiswa ngosuku olulandelayo
Establishment billing information updated	Ukufakwa kwemininingwane yokubizwa
Financial System Billing information will be updated automatically overnight and new invoices will be generated if required	Imininingwane Yokubiza Yohlelo Lwezezimali izofakwa ngokuzenzakalela ebusuku kanye nama-invoyisi amasha azokhishwa uma kudingeka
Do the changes in the details affect billing information	Ngabe ushintsho emininingwaneni luthinta ilwazi lokubiza
No billing updates required	Akukho ukufakwa kokubiza okudingekayo
Establishment billing information updated	Ukufakwa kolwazi lokubiza kwesakhiwo
No web listing updates required	Alukho ukufakwa kohla lwe-webhu oludingekayo
Do the changes affect marketing information or collateral	Ngabe ushintsho luthinta ulwazi lokumaketha noma ukuhlangana
Establishment website listing information updated	Uhla lwemininingwane yebhusayithi yesakhiwo lufakiwe
<b>4.14. Cancellation of Membership</b>	<b>4.14 ukukhansela Kobulunga</b>
Establishment decides to cancel their membership	Isakhiwo sikhetha ukukhansela ubulunga
Contact the Assessor in writing to request a cancellation of membership before the membership expiry date	Thintana Nomhloli ngokubhala ukucela ukukhansela ubulunga ngaphambi kosuku lokuphelelwa yisikhathi
Discuss the reasons for cancellation with the Establishment	Dingida izizathu zokukhansela Nesakhiwo
Explain the re-join process to the Establishment	Chaza uhlelo lokuphinda ujoyine Esakhiweni
Does the Establishment still want to cancel?	Ngabe Isakhiwo sisafuna ukukhansela?
Confirm if cancellation should be immediate or on expiry	Ukuqisekisa kokukhansela kumele kube okwamanje noma ngosuku lokuphelelwa yisikhathi
This is usually informed by the reasons for cancellation	Lokhu kwenziwa yizizathu zokukhansela
Submit cancellation request to the relevant Provincial Master Assessor	Hambisa isicelo sokukhansela Kumhloli Omkhulu Esifundazweni ofanele
<ul style="list-style-type: none"> <li>If no payments have been made by renewal properties, Grading System will generate reminders about the invoice on day 90, day 60 and day 30 preceding the membership expiry date and send the reminders to the Establishment and Assessor</li> </ul>	<ul style="list-style-type: none"> <li>Uma ingekho imali ekhokhiwe ekuvuselelweni kwempahla, Uhlelo Lokugreda kukhipha izikhumbuzo maqondana ne-invoyisi ngosuku lwama-90, lwama-60 kanye nolwama-30 ngaphambi kosuku lokuphelelwa</li> </ul>

<ul style="list-style-type: none"> <li>If the payment is not received and receipted in full by the date on which the Establishment's current membership's expires the Establishment's membership is cancelled automatically by Grading System 21 day after the expiry date of the membership this will form part of the auto batch cancellations, but the Establishment record is kept on Grading System and can be used as a future lead.</li> </ul>	<p>yisikhathi sobulunga futhi lutumela izikhubuzo Esakhiweni kanye Nakumhloli</p> <ul style="list-style-type: none"> <li>Uma imali ingatholakalanga futhi ayangenzelwa irisidi ngokugcwele ngosuku ubulunga Besakhiwo buphelelwa yisikhathi ubulunga besakhiwo obukhona buyakhanselwa ngokuzenzakalela Ohlelweni Lokugreda osukwini lwama-21 emuva kosuku lokuphelelwa yisikhathi kobulunga lokhu kuzoba yingxenywe yobuningi bokukhanselwa ngokuzenzakalela, kodwa irekhodi Lesakhiwo liyagcinwa Ohlelweni Lokugreda futhi lingasetshenziswa kusasa njengesibonelo</li> </ul>
<ul style="list-style-type: none"> <li>If marked for immediate cancellation, the membership is immediately cancelled</li> <li>The grading system has to inform the financial system on any immediate cancellations so that the revenue recognition programme can account accordingly for any cancellations in membership;</li> <li>If marked for delayed cancellation (e.g. cancellation on expiry date) the Establishment will remain in the system until the delayed cancellation date arrives</li> </ul>	<ul style="list-style-type: none"> <li>Uma kumakwe njengokukhansela kwamanje, ubulunga bukhanselwa ngokushesha</li> <li>Uhlelo Lokugreda kumele lazise uhlelo lwezezimali ngokukhansela kokushesha ukuze izinhlelo ezibona irevenyu zithathe ngokufanele ukukhanselwa noma yikuphi kobulunga</li> <li>Uma kumakwe njengokukhansela okudileyile (isb. Ukukhansela ngosuku lokuphelelwa yisikhathi) Isakhiwo sizoba sohlelweni kuze kube usuku lokukhansela luyafika</li> </ul>
Grading system will sync with Financial System and the Account will not receive renewal invoices	Uhlelo lokugreda luzosebenzisana Nohlelo Lwezezimali bese i-akhawunti ngeke ithole i-invoyisi evuselelwe
Cancel the Establishment in Grading system, as either an immediate cancellation or cancellation on expiry	Ukukhansela Isakhiwo Ohlelweni Lokugreda, njengokukhansela ngokushesha noma ngokukhansela ngokuphelelwa yisikhathi
Membership cancelled (voluntary cancellation or due to non-Payment)	Ubulunga buyakhanselwa (ukukhansela ngokuvolontiya noma ngenxa yokungakhokhi)
<ul style="list-style-type: none"> <li>Downloaded as a query on Grading System-IA</li> <li>Ticket "Created"</li> </ul>	<ul style="list-style-type: none"> <li>Okuthathwe njengombuzo Ohlelweni Lokugreda-IA</li> <li>Ithikithi "Elenziwe"</li> </ul>
45 calendar days	Ezinsukwini ezingama-45 zekhalenda
Has the property applied for grading again?	Ngabe impahla ifake isicelo sokugreda futhi
Wait 10 working days after Post Cx Stage 1 Notification	Linda izinsuku eziyi-10 zokusebenza Emuva Komlayezo Cx Wesigaba 1
No action required, ticket closed	Akukho okumele kwenziwe
Issue "Post Cancellation (Cx) Stage 1 Notification	Ukukhipha "Emuva kokukhansela (Cx) umyalelo wesigaba 1
Establishment intent to become assessed again?	Ngabe isakhiwo siqonde ukuhinda sihlolwe futhi
Proceed with Query Evaluation Stage & QPA	Proceed with Query Evaluation Stage & QPA
Failed assessment & Downgraded	Ukungaphumeleli ekuhlolweni & Nokwehliswa
Lead is referred to an accredited assessor	Ukuhola kudluliselwa kumhloli ofanele
Establishment intent remove the star advertising	Isakhiwo siqonde ukususa ukukhangisa

	kwenkanyezi
Adjust "Next Step Due" 30 calendar days onwards from current day	Ukulungisa "Isigaba Esilandelayo" izinsuku ezingama-30 zekhalenda kuya phambili kusukela ngaloluya suku
After these 30 days, proceed with Query Evaluation Stage & QPA Stage 2, if necessary	Emuva kwezinsuku ezingama-30, qhubeka Nesigaba Sokubhekwa Kombuzo & QPA isigaba 2, uma kunesidingo
Proceed with Query Evaluation Stage & QPA Stage 1	Qhubeka Nesigaba Sokubheka Umbuzo & ne-QPA isigaba 1
Follow the Incorrect & Illegal Advertising query evaluation Stage and the Quality Protection Auditing Stage 1 procedures	Landela isigaba sokubheka Ukukhangisa Okungesilo iqiniso & Okungekho emthethweni kanye nenqubo
Close the ticket on Grading System- IA	Ukuvala ithikithi Ohlelweni Lokugreda-IA
Determine from Marketing records if establishment previously received a plaque	Ukunquma emarekhodini Ezokumakethat ukuthi ngabe isakhiwo sesike sayithola yini iplakhu
CLO monitors & follows up on auctioning of plaque collections	i-CLO iyaqapha & iyalandelela ukudayiswa kwamaplakhu
Receives the returned plaques	Ukuthatha amaplakhu abuyisiwe
Makes an arrangement with the Establishment for collection of old plaque	Wenza amalungiselelo Nesakhiwo ukuze kulandwe amaplakhu amadala
Arrange with courier to collect the plaque from the Establishment	Ukulungisa ikhoiya ukulanda amaplakhu Esakhiweni
Compile a detailed list of plaque collections for the courier and the list on open purchase order	Ukuhlanganisa uhla lwamaplakhu okumele alandwe ukuze akhoriywe kanye nohla lokwenza i-oda lokuthenga
<b>4.17. Replace Issued Plaques</b>	<b>4.17. Ukushintshwa Kwamaplakhu Akhishiwe</b>
TGCSA Marketing Team	Ithimba le-TGCSA Lezokumaketha
Replacement Plaque Required	Ukushintshwa kweplakhu edingekayo
Receive a request for a replacement plaque	Ukuthola isicelo sokushintshwa kweplakhu
Requests can come from: <ul style="list-style-type: none"> <li>The Establishment The PMAs</li> <li>The Assessor on behalf of the Establishment</li> </ul>	Izicelo zingasuka: <ul style="list-style-type: none"> <li>Esakhiweni sama-PMA</li> <li>Umhloli emele isakhiwo</li> </ul>
Order replacement (or additional) plaque from plaque distributor	Uku-oda iplakhu (noma ezokwengeza) ezoshintsha kumdayisi wamaplakhu
Contact establishment, to make arrangements for collection of the old plaque	Ukuxhumana nesakhiwo, ukwenza amalungiselelo ukuthi kulandwe iplakhu endala esakhiweni
Arrange for a SAT appointed courier to collect the plaque from the establishment	Ukulungisa ukuthi i-SAT eqokiwe ukukhoriya ukuthi izolanda iplakhu esakhiweni
Plaques will only be ordered replaced in the following circumstances: <ul style="list-style-type: none"> <li>Additional plaque request,</li> <li>Change of Category,</li> <li>Upgrade or Downgrade or Membership,</li> <li>Replacement of Plaque with old CI,</li> <li>Damaged plaque, Stolen plaque</li> </ul>	Amaplakhu enga-odwa kuphela ukuthi ashintshwe ezimeni ezilandelayo: <ul style="list-style-type: none"> <li>Izicelo zamaplakhu okwengeza,</li> <li>Ukushintsha kohlobo</li> <li>Ukunyusa noma ukwehlisa noma ubulunga,</li> <li>Ukushintsha iplakhu ene-CI endala,</li> <li>Iplakhu efile, entshontshiwe</li> </ul>

Receive returned plaque	Ukuthola iplakhu ebuyisiwe
<b>4.18. Conduct Assurance of Plaque and Certificate Delivery</b>	<b>4.18. Ukuqinisekiswa Kokuphathwa kanye Nokudiliviwa Kwezitifiketi</b>
Quality Protection Office	Ihhovisi Lokuvikela Ikhwalithi
TGCSA Marketing Assistant	Umsizi Wezokumaketha we-TGCSA
Two Calendar Months or 70 calendar days After the Awards Meeting downloads on the Grading System	Ezinyangeni ezimbili zekhalenda noma ezinsukwini ezingama-70 emuva kokufaka emhlanganweni wemiklomo ohlelweni lokugreda
First check with the Marketing Assistant if the plaques are expected to have been delivered, i.e. confirm if there could have been any issues that affected manufacturing or delivery of plaques.	Kuqala bhaka umsizi wezokumaketha ukuthi amaplakhu alindlekile yini ukuthi adiliviwe, isb. Qinisekisa ukuthi kungaba khona izinkinga ezithinta ukukhiqizwa noma ukudiliviwa kwamaplakhu
Inform the QPO if there were issues and explain the nature of the issues and expected impact	Ukwazisa i-QPO ukuthi ngabe zikhona yini izinkinga bese uchaza uhlobo lwezinkinga kanye nomthelela olindlekile
Assess the feedback consider the impact when conducting the audit	Ukuhlola impendulo bese ubhaka umthelela ongaba khona uma kwenziwa ukucwaningwa kwamabhuku
g. if the meeting was closed on the grading system on 15 April, the checks for those plaques will be done at the end of June (2 calendar months later)	g. uma umhlangano uvaliwe ohlelweni lokugreda mhla ziyi-15 ku-Ephreli, ukubhekwa kwamaplakhu kuzoqedwa ekupheleni kuka-Juni (ezinyangeni ezi-2)
Select a 8 to 10% sample of establishments for which plaques and certificates were ordered after the Property Approvals Meeting	Ukukhethwa isampula eli-8 kuya ku-10% kwesakhiwo lapho amaplakhu kanye nezitifiketi ku-odiwe emuva Komhlangano Wokuvumela Impahla
Conduct an audit to determine if the establishments received their plaques and certificates in good order and timeously	Ukwenza ukucwaningwa kwamabhuku ukunquma ukuthi izakhiwo ziwatholile amaplakhu kanye nezitifiketi zawo ngokufanele
Produce a report and submit it to CQAO	Ukukhipha umbiko bese uhanjiswa ku-CQAO
Record queries and issues raised and submit them to TGCSA Marketing Assistant and to CLO for record- keeping & further follow-up	Ukurekhodwa kwemibuzo kanye nezinkinga okuphakanyisiwebese kuhanjiswa Kumsizi Wezokumaketha we-TGCSA kanye ne-CLO ngezinhloso zokugcina amarekhodi & nokunye ukulandelela
<ul style="list-style-type: none"> <li>• Missing Plaques</li> <li>• Misspelt Establishment names</li> <li>• Incorrect number of stars</li> <li>• Damaged plaques and Certificates</li> </ul>	<ul style="list-style-type: none"> <li>• Amaplakhu alahlekile</li> <li>• Amagama ezakhiwo angabhalwanga kahle</li> <li>• Inombolo yezinkanyezi okungeyona</li> <li>• Amaplakhu kanye nezitifiketi okumoshakele</li> </ul>
Address & resolves plaque and certificate issues stemming from the audit	Ukubhekana & nokusombulula izinkinga ziplakhu kanye nesitifiketi okuphuma ekucwaningweni kwamabhuku
Issues addressed	Izinkinga okubhekenwe nazo
<b>4.19. Query Evaluation Stage</b>	<b>4.19. Isigaba Sokubheka Imibuzo</b>
Quality Protection Officer	Isikhulu esivikela Ikhwalithi
Start	Ukuqala
Receive an illegal Advertising report	Ukuthola umbiko wokukhangisa okungekho

	emthethwemi
Does the Establishment exist on the historic manual query workbook	Ngabe isakhiwo sikhona ebhukwini lokusebenza lomlando lemanuwali?
Sources include	Imithombo ihlanganisa
Assessors, General Public, Other graded Establishments, • TGCSA staff, • Awards Meeting Changes, • Cancellations, • Downgrades, • Client Feedback, • Client Liaison Officer	Abahloli, Umphakathi, ezinye izakh ezigrediwe, • Abasebenzi be-TGCSA • Umhlangano Woshintsho lwemiklomelo • Ukukhanselwa • Ukwehlisa • Impendulo yamakhasimende, • Isikhulu Esibhekelela Amakhasimende
Search for the establishment on QiT	Ukubheka isakhiwo ku-QiT
Does the establishment No rd exist?	Ngabe inomblo yesakhiwo ikhona?
No new records required on QiT	Alikho irekhodi Elisha elidingekayo ku-QiT
Create a new property on QiT	Ukwakha impahla entsha ku-QiT
Is the same issue being reported again?	Ngabe udaba olufanayo olubikwyo futhi?
IA Verification	Ukuqinisekisa kwe-IA
Was the Illegal advertising removed since the last communication	Ngabe ukukhangisa okungekho emthethweni kususiwe emuva kwenkulumo yokugcina?
Close ticket and record that the IA was removed	Ukuvala ithikithi kanye nokurekhoda ukuthi i-IA yasuswa
Applied for grading?	Ngabe sifakiwe isicelo sokugreda?
Close ticket – establishment has applied	Ukuvala ithikithi – isakhiwo sisifakile isicelo
Review the last known status of query	Ukubheka isimo sokugcina esaziwayo sombuzo
Determine the next stage to follow on QiT- IA	Ukunquma isigaba esilandelayo ukulandela ku-QiT – IA
Stage 1	Isigaba souk-1
Stage 2	Sogaba sesi-2
Stage 3	Isigaba sesi-3
Stage 4	Isigaba sesi-4
IA query resolved	Umbuzo we-IA usombululiwe
Minimum of 80% of legal advertising must have been moved for the ticket to be closed	Okungenani ama-80% okukhangisa okusemthethweni kususiwe ukuze ithikithi livalwe
If it is a service or facilities issue notify the relevant PMA And CC the CLO	Uma kuyinkinga yesevisi noma izakhiwo tshela i-PMA kanye ne-CC ye-CLO efanele
Feedback to the person that reported the IA and close the ticket	Impendulo eya kumuntu obike i-IA kanye nokuvalwa kwethikithi
Is the establishment advertising Illegally?	Ngabe isakhiwo sikhanga ngokungemthetho?
Verify Illegal Advertising claims	Ukuqinisekisa imibiko yokukhangisa ngokungemthetho
Does the establishment record exist?	Ngabe irekhodi lesakhiwo likhona?
Create a new property on QiT	Ukwakhiwa kwempahla entsha ku-QiT
Create a new ticket for the query on QiT- IA	Ukwakhiwa kwethikithi elisha lombuzo ku-QiT – IA
Additionally Verify if the establishment was previously graded or not, Verify if it's grading was previously cancelled,	Okunye qinisekisa ukuthi isakhiwo besigrediwe ngaphambilini noma cha, Ukuqinisekisa ukuthi ukugredwa kwaso

Verify if the Establishment graded but the advertising the incorrect grading	kwakhanselwa ngaphambilini Ukuqinisekisa ukuthi isakhiwo sigrediwe kodwa sikhanga ukugreda okungelona iqiniso
Create collage using: <ul style="list-style-type: none"> <li>• Web Search engines Booking / Listing</li> <li>• Websites, Photos of street signage,</li> <li>• Photos of Signage At premises</li> <li>• Images from brochures</li> </ul>	Ukwenza ukuhlanganisa: <ul style="list-style-type: none"> <li>• Ukubheka kuwebhu ukubhukha / nohla</li> <li>• Amawebhusayithi, izithombe zezimpawu zomgwaqo</li> <li>• Izithombe zamabhrosha</li> </ul>
Create Collage of Evidence (IA Locations)	Ukwenziwe kokuhlanganisa kobufakazi (Izindawo ze-IA)
Create collage using: <ul style="list-style-type: none"> <li>• Web Search engines, Booking / Listing</li> <li>• Websites, Photos of street signage,</li> <li>• Photos of Signage At premises</li> <li>• Images from brochures</li> </ul>	Ukwenza ukuhlanganisa: <ul style="list-style-type: none"> <li>• Ukubheka kuwebhu ukubhukha / nohla</li> <li>• Amawebhusayithi, izithombe zezimpawu zomgwaqo</li> <li>• Izithombe zamabhrosha</li> </ul>
<b>4.20. Quality Protection Assurance – Stage 1</b>	<b>4.20. Ukuqinisekiswa Kokuvikelwa Kwekhwalithi – Isigaba soku-1</b>
Quality Protection Officer	Isikhulu esivikela Ikhwalithi
Illegal advertising report received	Umbiko wokukhangisa okungemthetho utholakele
Ops cancellation letter would have been sent and included an instruction to return the collateral	Incwadi yokukhansela ye-Ops ingathunyelwa futhi ihlanganise umyalelo ukubuyisa ukuhlanganisa
Has the membership been cancelled?	Ngabe ubulunga bukhanseliwe?
Has property applied?	Ngabe isakhiwo sifake isicelo?
Send QPO cancellation email Post Cancellation Stage 1 Notification	Ukuthumela imeyili ye-QPO yokukhansela emuva kwesaziso sokukhansela
Is there and E-mail address available for communicating with the establishment?	Ngabe kukhona futhi ikheli lemeyili elikhona kuyaxhumneka ngalo nesakhiwo?
Contact the Establishment telephonically to obtain correct E-mail address	Ukuthintwa kwesakhiwo ngocingo ukuthola imeyili eyiqiniso
Check & Update IA Locations	Ukubheka & nokufaka Izindawo ze-IA
<ul style="list-style-type: none"> <li>• The nature of the offense will determine the content of the letter</li> <li>• For Downgrades correspondence will refer to incorrect advertising not illegal advertising</li> </ul>	<ul style="list-style-type: none"> <li>• Uhlobo lwecala luzonquma okuqokethwe incwadi</li> <li>• Ukwehlisa kuzokwenziwa uma kwenziwe ukukhangisa okungekhona hhayi okungekho emthethweni</li> </ul>
Send relevant Letter 1 including collage & legislation to the establishment	Ukuthumela incwadi efanele yoku-1 ehlanganisa ukuhlangana & nomthetho esakhiweni
Wait two working days	Ukulinda izinsuku ezi-2 zokusebenza
IA Verification	Ukuqinisekisa i-IA
Illegal/ incorrect advertising removed?	Ukukhangisa okungelona iqiniso/okungekho emthethweni kususiwe?
Applied For grading?	Sifakiwe isicelo sokugreda?
IA query Not yet resolved	Umbuzo we-IA awukasombululwa?
Grading Quality Protection Stage 2	Isigaba sesi-2 sokuvikela Ikhwalithi Yokugreda
Close ticket, Establishment has applied for Grading	Ukuvalwa kwethikithi, Isakhiwo sisifakile isicelo sokugreda
Close ticket and record that IA was removed	Ukuvala ithikithi kanye nokuvalwa kwerekhodi ukuthi i-IA isusiwe

Minimum of 80% of illegal advertising must have been removed for the query to be closed.	Okungenani ama-80% okukhangisa okungekho emthethweni kumele kususwe ukuze umbuzo uvalwe.
<b>4.21. Quality Protection Assurance – Stage 2</b>	<b>4.21. Ukuqinisekiswa Kokuvikelwa Kwekhwalthi – Isigaba sesi-2</b>
IA not resolved in stage 1	i-IA ayisombululwanga esigabeni soku-1
Update the system to reflect that a stage 2 communication is being done	Ukubuyekeza uhlelo ukuthi luveze ukuthi ukuxhumana ezingeni lesi-2 kuyenziwa
Re-evaluate, update and add IA Locations	Ukubheka futhi, ukufaka kanye nokwengeza izindawo ze-IA
<ul style="list-style-type: none"> <li>The nature of the offense will determine the content of the letter</li> <li>For Downgrades communication will refer to incorrect advertising not illegal advertising</li> </ul>	<ul style="list-style-type: none"> <li>Uhlobo lwecala luzonquma okuqukethwe incwadi</li> <li>Ukwehlisa kuzokwenziwa uma kwenziwe ukukhangisa okungekhona hhayi okungekho emthethweni</li> </ul>
Send relevant Letter 2 including collage & legislation to the establishment	Ukuthumela incwadi efanele yesi-2 ehlanganisa ukuhlangana & nomthetho esakhiweni
Wait Ten working days	Ukulinda izinsuku eziyishumi zokusebenza
IA Verification	Ukuqinisekisa i-IA
Illegal/ incorrect advertising removed?	Ukukhangisa okungelona iqiniso/okungekho emthethweni kususwe?
Applied For grading?	Sifakiwe isicelo sokugreda?
Close ticket, Establishment has applied for Grading	Ukuvalwa kwethikithi, Isakhiwo sisifakile isicelo sokugreda
Close ticket and record that IA was removed	Ukuvala ithikithi kanye nokuvalwa kwerekhodi ukuthi i-IA isusiwe
Minimum of 80% of illegal advertising must have been removed for the query to be closed.	Okungenani ama-80% okukhangisa okungekho emthethweni kumele kususwe ukuze umbuzo uvalwe.
IA query Not yet resolved	Inking ayikasombululwa namanje?
Grading Quality Protection Stage 3	Isigaba sesi-2 sokuvikela Ikhwalithi Yokugreda
IA query resolved	Inkinga ye-IA isombululiwe
<b>4.22. Quality Protection Assurance – Stage 3</b>	<b>4.22 Ukuqinisekiswa Kokuvikelwa Kwekhwalthi – Isigaba sesi-3</b>
Quality Protection Officer	Isikhulu esivikela Ikhwalithi
Update the system to reflect that a stage 3 communication is being done	Ukubuyekeza uhlelo ukuthi luveze ukuthi ukuxhumana ezingeni lesi-2 kuyenziwa
-evaluate, update and add IA Locations	Ukubheka, ukufaka kanye nokwengeza Izindawo ze-IA
<ul style="list-style-type: none"> <li>The nature of the offense will determine the content of the letter</li> <li>For Downgrades communication will refer to incorrect advertising not illegal advertising</li> </ul>	<ul style="list-style-type: none"> <li>Uhlobo lwecala luzonquma okuqukethwe incwadi</li> <li>Ukwehlisa kuzokwenziwa uma kwenziwe ukukhangisa okungekhona hhayi okungekho emthethweni</li> </ul>
Send relevant Letter 3 including collage & legislation to the establishment	Ukuthumela incwadi efanele yesi-3 ehlanganisa ukuhlangana & nomthetho esakhiweni
Wait 30 calendar days	ukulinda izinsuku ezingama-30 zokusebenza
IA Verification	Ukuqinisekisa i-IA
Illegal/ incorrect advertising removed?	Ukukhangisa okungelona iqiniso/okungekho emthethweni kususwe?

<b>4.23. Quality Protection Assurance – Stage 4</b>	<b>4.23. Ukuqinisekiswa Kokuvikelwa Kwekhwalithi – Isigaba sesi-4</b>
Illegal advertising not resolved in stage 3	Ukukhangisa okungekho emthethweni akukasombululwa esigabeni sesi-3
Update the system to reflect that you are now in Stage 4 of processing the query	Ukufaka ohlelweni ukuthi luvze ukuthi usesigabeni sesi-4 sombuzo
Re-evaluate, update and add IA Locations	Ukubheka, ukufaka kanye nokwengeza Izindawo ze-IA
Send Letter 4 including collage & legislation to the establishment	Ukuthumela incwadi efanele yesi-3 ehlanganisa ukhlangana & nomthetho esakhiweni
Wait 14 calendar days	Ukulinda izinsuku eziyi-14 zekhalenda
Illegal advertising removed?	Ukukhangisa okungekho emthethweni kususwe?
Applied For grading?	Ngabe sifakiwe isicelo sokugreda?
Close ticket – Applied for grading	Ukuvala ithikithi – sifakiwe isicelo sokugreda
Illegal query resolved	Umbuzo ongekho emthethweni usombululiwe
IA query resolved	Umbuzo we-IA usombululiwe
Update the system to reflect “legal referred”	Ukufaka ohlelweni ukuthi kuvele “kuddluliselwe emthethweni”
to Provincial Consumer authority within 60 calendar days	Kuziphathimandla Zabathengi Zesifundazwe ezinsukwini ezingama-60 zekhalenda
Close ticket	Ukuvala thikithi
IA Query resolved	Umbuzo we-IA usombululiwe
Review, advise and sign off paperwork or other further action by provincial consumer authority	Ukubuyekeza, ukuyla kanye nokusayina amaphepha noma omunye umnyakazo Weziphathimandla Zabathengi Esifundazweni
<b>4.24. Refund Process</b>	<b>4.24. Uhlelo Lokubuyiswa Kwemali</b>
Assistance Operations Manager	Umsizi Womphathi Wezokusebenza
Debtor clerk	Iklekhi lezikweletu
Accounts payable’s clerk	Iklekhi elithola ama-akhawunti
Manages all refunds	Ukuphatha yonke imali ebuyiswayo
Finance will sign in the book on receipt of refund	Igatsha lezezimali lizosayina ibhuku ekutholeni imali ebuyisiwe
Funds	Izimali
refund book with reasons and the date	Ibhuku lokubuyiswa kwemali elinezizathu kanye nosuku
Attached to the RFO must be all the written communications from establishments as well as there banking details and proof of payment	Okufakiwe ku-RFO kumele kube yikho konke ukuxhumana okusuka ezakhiweni kanye neminingwa yebhange kanye nobufakazi bokukhokha
Sign and confirm that the banking details are correct and that they have called the establishment to confirmed the same	Ukusayina kanye nokuqinisekisa ukuthi iminingwane yebhange iyiqiniso futhi nokuthi basithintile isakhiwo ukuqinisekisa okufanayo
<ul style="list-style-type: none"> <li>Twice a month on the following days the 10th and 20th of each month before 12h00.</li> <li>If the day is on a weekend or public holiday assistant OM will hand them on the next working day before 12h00</li> </ul>	<ul style="list-style-type: none"> <li>Kabili ngenyanga ezinsukwini ezilandelayo mhla ziyi-10 kanye namhla zingama-20 kwenyanga ngayinye ngaphambi kwehora le-12h00</li> <li>Uma usuku lungempelasonto noma kuyiholidi umsizi we-MO uzoletsa ngosuku olulandelayo lokusebenza</li> </ul>



	ngaphambi kwehora le-12h00
Hand refunds to the debtor clerk	Ukunika imali ebuyisiwe kuklekhni lezikweletu
Update all refunds on the worksheet for refunds and save it on the G-drive	Ukubuyekeza yonke imali ebuyiswayo eshadini lokusebenza lezimali ezibuyiswayo bese kugcinwa ku g-drive
In the event of an urgent refund on any other day than the 10th and 20th, hand the request to the Finance Manager to consider intervention	Lapho kudingeka ukuthi kubuyiswe imali ngokushesha nganoma yiluphi usuku ngaphandle kwamhla ziyi-10 kanye namhla zingama-20, hambisa isicelo Kumphathi Wezezimali ukuthi abheke ukuthi angangenelela kanjani
Finalise refunds in four days	Qeda ngezimalu ezibuyiswayo ezinsukwini ezine
Will only accept refund request on the mentioned days, any refunds not handed on these two dates have to stand over to the next month	Yamukela kuphela izicelo zokubuyiselwa imali ngezinsuku ezishiwo, noma yiziphi izimali ezibuyiswayo ezinikwanga ngalezi zinsuku ezimbili kumele zilinde inyanga elandelayo
<ul style="list-style-type: none"> <li>All refunds handed on the 10th of each month will be for the refunds requests where deposits were made up to the end of the prior month of the 10<sup>th</sup></li> <li>All refunds handed on the 20th will be for refund deposits from the 1st of that month to the 10th of the month of the 20th</li> </ul>	<ul style="list-style-type: none"> <li>Zonke izimali ezibuyiswayo ezilethwe mhla ziyi-10 enyangeni ngayinye kuzoba ezezicelo zokubuyiselwa izimali lapho amadiphozithi ayenziwe ekupheleni kwenyanga engaphabi kwamhla ziyi-10</li> <li>Zonke izimali ezibuyiswayo ezilethwe mhla zingama-20 kuzoba yizimali ezibuyiswayo zamadiphozithi enziwe mhla zizi-1 kuleyo nyanga kuya nhla ziyi-10 enyangeni yamhla ziyi-20</li> </ul>
Ensure payment of the refund in 7 days from the first Friday	Qinisekisa ukukhokha kwemali ebuyiselwayo ezinsukwini eziyi-7 kusukela ngolwesihlanu lokuqala
Update the worksheet for refunds on the G-DRIVE with the actual payment date of the refund	Ukufaka eshadini lokusebenza ku g-drive usuku lokukhokha kwemali ebuyiselwa emuva
After he/she receives the documents from accounts receivables clerk	Emuva kokuthola imiqulu esuka eklekhini elithola ama-akhawunti
<b>4.25. Discount Process</b>	<b>4.25. Uhlelo lokwaphulelwa</b>
Discount Process	Uhlelo lokwaphulelwa
Provincial Master Assessor	Umhloli Omkhulu Wesifundazwe
Discounts <> R10	Izaphulelo <> R10
<ul style="list-style-type: none"> <li>Once processed and approved by the OM and or assistant OM, grading system sends to Finance manager for second approval</li> </ul>	<ul style="list-style-type: none"> <li>Uma sekufakiwe futhi kwavunyelwa yi-OM kanye noma Umsizi we-OM, uhlelo lokugreda luthumela kumphathi Wezezimali ukuze kuvunyelwe okwesibili</li> </ul>
Given to assistant OM to process the discount	Kunikwa umsizi we-OM ukuthi enze ukwaphulela
Once approved	Uma kuvunyelwe
Sends to Finance manager for second approval	Kuthunyelwa kumphathi Wezezimali ukuze kuvunyelwe ukwesibili
<ul style="list-style-type: none"> <li>Approvals, the supporting documentation needs to be attached within the grading system in order for the Finance manager to process the</li> </ul>	Ukuvunyelwa, imiqulu eyesekayo kudingeka ukuthi kufakwe ohlelweni lokugreda ukuze Umphathi Wezezimali abheke isicelo sokwaphulelwa njengokuba kulethiwe abantu

discount request as submitted by the relevant parties	abafanele
End	Ukuphela
<b>4.26. Funding – Process</b>	<b>4.26 Imali – Uhlelo</b>
<b>Grading System</b>	<b>Uhlelo Lokugreda</b>
Operation’s Team Member	Ilunga Lethimba Lezokusebenza
MOU Needs to be in place for funding to be processed	I-MOU kudingeka ibe kahle ukuze imali ifakwe
Funding account Needs to be active	Ama-akhawunti email kumele asebenze
Funding account needs to have available funds to necessitate the request there off	Ama-akhawunti email kumele abe nemali ukuze isidingo sesicelo senzeke
Submit a request to either the assistant OM or OM for funding to be allocated	Ukuhambisa isicelo kumsizi we-OM noma i-OM ukuze imali ifakwe
Once approved	Uma kuvunyiwe
Sends to Finance manager for second approval	Thumela kumphathi Wezezimali ukuze kuvunyelwe okwesibili
Approvals, the supporting documentation needs to be attached within the grading system in order for the Finance manager to process the discount request as submitted by the relevant parties	Ukuvunyelwa, imiqulu eyesekayo kudingeka ukuthi kufakwe ohlelweni lokugreda ukuze Umphathi Wezezimali abheke isicelo sokwaphulelwa njengokuba kulethiwe abantu abafanele
End	Ukuphela
<b>4.26. Customer Feedback</b>	<b>4.27. Ipendulo yamakhasimende</b>
Conduct Internal Audit of Plaque and Certificate Delivery	Ukwenziwa Kokucubungula Kwamabhuku kokudiliviwa kwamaplahku kanye nezitifiketi
Quality Protection Auditor	Umcwaningi mabhuku ovikela ikhwalithi
First check with the Marketing Assistant if the plaques are expected to have been delivered, i.e. confirm if there could have been any issues that affected manufacturing or delivery of plaques.	Kuqala bheka Umsizi Wezokumketha ukuthi amaplahku alindelwe ukuthi adiliviwe, isb. Qinisekisa ukuthi azikho izinkinga ezingaba khona ezinomthelela ekukhiqizweni kanye nasekudilivweni kwamaplahku
Inform the Quality Protection Auditor if there were issues and explain the nature of the issues and expected impact	Tshela Umceaningi Mabhuku Ovukela Ikhwalithi uma kunezinkinga bese uchaza uhlobo lwezinkinga kanye nomthelela ongalindeleka
Assess the feedback consider the impact when conducting the audit	Hlola impendulo bese uyawubheka umthelela ngesikhathi wenza ukucwaningwa kwamabhuku
Select a 10% sample of establishments for which plaques and certificates were order after the Property Approvals Meeting 2 calendar months before	Khetha isampula lama-10% lezakhiwo lapho amaplahku kanye nezitifiketi kwaku-odiwe emuva Komhlangano Wokuvunyelwa Kwempahla eznyangeni ezi-2 zekhalenda ngaphambilini
Conduct an audit to determine if the establishments received their plaques and certificates in good order	Ukwenza ukucwaninga amabhuku ukunquma ukuthi izakhiwo zithola amaplahku kanye nezitifiketi ngendlela efanele
Produce a report and submit it to Visitor Experience Marketing and Communications Manager	Khipha umbiko bese uwuhambisa Kumphathi WWezivakashi Wezokumaketha kanye Nokuxhumana
Record queries and issues raised and submit them to Visitor Experience Marketing Assistant	Ukurekhoda imibuzo kanye nezinkinga eziphakamisiwe bese kuhanjiswa Kumsizi Wezivakashi Wezokumaketha

## Responsible Tourism Requirements

Level 1

## Izimfuneko Ezifanele Zezokuvakasha Izinga loku-1 (isisekelo)

### [A: Ukuphatha kanye Nokusebenza Okugcinakayo

	Isisekelo	Akungeni
1 Inhlango kumele ilandele imithetho, izimvume kanye namaphemithi kukazwelonke, yesifundazwe kanye nendawo, njengokuba kungadingeka. Ibhizinisi libhalisile no-SARS libhalisela i-VAT, iPAYE kanye nentela futhi konke kukhokhelwe (isitifiketi sokukhokha intela)	✓	
Ibhizinisi libhalisile ne-CIPRO kanye/homa linemvume yokusebenza (Ilayisense yokuhweba yomnini webhizinisi ongasebenzisani namuntu)	✓	
Ibhizinisi likubhalisele ukukhokhela intela kanye nemali ethelwayo	✓	
Ibhizinisi linemvume efanele ukudayisa iziphuzo	✓	
Ibhizinisi likhokha ilevi efanele okuthuthukiswa kwamakhono	✓	
Zonke izisebenzi ziyibhalisele i-UIF futhi zikhokhelwa ngokufanele	✓	
Ibhizinisi likhokha ilevi yezempilo kanye nokuphepha	✓	
Ukulandela uMthetho Wokugququzela Ukutholakala Kokwazisa	✓	
Ibhizinisi likhokha imali efanele ye-SAMRO kanye ne-SAMPO	✓	
2 Inhlango kumele isungule inqubomgomo ebhekene nezezokuvakasha efanele ubunjalo bayo kanye nesilinganiso sayo, futhi iyazibhekelela izinkinga zemvelo, zesiko, zomnotho, izinga, zezempil kanye nezokuphepha Inqubomgomo yezokuvakasha efanele futhi egcinakayo	Isisekelo	Akungeni
3 Inhlango kumele yenze uhlelo lokuqashisa kanye nokuqeqesha abasebenzi kunqubomgomo yayo Abasebenzi bathole ukuqeqeshwa kunqubomgomo yenhlango efanele	✓	Akungeni
Izisebenzi ziyayazi inqubomgomo efanele yenhlango yezokuvakasha	✓	
Izisebenzi ziyayiqonda futhi ziyayisebenzisa inqubomgomo yenhlango yezokuvakasha	✓	
4 Ukukhangiswa kwezinto kumele kube yiqiniso futhi kuphelele, akumele kuthembise izinto ezingekho enhlanganweni futhi akumele kusho izinto ezingelona iqiniso maqondana nokugcineka. Zonke izinto zokukhangisa mayelana nebhizinisi/ inhlango lokuphuhlisa, ngokobuchwepheshe, ezinkundleni zokuxhumana, njll., ziyiqiniso futhi ziphelele futhi azithembisi izinto ezingekho futhi akumele zisho izinto ezingelona iqiniso maqondana nokugcineka	Isisekelo	Akungeni
	✓	

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## Responsible Tourism Requirements

B, Umphakathi kanye Nesiko	Isisekelo	Akungeni
5 Inhlango kumele ibambe iqhaza ekuvikeleni izindawo ezibalulekile zomlando, zasendulo, zamisiko kanye nezomoya futhi ezingaphakathi kwezakhiwo zayo.	✓	Akungeni
Izindawo ezibalulekile zomlando, zasendulo, zesiko kanye/noma zomoya ziboniwe ngaphakathi kwezakhiwo	✓	
Kunenqubomgomo ekhona ukuvikela izindawo eziqokile	✓	
Izindawo eziqokile zivikelwe ngokufanele	✓	
6 Izinto ezenziwa yinhlango yezokuvakasha akumele zibeke engozini imihlinzeko yezinsiza eziyisisekelo, njengamanzi, amandla, indlela yokuphila, emiphakathini eseduze	Isisekelo	Akungeni
Izinto ezenziwa enhlanganweni akumele ibeke engozini ukuhlinzekwa kwamanzi emiphakathini eseduze	✓	
Izinto ezenziwa inhlango zingabeki engozini ukuhlinzekwa kwamandla emiphakathini eseduze	✓	
Izinto ezenziwa inhlango zingabeki engozini ukuhlinzekwa kwezinsiza zokuphila emiphakathini eseduze	✓	
Izinto ezenziwa inhlango zingabeki engozini ukuhlinzekwa kwezinsiza eziyisisekelo emiphakathini eseduze	✓	
7 Inhlango kumele ihlinzeko amathuba okuthi zivakashi zikhenge imikhijizo kanye nezinsiza zendawo	Isisekelo	Akungeni
Imikhijizo kanye nezinsiza kwendawo kudayiswa esitolo senhlango	✓	✓
Kanye/noma izivakashi zihlinzekwe ngethuba lokuthenga imikhijizo kanye nezinsiza zendawo kubadayisi bazo (kungaba ngaphakathi noma ngaphandle)	✓	
8 Ubuciko bomlando noma basendulo akumele budayiswe, bushintshaniswe noma bukhangiswe, ngaphandle kuvunyelwa umthetho	Isisekelo	Akungeni
Abukho ubufakazi bobuciko bomlando noma basendulo obudayiswayo, bushintshaniswe noma bukhangiswe	✓	
9 Inhlango kumele ihlinzeko abasebenzi ngolwazi ngokuphila kahle kanye nezempilo jikelele	Isisekelo	Akungeni
Inhlango inenqubomgomo efanele yokuphila kahle kanye nezinye izifo	✓	
Izisebenzi ziyayazi futhi ziyayiqonda inqubomgomo yenhlango yokuphila kahle kanye nezifo ezifanayo	✓	
Izisebenzi zilutholile uqeqesho lwenqubomgomo yenhlango lokuphila kahle kanye nezifo ezifanayo	✓	
Inhlango yenza ukuthi ulwazi olufanele ukuthi lutholakale mayelana nokuphila kahle kanye nezifo ezifanayo	✓	
Inhlango ihlinzeko okufanele ekuvimbeleni kokuphila kahle kanye nezifo ezifanayo	✓	

## Responsible Tourism Requirements

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[C: Ezomnotho		Isisekelo	Akungeni
10	Inhlangano kumele isebenzise izinhlelo zokulingana ukuqasha kanye nokukhuphula, maqondana nobuhlanga, ubulili kanye nokukhubazeka sokukhubazeka	✓	
	Inhlangano ikhombisa izinhlelo zokulingana ekuqashweni kwezisebenzi	✓	
	Inhlangano ikhombisa izinhlelo zokukhushulwa kwezisebenzi ezilungile futhi ezinokulingana	✓	
11	Inhlangano kumele ihlinzeka amathuba okuqeqeshwa kwezisebenzi maqondana nezinto ezenziwa enhlanganweni	Isisekelo	Akungeni
	Inhlangano inenqubo ngomomo yokuqeqeshwa kanye nokuthuthukiswa kwabasebenzi	✓	
	Inhlangano ihlinzeka ukuqeqeshwa okufanele futhi okujwayelekile kanye namathuba okuthuthuka kwabasebenzi	✓	
	AmaKhono kanye noWazi iwabasebenzi kuthuthukiswa ngendlela efanekile kangangokuba bakwazi ukuhlinzeka isevisi asezingeni eliphezulu eyenza ncono ukuwakashele kwamakhasimende	✓	
12	Inhlangano kumele ithenge amasevisi kanye nemikhqizo kwendawo futhi ishiintshanise ngokufanele, lapho kukhona, kanye nezinto ezibhekwayo ukwenza ncono	Isisekelo	Akungeni
	Inhlangano yeseka izinyathelo zomphakathi	✓	
	Inhlangano yeseka abakhiqizi bendawo futhisithenga ngobuningi uma ikwazi	✓	
13	Inhlangano kumele iveze ikhombise ukweseka izitolo ezincane	Isisekelo	Akungeni
	Ubufakazi bokuthenga impahla esetolo esincane esingaphakathi	✓	✓
14	Inhlangano kumele ikhokhele abasebenzi ihlo lokuphila elilingana noma elingaphezu kwehlo langokomthetho	Isisekelo	Akungeni
	Abaphathi baqinisekise ukuthi abasebenzi bakhokhelwa ihlo elilinganayo noma elingaphezulu kwehlo langokomthetho ngokomkhakha wokwamukela izivakashi	✓	
15	Inhlangano kumele ingavumeli ukusebenzi kwezingane, ukusebenza ngempopo kanye nokusetshenziswa ngokocansi	Isisekelo	Akungeni
	Inhlangano inenqubo ngomomo evikela ukusetshenziswa kwezingane, okuhlanganisa abalingisi abayizingane	✓	
	Inhlangano inenqubo ngomomo evikela ukusebenza ngempopo	✓	
	Inhlangano inenqubo ngomomo evikela ukusetshenziswa ngokocansi	✓	
	Abasebenzi baqeqeshiwe, bayazi, ngenqubo ngomomo emayelana nokusetshenziswa kwezingane, ukusebenza ngempopo kanye ngokusetshenziswa ngokocansi.	✓	
	Inhlangano ayinazo abasebenzi (bakanomphela, besikhashana noma nesikhathi esithile) abangaphansi kweminyaka eyi-15	✓	
	Abukho ubufakazi bokusetshenziswa ngenkani enhlanganweni	✓	
	Abalingisi abayizingane bavikelwe	✓	
	Abukho ubufakazi bokusetshenziswa ngokocansi enhlanganweni	✓	

## Responsible Tourism Requirements

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D: Ezemvelo		Akungeni
16	Inhlangano kumele ikale ukusetshenziswa kwamandla, ikhombisa yonke imithombo yamandla ngokwamaphesenti okusetshenziswa, futhi kumele isebenzise izindlela zobuningi ukwehlisa izinga lokusetshenziswa	Isisekelo
	Ama-TV, izitero, ama-DVD kanye neminye imishini yobuchwepheshe kumele kucishwe phakathi kokuvakasha kwezivakashi	✓
	Amabhalbhu onga ugesi asetshenziswa ukukhanyisa izakhiwo	✓
	Izinyathelo ezikhona zamandla/ ukushisisa ngesola	✓
17	Inhlangano kumele ikale ukusetshenziswa kwamanzi, ngokuveza yonke imithombo ngokwamaphesenti akho konke ukusetshenziswa, futhi kumele isebenzise izindlela ezobuningi ukwehlisa izinga lokusebenzisa kanye nokwenyusa ukuphinda kusetshenziswe amanzi asetshenzisiwe	Isisekelo
	Izinto zokusebenzisa amanzi ezifanele kumele zifakwe	✓
	Izinto zokonga amanzi zibe khona	✓
	Izivakashi azishintshi ithawula kanye nelineni. Izivakashi ziyatshelwa ukuthi zingenza kanjani ukuthi zingakhethi lesevisi	✓
	Ingadi iniselwa ekuseni kanye nantambama ukugwema ukusha kwamanzi	✓
	Ukwenziwa kabusha kwengadi kumele kwehlise izinga lamanzi asetshenziswayo	✓
	Ukwehlisa isitsha sokufasha kuwo wonke noma emathoyilethi amaningi	✓
18	Inhlangano kumele isungule uhlelo lokuphathwa kwemfucuzo, olubhekana nemfucuzo eqinile kanye newuketshezi, nendlela yobuningi yokwehlisa imfucuzo ekhqiizwayo	Isisekelo
	Inhlangano inohlelo lokusebenzisa futhi isb. Uplastiki, iphepha, ingilazi, amakani, amakhethriji ephrinta, amabhethri, njll. kuhlukanisiwe futhi kusetshenziswa kabusha	✓
	Ubufakazi bokukhetha ukusebenzisa kabusha imikhijizo yephepha (isb. Amafomu, amamenyu, amaseviyethi, incwadi yentlangano, iphepha lokufothokhophha, njll.)	✓
19	Inhlangano kumele ilandele izimfuneko zikazwelonke noma zomhlaba wonke ezibheka ukushintshanisa okubaliwe, okubeka engozini izinihlobo zemvelo futhi yazise izivakashi ngealezi zimfuneko species	Isisekelo
	Impahla inemvume yomthetho njengobufakazi bokuhweba okubaliwe, izilwane eziphelayo	✓
	Ubufakazi bokulandelela izimfuneko zikazwelonke noma zomhlaba wonke uma kunobufakazi bokushintshanisa okusohwini, izinihlobo zeziwane ezisengozini yokuphela. Lapho izivakashi zitsheliwe ngalezi zimfuneko (ubufakazi buhlizekiwe)	✓
20	Inhlangano akumele ibe nanoma yiziphi izilwane zasendle ngaphandle kwezimvume ezifanele	Isisekelo
	Abukhona ubufakazi bokuba khona kwezilwane zasendle ngaphandle ngaphandle kwezimvume ezifanele	✓
	Amaphemithi afanele futhi asebenzayo ezilwane zasendle ezikhona	✓
	Ukuxhumana (ukuthinta) phakathi kwezivakashi kanye nezilwane zasendle	✓

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**Category: Hotel Accommodation (previously Formal Accommodation)**

**Sub-category: Hotel**

**Proposed Definition** An Hotel provides accommodation with full or limited service to the travelling public and ideally has a minimum of 10 rooms. An Hotel has a reception area and offers a dining facility.

Hotel	1-Star	2-Star	3-Star	4-Star	5-Star
An on-site representative contactable 24 hours a day, 7 days a week	*	*	*	*	*
Daily servicing of rooms	*	*	*	*	*
Bathroom facilities must be en-suite	*	*	*	*	*
Where applicable, any meals and beverages provided	*	*	*	*	*

**Sub-category: Small Hotel**

**Proposed Definition** A Small Hotel provides accommodation with full or limited service to the travelling public and has up to approximately 80 rooms. A Small Hotel has a reception area and offers a dining facility.

A Boutique Hotel is a Small Hotel that achieves a 4- or 5-Star Grading

Small Hotel	1-Star	2-Star	3-Star	4-Star	5-Star
An on-site representative contactable 24 hours a day, 7 days a week	*	*	*	*	*
Daily servicing of rooms	*	*	*	*	*
Bathroom facilities must be en-suite	*	*	*	*	*
Where applicable, any meals and beverages provided	*	*	*	*	*

**Sub-category: Apartment Hotel**

**Proposed Definition** An Apartment Hotel provides accommodation with full or limited service to the travelling public and ideally has a minimum of 10 rooms. An apartment hotel has a reception area and offers a dining facility. There is a kitchenette and dining area in each room.

Apartment Hotel	1-Star	2-Star	3-Star	4-Star	5-Star
An on-site representative contactable 24 hours a day, 7 days a week	*	*	*	*	*
Daily servicing of rooms	*	*	*	*	*
Bathroom facilities must be en-suite	*	*	*	*	*
Where applicable, any meals and beverages provided	*	*	*	*	*
Kitchen/ Kitchenette and dining area to be provided in more than 60% of guest rooms	*	*	*	*	*

**Sub-category: Hotel with Venues/ Conference Hotel**

**Proposed Definition** An Hotel/ Small Hotel/ Apartment Hotel with Venue/s that can accommodate cumulatively 50 or more delegates (in the maximum seating style). The Venues in these Hotels will be assessed against the applicable Venue criteria.

**Izimfuneko ezisemqoka  
Indawo yokuhlala eyihhotela**

Ukusebenza ngokhohlohana														
Ihhotela	Ihhotela Elincane	Ihhotela Elivumuzi	Akungeni	Inkanyezi eyo-1	Inkanyezi ezi-2	Inkanyezi azi-3	Inkanyezi ezi-4	Inkanyezi ezi-5	Akungeni	Inkanyezi eyo-1	Inkanyezi ezi-2	Inkanyezi azi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
1	Ingaphandle lesakhwo													
2	Anegawundi kanye nezingadi	Ihhotela Elincane	Ihhotela Elivumuzi											
3	Indawo yokupaka/ Indawo yokungena ushayela/ Indawo yokusayina Ukuhlizeka indawo yokupaka efanele Izimpa ezikhombisa indlela - izimo ezamukelile, ezibonakalayo, ezifanele inhloso. Indawo yokupaka ehlanzekile, enakekelwayo Indawo yokupaka akhanyiswe kahle Umlimo onwenzelela (ama-ora ayi-18 ngosuku) apho imo lo yesivakashi ipaswa yizisebenzi ezizibophezele enaweni yolungena/ yokuquma (ngaphandle uma indawo yokupaka ingaphambi kwehhotela) Izindawo zokupaka zezivakashi ezivalakile zikhona Indawo yokukwehlisa yezimoto evalakile (noma into yokukwela esimeni ezulu ekufeni/ ekuhambeni kwezivakashi)	Ihhotela Elincane	Ihhotela Elivumuzi											
4	<b>Ezokuphepha</b> Ezokuphepha ezifanele, ezilimbisana nenhloso ezakhiweni zonke ngezozonke izikhathi. Umezi aphelele / isilungu esiphuzulu lamazo zonke enaweni esiphuzulu ezoluphelele ocingweni ama-ora angama-24 ngosuku. Izinsuku ezi-1 ngewiki. Ukwazi kwezimo eziphuzulu ngamayo (okuyingamisa izinomiso zocingo ezifanele) izimpawu zokuphuma lanye nenqubo yobomi nemcazo ithobakale uma ifuniwe Indawo yokuhlangana ihlizakelwe zivakashi uma kwenzeka kuba nesimo esiphuthumayo sokuthi kumele ziphume Izivakashi zikwazi ukungena ezakhiweni eziphephile.	Ihhotela Elincane	Ihhotela Elivumuzi	Akungeni										
	Ukuphepha kwezivakashi kuthathwa phuzulu, elisekopheni eliphuzulu (isib. ezokuphepha zasendaweni, ezokuphepha zangasese, abezimo eziphuthumayo, ezokuphepha zasebusuku, amabhathini esimaphuthumayo, umsakazo wangaphakathi wokuhumana, umsakazo wokuhumana namaphoyisa endawo, ukuphepha okufanele endaweni ecaliwe, iforamu Eaphepha Umphakathi, ividiyo khamera eqophayo (CCTV), abeseka ngokwelapha abangashayela uchingo, njll.)													



**Ukusebenza ngokohlotshana**

	Ihotel	Ihotel Elincane	Ihotel Elwumuzi	Akungeni	Inkanyezi eyo-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
5	Ingonye Yokungena Egumbini lokulala kanye Nezokuphepha	✓	✓	✓	*	*	*	*	*
Uwazi ngokuthi ulu tuna iingqongileyo ezininzi ezinokungena ngokuzibandakanya kumela kumele kufunyaniswe njenge emagumbini ezivakashi									
Okokukhanyisa ngezimo eziphuthumayo (igridi enye kagesi) kukhona egumbini ezivakashi nginye (ijeneretha, ithoshi, okokukhanyisa kwesola, njll.)									
Zonke izivalo zegumbi lokulala kumele zikhokele/ ziphephe (ngaphakathi kanye nangaphandle kwegumbi lokulala)									
Isikhaya sesivakashi sesibili sangaphakathi (ngaphandle kokuphazanyiswa abasebenzi)									
Umshini wokuphepha wesibili uyahlizakwa, uba seduze namagumbi okulala (Isb. Engadini, emgwaqeni, njll.)									
Imibobo yokubona ngaphandle ezivalweni zamagumbi okulala									
Indawo yesisifo endaweni ephethile ikhona uma icelwe.									
Isisifo sasegumbini (esifanele imakethe)									
6	Imibhede, izisekelo zemibhede & Nomatras	✓	✓	✓	*	*	*	*	*
Imibhede engosofa kanye nomatras abathofozeliyo akuvumelekile ezindaweni zemibhede.									
Imibhede ihlizakwe ngokwendlela yokulale ekhangisiwe									
Kumele kube nendawo yokugibela embhedeni emaceleni omabini uma umbhede ungasethenziswa abantu ababili.									
Ibhodi lekhandla lombhede elisesimeni esivumelekile liphephle									
Yonke imibhede elala umuntu oyedwa awusayizi ovumelekile noma mikhulu. Amacala avumelekile ombhede omuntu oyedwa: L188cm x W92cm.									
Yonke imibhede elala umuntu oyedwa awusayizi 3/4. Amacala ombhede omuntu oyedwa 3/4: L200cm x W107cm.									
Yonke imibhede yokulala awusayizi ovumelekile noma ngaphazulu. Amacala ombhede wabantu ababili: L188cm x W137cm									
Yonke imibhede yokulala unokulale imibhede ye-Queen noma King ngaphazulu. Amacala: Umbhede we-Queen L200cm x W153cm, Umbhede we-King L188cm x W180cm noma imibhede elala umuntu oyedwa L188cm x W92cm									
Imibhede yodonga egibalene kumele ifakwe ilala									
7	Imibhede & Namallenti	✓	✓	✓	*	*	*	*	*
Izivikeli zomatras kanye nezivikeli zemkanelo kuyadingeka ukuthi kufakwe emkamelweni kanye nasemibhedeni.									
Zonke izinto zombhede kumele zifakwe kahle futhi zibe usayizi ofanele (amashidi kumele ahengwe kumatras okungenani u-6 kuya ku-8cm)									
Yonke imibhede kumele ingabi amabala, izimbozo kanye nokuguga.									
Izintambo ezintathu angaphakathi kanye nezintambo ezintathu ezintathu, ingubo kanye nesitha eintathu ngaphazulu ngaphazulu embhedeni ngamunye.									
Izintambo ezintathu angaphakathi kanye nezintambo ezintathu ezintathu, ingubo kanye nesitha eintathu ngaphazulu ngaphazulu embhedeni ngamunye.									
Izintambo ezintathu angaphakathi kanye nezintambo ezintathu ezintathu, ingubo kanye nesitha eintathu ngaphazulu ngaphazulu embhedeni ngamunye.									
Ezinye izinto zombhede ziyatholalala uma zicelwa.									
Ezinye izingubo ziyatholalala egatsheni - kuncike endaweni kanye nesikhathi sonyaka									
Ezinye izingubo ziyatholalala egatsheni - kuncike endaweni kanye nesikhathi sonyaka									



Core Requirements

Hotel Accommodation

	Ithotela	Ithotela Elincane	Ithotela Elinwumuzi	Akungeni	Inkanyezi eyo-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
11 Okwenziwa kwaphansi, Isiling, Uhushekha kanye Nokhronisi	✓	✓	✓		*	*	*	*	*
Umzamo uyenziswa ukwehlisa izinga lomseindo ngokubhekisa usayizi kanye nendawo yesakhiwo kanye nesikhundla sesivakashi.									
12 Ukulawula kwamazinga okushisa & Nokushayisa ngomoya	✓	✓	✓	Akungeni	Inkanyezi eyo-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
Ukushayisa ngomoya okufanele egumbini ngalinye.									
Ukhe o nokusisa kanye ne o u kushayisa okufanele wenzisa, okungapheleliwa umuntu egatsheni utshini lule sezingeni eifunwa yisivakashi ngokwendawo yesakhiwo.									
13 Ukukhanyisa, Amandla kanye Namaswishi	✓	✓	✓	Akungeni	Inkanyezi eyo-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
Amaswishi alula afakwa emnyango wegumbi ngalinye									
Okokukhanyisa okufanele egumbini ngalinye. Egumbini lokulala lamawele, okokukhanyisa okufanele nemibhedo kuvumelekile.									
Okokukhanyisa kwasezidize nombhedo emdleni yokulala ngalinye okubekwe eduzane lapho isivakashi esingakwazi ukufikelela khona uma silele.									
Okokukhanyisa okubili eduze nemibhedo yamawele.									
Ukukhanyisa kokukhanyisa okuqondile etafuleni lokugqoka/desk (ilambu lokufunda)									
Izindawo zanamandla ezisenzisiwa futhi ezisenzisiwa uma zidingeka egumbini ngalinye									
Izindawo/iplagi ezanamandla amaningi kukhona uma kucelwe.									
Iplagi ezanamandla amaningi ahangenisiwe enantsho ye-USB kanye nezimlawo zamapagi - okufikelele noma okusekuziwe noma okusekuziwe kombhedo futhi kutholakale kalula									
14 Izinto zikagesi	✓	✓	✓	Akungeni	Inkanyezi eyo-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
Umshini wokomisa izinwele uyatholakala uma ucelwe									
Umshini wokomisa izinwele (ongama 1 600W) uyahlizakwa egumbini ngalinye									
Izindawo ziplagi yomshini wokomisa izinwele lasezidize nesibuko									
Umabonakude egumbini lezivakashi ngalinye, onerimothi esebenzayo yokulawula									
Iphaneli elinganyo, umabonakude osizingeni eliphuzulu egatsheni ngalinye, onerimothi ongama-1mshi angama-32 ubukhulu									
Umabonakude babekwa endaweni efanele futhi babe bakhulu ngokwanele ukuthi sikrini sibonakale embhedeni									
Qaphela: Ipho kugredwa omabonakude abanikazi/ abasenzisi bayaguguzelwa ukuthi bathenge omabonakude abasezingeni eliphuzulu abahlizakwa ngokukwazi ukubuka ngokwe-intanethi abawusayizi efanele ukubuka ngokumethetha.									
Abakuhlulekile ukuveza amashaneli akhona kuphela									
Amashaneli amaningi (amashaneli ayi-9) akhona egumbini ngalinye. Ukukhethwa kwamashaneli fanele kube okulingile ngokwemakethe.									
Amashaneli amaningi (amashaneli ayi-12) akhona egumbini ngalinye. Ukukhethwa kwamashaneli fanele kube okulingile ngokwemakethe.									
Amashaneli amaningi (amashaneli ayi-12) akhona egumbini ngalinye. Ukukhethwa kwamashaneli fanele kube okulingile ngokwemakethe.									
U-Wi-Fi ukhona kuyo yonke indawo esakhiweni (izindawo zomphakathi kanye namagumbi ezivakashi). Ngaphandle uma ungadonsi									
Ukukhethwa okufanele ngalinye noma okufanele nangalinye, imilela e-2, yokuqumana, uphelele abanikazi/ abasenzisi wayakhulazwa ukuthi babhekhe ubuchwepheshe obusha ukukhuma ngaphakathi.									

Hotel Accommodation

Core Requirements

	Ihhotela	Ihhotela Elinene	Ihhotela Elinene	Ihhotela Elinene	Akungeni	Inkanyesi eyo-inkanyesi ezi-inkanyesi ezi-inkanyesi ezi-	Inkanyesi ezi-inkanyesi ezi-inkanyesi ezi-inkanyesi ezi-	Inkanyesi ezi-inkanyesi ezi-inkanyesi ezi-inkanyesi ezi-	Inkanyesi ezi-inkanyesi ezi-inkanyesi ezi-inkanyesi ezi-
15	Ihhotela	✓	✓	✓	✓	✓	✓	✓	✓
16	Ihhotela	✓	✓	✓	✓	✓	✓	✓	✓
17	Ihhotela	✓	✓	✓	✓	✓	✓	✓	✓
18	Ihhotela	✓	✓	✓	✓	✓	✓	✓	✓

Core Requirements

Hotel Accommodation

	Uma isakhiwo svulelekile phakathi egumbini, amashawa, embhavi kanye nezindishi zokugeza izandla kungaba endaweni evulelekile tootha ithoyilethi kumele lihluke isise ibe nomnyango onesthalelo esifanele ukuqinisekisa ubumfihlo bezvakashi.	✓	✓					*	*	*	*	*	*
	Onke amagumbi okugezela kumele abe nesivalo esivalela igumbi lokulala uma kungeyona indawo evulelekile	✓	✓					*	*	*	*	*	*
	Amagumbi okugezela kumele ahlalnganiswa namagumbi okulala.	✓	✓					*	*	*	*	*	*
19	<b>Ukwenziswa Kwaphansi Kanye Nesilingi</b>	Ihhotela	Ihhotela Elincane	Ihhotela Elwumuzi	Akungeni			Inkanyenzi e-1	Inkanyenzi e-1	Inkanyenzi e-1	Inkanyenzi e-1	Inkanyenzi e-1	Inkanyenzi e-1
	Ingaphazulu elingangeni amanzi liyahlinzekwa ezindongeni, phansi kanye nakumasililingi.	✓	✓	✓				*	*	*	*	*	*
20	<b>Ukukhanyisa Kanye Nokushayisa ngomoya</b>	Ihhotela	Ihhotela Elincane	Ihhotela Elwumuzi	Akungeni			Inkanyenzi e-1	Inkanyenzi e-1	Inkanyenzi e-1	Inkanyenzi e-1	Inkanyenzi e-1	Inkanyenzi e-1
	Ukukhanyisa okuawulwa umuntu ngamunye	✓	✓	✓				*	*	*	*	*	*
	Ukukhanya okwanele ukukhanyisa igumbi lokugezela	✓	✓	✓				*	*	*	*	*	*
	Umthombo wokokukhanyisa okuqondene nangaphambili kuhlizelwe endishini yokugeza kanye nasebukhweni	✓	✓	✓				*	*	*	*	*	*
	Ukushayisa ngomoya okwanele futhi okufanele egumbini lokugezela	✓	✓	✓				*	*	*	*	*	*
21	<b>Ukulungisa Kanye Nokufaka</b>	Ihhotela	Ihhotela Elincane	Ihhotela Elwumuzi	Akungeni			Inkanyenzi e-1	Inkanyenzi e-1	Inkanyenzi e-1	Inkanyenzi e-1	Inkanyenzi e-1	Inkanyenzi e-1
	Zonke izindishi, obhavi kanye namashawa kuhlizelwe namanzi anele ashisayo kanye nabandayo	✓	✓	✓				*	*	*	*	*	*
	Izindishi, obhavi kanye namashawa okuhlizelwa ukhambisa kwamanzi okuqinile futhi okushintshela kalula.	✓	✓	✓				*	*	*	*	*	*
	Anareyili/amaraki/amashalofu kwamathawula kwanele inani lezvakashi ezisegatheni unit	✓	✓	✓				*	*	*	*	*	*
	Isibuko esikhanyiswe kahle kumele sibekwe ngaphazulu noma eduze kwendishi yokugeza izandla.	✓	✓	✓				*	*	*	*	*	*
	Indawo eyanele yazo zonke izivakashi.	✓	✓	✓				*	*	*	*	*	*
	Indawo evulekile ekwazi ukuhlalisa abasizi bezvakashi ngokwenani elivunyelwe yindawo yezivakashi.	✓	✓	✓				*	*	*	*	*	*
	Ukunakwa kwamawindi ukuqinisekisa ubumfihlo.	✓	✓	✓	✓			*	*	*	*	*	*
	Amagumbi okulala ahlanganisa i-WC (ithoyilethi) elinesihlalo nesivalo	✓	✓	✓				*	*	*	*	*	*
	Amagumbi okugezela okungenani anendishi eyodwa yokugeza izandla	✓	✓	✓				*	*	*	*	*	*
	Onke amathoyilethi ahlanganisa ubhavi noma ishawa (ishawa esikhundleni sobhavi nayo humelele)	✓	✓	✓				*	*	*	*	*	*
	Onke amagumbi okugezela aneshawa eseceleni	✓	✓	✓				*	*	*	*	*	*
	Onke amagumbi okugezela eneshawa kanye nobhavi okuseceleni.	✓	✓	✓				*	*	*	*	*	*
	Amakhethenisi eshawa avumelekile. Kumele engabi namabala, engadabuki, angabi namboho futhi kungabi agugile.	✓	✓	✓				*	*	*	*	*	*
	Ishawa kumele ibe nesikrini (amakhethi eshawa avavumelekile)	✓	✓	✓				*	*	*	*	*	*
	Ibhulka lezimphaha.	✓	✓	✓				*	*	*	*	*	*
	Anahhuka amabili ahlukeno	✓	✓	✓				*	*	*	*	*	*
22	<b>Okokwesivula</b>	Ihhotela	Ihhotela Elincane	Ihhotela Elwumuzi	Akungeni			Inkanyenzi e-1	Inkanyenzi e-1	Inkanyenzi e-1	Inkanyenzi e-1	Inkanyenzi e-1	Inkanyenzi e-1
	Unata wokugeza uhlizelwe.	✓	✓	✓				*	*	*	*	*	*

Hotel Accommodation

Core Requirements

Umata wokwesulu	✓	✓	✓	✓									*	*
Anathawula ehlanzekile, amunca amanzi okugeza ahlinzekiwe ngokwegumbi lokulala	✓	✓	✓	✓			*						*	*
Anathawula okusula izandla ahlanzekile futhi amunca amanzi kanye namathawula okugeza amakhulu ahlinzekiwe ngokwegumbi lokulala ngalinye	✓	✓	✓	✓									*	*
Ithawula izandla elimunca amanzi, ehlanzekile, amashidi ama-z okugeza (noma ithawula lokugeza kanye neshidi lokugeza) futhi ingubo yokugeza	✓	✓	✓	✓										*
<b>23</b> <b>Izinisa</b>	Ihhotela	Ihhotela Elincane	Ihhotela Eliwumuzi	Akungeni	Inkanyesi e-1	Inkanyesi e-2	Inkanyesi e-3	Inkanyesi e-4	Inkanyesi e-5	Inkanyesi e-6	Inkanyesi e-7	Inkanyesi e-8	Inkanyesi e-9	Inkanyesi e-10
Okokumboza isivalo seshilalo sethoyiyelethi kanye namasethi omata akurumelekile	✓	✓	✓											
Insi pho egojiwe, evaliwe kanye/noma nensipho ewukershezi kuhlinzekiwe	✓	✓	✓				*						*	*
Ishampu ihlinzekiwe.	✓	✓	✓				*						*	*
Anathishu ahlinzekiwe	✓	✓	✓				*						*	*
Igumbi lokugezela ihlinzekiwe ngomqomo ovalekayo.	✓	✓	✓				*						*	*
Igumbi longasele linephepha elibanqeki kabili kanye nendawo yokulifaka kanye neroli lephepha lasethoyiyelethi eyodwa.	✓	✓	✓				*						*	*
Igumbi lokugezela ihlinzekiwe ibulashi	✓	✓	✓				*						*	*
Inglizi yokuphuzi/ inkomishi kuhlinzekiwe egumbini lokulala ngalinye izinto ezinjengwa ngalinye noma otiuhlanganisa isigqibo sesihawu, okokugeza izimwe e-isiHawa, ino yolugcola umzimba kanye nesikhwama setimto zokugezela.	✓	✓	✓				*						*	*
Izichathulo zokulala (zivaliwe futhi zihlanzekile/ zimsha) zihlinzekiwe egumbini lokulala ngalinye	✓	✓	✓				*						*	*
Slippers (sealed and clean/ new) provided per sleeping position	✓	✓	✓				*						*	*

<b>D: Amakhishi (zomagumbi/ amagatsha okuziphakela)</b>	<b>Ukusebenza ngokholobisa</b>													
<b>24</b> <b>Uhlobo lwekhishi</b>	Ihhotela	Ihhotela Elincane	Ihhotela Eliwumuzi	Akungeni	Inkanyesi e-1	Inkanyesi e-2	Inkanyesi e-3	Inkanyesi e-4	Inkanyesi e-5	Inkanyesi e-6	Inkanyesi e-7	Inkanyesi e-8	Inkanyesi e-9	Inkanyesi e-10
Isakhiwo/ indawo eyakhele ukwenza ukudla futhi efanelek maqondana nohlobo kanye nesitayela sesakhiwo			✓		*	*	*	*	*	*	*	*	*	*
<b>25</b> <b>Isakhiwo/ indawo eyakhele ukwenza ukudla futhi efanelek maqondana nohlobo kanye nesitayela sesakhiwo</b>	Ihhotela	Ihhotela Elincane	Ihhotela Eliwumuzi	Akungeni	Inkanyesi e-1	Inkanyesi e-2	Inkanyesi e-3	Inkanyesi e-4	Inkanyesi e-5	Inkanyesi e-6	Inkanyesi e-7	Inkanyesi e-8	Inkanyesi e-9	Inkanyesi e-10
Impahla yezokuphepha emilweni zihlinzekiwe (isb. Ingubo yomlilo, isicisha mlilo, njll.)			✓		*	*	*	*	*	*	*	*	*	*
<b>26</b> <b>Ukwenzwa kwaphansi, Ukwenzwa kodonga kanye Mesifling</b>	Ihhotela	Ihhotela Elincane	Ihhotela Eliwumuzi	Akungeni	Inkanyesi e-1	Inkanyesi e-2	Inkanyesi e-3	Inkanyesi e-4	Inkanyesi e-5	Inkanyesi e-6	Inkanyesi e-7	Inkanyesi e-8	Inkanyesi e-9	Inkanyesi e-10
Ingaphezulu elingangeni amanzi ihlinzekiwe ezindongeni, phansi kanye nakumasifling.			✓		*	*	*	*	*	*	*	*	*	*
<b>27</b> <b>Ukuhanyisa</b>	Ihhotela	Ihhotela Elincane	Ihhotela Eliwumuzi	Akungeni	Inkanyesi e-1	Inkanyesi e-2	Inkanyesi e-3	Inkanyesi e-4	Inkanyesi e-5	Inkanyesi e-6	Inkanyesi e-7	Inkanyesi e-8	Inkanyesi e-9	Inkanyesi e-10
Ukuhanyisa okupondile kuzo zonke izindawo zokusebenza			✓		*	*	*	*	*	*	*	*	*	*
<b>28</b> <b>Ukufaka Ifenisha kanye Nokufaka</b>	Ihhotela	Ihhotela Elincane	Ihhotela Eliwumuzi	Akungeni	Inkanyesi e-1	Inkanyesi e-2	Inkanyesi e-3	Inkanyesi e-4	Inkanyesi e-5	Inkanyesi e-6	Inkanyesi e-7	Inkanyesi e-8	Inkanyesi e-9	Inkanyesi e-10
Kuvula iwindi noma ukukhipha umoya okunomthelela			✓		*	*	*	*	*	*	*	*	*	*
Okungenani ingaphezulu lomsebenzi efilodwa ehlanzekile futhi eithatha isikhathi eside			✓		*	*	*	*	*	*	*	*	*	*
Ukugeza usiki, ngamanzu ashisayo kanye nabandayo ahambayo, iplaki kanye nebhodi lokuchitha amanzi			✓		*	*	*	*	*	*	*	*	*	*

## Hotel Accommodation

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Indawo eyandele ukubeka izitsha, izipuni, izinto zasekhisini, izinto zokuhlaza kanye nezinto zezivakashi	Ihotela	Ihotela Elinene	Ihotela Ehlwamuzi	Akungeni	*	*	*	*	*	*
29 Izinto zogesi			✓ Ihotela Ehlwamuzi	Akungeni						
Uhavini wemakhrowevu			✓		*	*	*	*	*	*
Uhavini noma ukushintshwa kwemakhrowevu			✓							*
I-hob engamapuleti ama-2			✓		*	*	*	*	*	*
I-hob engamapuleti ama-3 noma ama-4			✓							*
I-hob engamapuleti ama-4			✓							*
Ifeni yokukhipha umoya			✓	✓						*
Iifiji encane enendawo yeqhwa			✓		*	*	*	*	*	*
Iifiji enendawo yeqhwa			✓							*
Umshini wokugeza izitsha noma izinsiza zokugeza izitsha (izinsiza zokugeza zikhona uma zidingeka)			✓	✓						*
Ungqompo omboziwe wokujahla udoti, onento ngaphakathi			✓		*	*	*	*	*	*
Iketela			✓		*	*	*	*	*	*
Ithosta			✓	✓	*	*	*	*	*	*
Ibhanda			✓	✓	*	*	*	*	*	*
Umshini wekhofi			✓	✓	*	*	*	*	*	*
30 Izitsha kanye namabhodwe			Ihotela Elinene	Akungeni						
Izipuni, izimfologo, izipuni zedizethi kanye nezipuni ezincane okwanele izivakashi ezisegatsheni			✓	Akungeni						
Ibhokisi lezipuni noma okokuhlakanisa ishalofu			✓		*	*	*	*	*	*
Izingilazi zokuphuza - Ezanele inani lezivakashi sezisonke egatsheni			✓		*	*	*	*	*	*
I-mapu e-1 e-ina, amapuleti asecentr, isithala kanye noma iye/yo/ye noma in/omisi/ni ye/nye kanye nesoso lwane e mani ezivalasini ezisegatsheni			✓		*	*	*	*	*	*
Amabhodwe ama-2/ amasosipani ahlukenegokosayizi			✓		*	*	*	*	*	*
Amabhodwe ama-3 noma ngaphezulu/ amasosipani ahlukenegosayizi (amanecane, aphakathi kanye namakhulu)			✓		*	*	*	*	*	*
Ipani lokuthosa			✓		*	*	*	*	*	*
Amapani ama-2 noma ngaphezulu awosayizi abehlukene			✓		*	*	*	*	*	*
Itribhoti			✓		*	*	*	*	*	*
Izitsha sikashukela			✓		*	*	*	*	*	*
Isethi yezihongo			✓		*	*	*	*	*	*
Amagilavu kahhavini noma okufaneyo			✓		*	*	*	*	*	*
Indwangu yetatula noma omata (okwanele izivakashi ezisegatsheni)			✓		*	*	*	*	*	*

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Isithebe sokusita (esakhiwe ngento ehlanzekile, engangeni manzi)	✓				*	*	*	*	*	*	*	*
Isitsha smasaladi	✓				*	*	*	*	*	*	*	*
Okokuphaka amasaladi	✓				*	*	*	*	*	*	*	*
Ithileyi lokosa	✓				*	*	*	*	*	*	*	*
Isipuni sokhuni noma okufanayo	✓				*	*	*	*	*	*	*	*
Intlo yokuhlenganisa	✓											
Ummese wesinkwa	✓				*	*	*	*	*	*	*	*
Ummese wokucwecwa	✓				*	*	*	*	*	*	*	*
Ummese wenyama (noma okufanayo)	✓				*	*	*	*	*	*	*	*
Isipuni sokuphaka	✓				*	*	*	*	*	*	*	*
Okokuphatha amaqanda/ i-spatula	✓				*	*	*	*	*	*	*	*
Intlo yokuphendula inyama uma ishiswa (uma kunesakhiwo sokushisa inyama)	✓				*	*	*	*	*	*	*	*
Igretha	✓				*	*	*	*	*	*	*	*
Okokucweca izithelo	✓				*	*	*	*	*	*	*	*
Isitsha sokuhlenganisa	✓				*	*	*	*	*	*	*	*
izitsha zokuhlenganisa ezingaphezu kwesi-1	✓				*	*	*	*	*	*	*	*
Ikholenda	✓				*	*	*	*	*	*	*	*
Isipuni esinezimbobo	✓											
Isipuni eside esiyinkomishana	✓											
Ujeke	✓				*	*	*	*	*	*	*	*
Isitsha sokugcina (ngaphezu kwesi-1)	✓				*	*	*	*	*	*	*	*
31 Izinto zokubhazisa		Ihotel	Ihotel Elincane	Ihotel Eliwumuzi	Akungeni	Inkanyez e-1	Inkanyez e-1	Inkanyez e-1	Inkanyez e-1	Inkanyez e-1	Inkanyez e-1	Inkanyez e-1
Ithawula letye	✓					*	*	*	*	*	*	*
Ibhulashi noma isipontshi sokuwasha	✓					*	*	*	*	*	*	*
Indwangu yendishi	✓					*	*	*	*	*	*	*
Isisekelo Sezinto Zokuhlamba (okuhlenganisa izinto zomshini wokuhlamba izitsha uma uhlinzekiwe)	✓				✓	*	*	*	*	*	*	*
Idastipani kanye nebhulashi	✓					*	*	*	*	*	*	*
32 Igumbi letafu/ Indawo Yokudla Idina		Ihotel	Ihotel Elincane	Ihotel Eliwumuzi	Akungeni	Inkanyez e-1	Inkanyez e-1	Inkanyez e-1	Inkanyez e-1	Inkanyez e-1	Inkanyez e-1	Inkanyez e-1
Okokuhlala tuhlinzekiwe etafu/ endaweni yokudla - Kwanele amagumbi okulala onke egatsheni						*	*	*	*	*	*	*

E: izindawo zomphakathi  
Ukusebenza ngokholoishana



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	Ihhotela	Ihhotela Elincane	Ihhotela Elincane	Ihhotela Elincane	Akungeni	Inkanyez e-1	Inkanyez e-2	Inkanyez e-3	Inkanyez e-4	Inkanyez e-5
33	Ukuthobisa									
	Ukusetshenziswa kwezinto ezifihayo kanye nobuciko.	✓	✓	✓					*	*
	Izakhiwo ezifihayo, izinto ezifihayo, kanye nobuciko.	✓	✓	✓						*
34	Ifenisha kanye Nokurakha	Ihhotela			Akungeni	Inkanyez e-1	Inkanyez e-2	Inkanyez e-3	Inkanyez e-4	Inkanyez e-5
		✓				*	*	*	*	*
35	Iiba, Indawo yokuphumula & Nezindawo zokuhlala	Ihhotela			Akungeni	Inkanyez e-1	Inkanyez e-2	Inkanyez e-3	Inkanyez e-4	Inkanyez e-5
	Onke amabha, izindawo zokuphumula kanye nezindawo zokuhlala kumele kube namatafula, izibulo kanye nenqaphazulu okufanele.	✓	✓	✓		*	*	*	*	*
	Zonke izindawo zokuhlala kumele zibe usayizi ovumelekile futhi zibe metenisha ukuhlazeka indawo efanele ukuthi izivakashi zhambe phakathi kwayo.	✓	✓	✓		*	*	*	*	*
	Indawo yebha ayidingeki, kodwa indawo yomphakathi kumele ibe khona lapho kuphuzwa khona iziphuzo	✓	✓	✓		*	*	*	*	*
	Iziphuzo ziyahlizelwa	✓	✓	✓		*	*	*	*	*
	Iziphuzo ziyahlizelwa emini kanye nangamahora asibusuku afanele	✓	✓	✓		*	*	*	*	*
36	Ukwaziwa kwaphansi, Isilingi, Ukusikekha & Nokhonisi	Ihhotela			Akungeni	Inkanyez e-1	Inkanyez e-2	Inkanyez e-3	Inkanyez e-4	Inkanyez e-5
	Umzamo ofanele uyenziwa ukwehlisa izinga lomzindo ngokubheka usayizi kanye nendawo yesakhiwo kanye nezinga lesivakashi.	✓	✓	✓		*	*	*	*	*
37	Ukukhanyisa, Ukushisa/Ukubandisa & Nokushayisa ngomoya	Ihhotela			Akungeni	Inkanyez e-1	Inkanyez e-2	Inkanyez e-3	Inkanyez e-4	Inkanyez e-5
	Amazinga amulelele othi kanyisa ahlukane e-1 uze ulule no-100% kanye nokunelulekela uzo zonke izindawo zomphakathi	✓	✓	✓		*	*	*	*	*
	okuhlanganisa nokukhanyisa okwanele ezibhelelini naphansi.	✓	✓	✓		*	*	*	*	*
	Ukulawula amazinga okushisa kanye nokushayisa ngomoya.	✓	✓	✓		*	*	*	*	*
38	Ezinye izindawo zomphakathi okuhlanganisa Amaphasiji & Nezitebhisi	Ihhotela			Akungeni	Inkanyez e-1	Inkanyez e-2	Inkanyez e-3	Inkanyez e-4	Inkanyez e-5
	Amapasiji kanye nezitebhisi kumele kungabi nezithikamezi. Kukhanyiswa amahora angama-24, kodwa kumele kubonisiwe abalwela amandla.	✓	✓	✓		*	*	*	*	*
	Iziphawu ezithomusa injenge eya ezimaweni zokuzijalulisa, emaga bini kanye nasenaweni yowamulele izivakashi (uma kunezidingo) kumele zigqame.	✓	✓	✓		*	*	*	*	*
39	Izindawo zamathoyilethi	Ihhotela			Akungeni	Inkanyez e-1	Inkanyez e-2	Inkanyez e-3	Inkanyez e-4	Inkanyez e-5
	Onke amathoyilethi ayahlanzwa ngokwejoyela, uyabhekwa futhi ashayiswa ngomoya ngokufanele.	✓	✓	✓		*	*	*	*	*
	Izinto ezidingekayo zihlizelwe: indishi yokugeza nensipho, into yokomisa izandla, ithoyilethi elineshilo kanye nesivalo, okokukhanyisa okumboziwe (awekho amabalwela asobala noma izintambo), isibuko, ihuka emnyango, umgqomo kadoti, umgqomo ovaliwe wokulhala udoti (wabesifazane).	✓	✓	✓		*	*	*	*	*
	Izithambo zamathoyilethi amathulu, asepphaleweni e-100% futhi amathoyilethi ezintamo ezilula namathoyilethi ezintamo ezilula zokugeza ezinezingeni eliphezulu kanye nezisha.	✓	✓	✓		*	*	*	*	*
40	Amakhesi	Ihhotela			Akungeni	Inkanyez e-1	Inkanyez e-2	Inkanyez e-3	Inkanyez e-4	Inkanyez e-5
	Ikheshi iyidingeka lapho kunegatsha lezivakashi elinezitazi ezingaphezu kwezimbili noma ezingaphansi kwesitazi sokungena isb. Iseti zesifathu.	✓	✓	✓		*	*	*	*	*
<b>Ukusebenza ngokholotshana</b>										
41	Ukuhlizelwa kokudla	Ihhotela			Akungeni	Inkanyez e-1	Inkanyez e-2	Inkanyez e-3	Inkanyez e-4	Inkanyez e-5
	Indawo yokudla isidlo santambama ihlizelwe	✓	✓	✓		*	*	*	*	*



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	Ihhotela	Ihhotela Elincane	Ihhotela Elinwumuzi	Akungeni	Inkanyenzi e-1	Inkanyenzi e-2	Inkanyenzi e-3	Inkanyenzi e-4	Inkanyenzi e-5
49 Ukwamukela, Ubungani Kanye Nenolela Yokuziphatha Umsebenzi omobuchwepheshe, onekhono futhi ofanele kanye nokubheka imininingwane kulindlekile	✓	✓	✓	Akungeni	*	*	*	*	*
50 Ukubukeka Kwabasebenzi Izisebenzi ezisebenzayo zigqoka amabheji anamagama azo ngazo zonke izikhathi Izisebenzi ezisebenzayo kumele zibukeke njengochwepheshe futhi zihlanzekile.	✓	✓	✓	Akungeni	Inkanyenzi e-1	Inkanyenzi e-2	Inkanyenzi e-3	Inkanyenzi e-4	Inkanyenzi e-5
51 Indawo yokwamukela izivakashi / Indawo yokwamukela Indawo yokwamukela izivakashi ebonakalayo kumele ihlinzekwe. Indawo evulekile futhi eithayo yokungena Zonke izivakashi kumele zingatshezwe uma zifika/ zphuma	✓	✓	✓	Akungeni	*	*	*	*	*
Indawo yokwamukela izivakashi ingaba nabasebenzi abancane ngamahora athile futhi insimbi yasebusuku noma ulayini oqondile kuya kumenenja Indawo yokwamukela izivakashi kumele ibe nabasebenzi amahora ayi-18 ngosuku. Amahora okusebenza kwendawo yokwamukela izivakashi abekwe endaweni ebonakalayo. Kodwa, ngezinye ilunga labasebenzilingabizwa insimbi noma ucingo ngokuthatha isikhathi esincane Indawo yokwamukela izivakashi kumele ibe nabasebenzi amahora angama-24 ngosuku Ukuzimama okucacile meqonwana nolutini yisipili isahluko okumele sine ifhona ngokwesihlangiso, iirostia, ngomomo noma ezinye izimalela tuzo zonke izivakashi uma kuceliwe.	✓	✓	✓	Akungeni	*	*	*	*	*
52 Ukugcina, Ukungena, Ukuphuma & Nomsebenzi wenjwayelo Umlingo lwesithathi esifanele so-ugemisa imidawo kanye nokungena, okuhlanganisa ulutini lwa amareli noli esivakashi kanye nokuphuma imibuzo yezivakashi. Lonke ulwazi oluhlinzekwe ezivakashini okuhlanganisa isakhiwo sempahla, izakhiwo ezikhona kanye nenqubo yokuphuma ngezimo eziphuthumayo, njll. Iphetha lesikweletu kumele ibe neminingwane efanekile futhi libhalwe ngokugqamile futhi lichazwe.	✓	✓	✓	Akungeni	Inkanyenzi e-1	Inkanyenzi e-2	Inkanyenzi e-3	Inkanyenzi e-4	Inkanyenzi e-5
53 Ukuphathwa kwezikhwama Indawo yokubeka izikhwama yesikhashana ikhona. Usizo lwezikhwama lukhona uma luceliwe. Esokuthwalwa kwezikhwama kanye nosizo lwezikhwama lukhona noma luceliwe	✓	✓	✓	Akungeni	*	*	*	*	*
Ukusizwa ngezikhwama lukhona amahora ayi-18 ngosuku -abasebenzi abasizayo ngezikhwama ngesikhathi isivakashi sifika ngaphandle, ayiswe egumbini lokulala, kanye nangesikhathi isivakashi sesihamba. Uma kudingeka usizo ngamanye amahora lutholalala kuphela uma luceliwe.	✓	✓	✓	Akungeni	*	*	*	*	*
54 Usizo lwasegumbini lokulala Uma kuhlinzekwe, usizo lungakhetiswa. Usizo lwamahora ayi-12 lweziphuzo ezilahisayo kanye nezibandayo kanye nokugila okuthambile (isb. Amasemishi) noma ukudla okuhambekayo emini kanye nantambama Usizo lwasegumbini lwamahora ayi-18 lwesicilo sasekuseni, sasemini kanye nesantambama kumele lube khona Imenyu yosizo lwasegumbini kumele ibe siyaweni elonakalayo egumbini noma enyaweni yoswamukela izwasini uluze isivakashi sigcwalise tulini sinikeze izinto esizokhethe	✓	✓	✓	Akungeni	Inkanyenzi e-1	Inkanyenzi e-2	Inkanyenzi e-3	Inkanyenzi e-4	5-Star

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Konke ukudla kungangiswe kahle futhi kwaphakwa emazingeni okushisa afanele									
55	<b>Ulonolo</b>	Ihhotela	Ihhotela Elicane	Ihhotela Ehwumuzi	Akungeni	Inkanyez e-1	Inkanyez ezi-2	Inkanyez ezi-3	Inkanyez ezi-4
	Ulonolo wenzwa izinsuku ezi-3 ngeviki kuyisidingo	✓	✓	✓					
	Ulonolo wosuku olulodwa noma ukomisa kuhlinzeke isikhathi esizinsuku eziyi-5 ngeviki.	✓	✓	✓					
	Uhlelo lokuhlaniya (emahoreni ama-3) kanye nokunaketelela izimoto abasebenzi kuyatholakala	✓	✓	✓					
	Izikhwama zolondolo kanye nohla lwemali ekhokhwayo izivakashi ziyahlinzekwa ngakho egumbini.	✓	✓	✓					
56	<b>Ukudla &amp; Neziphuzo</b>	Ihhotela	Ihhotela Elicane	Ihhotela Ehwumuzi	Akungeni	Inkanyez e-1	Inkanyez ezi-2	Inkanyez ezi-3	Inkanyez ezi-4
	Umsebenzi ongevimbeli futhi olungile. Abasebenzi abaqeqeshiwe futhi abangochwepheshe.	✓	✓	✓		*	*	*	*
	Abasebenzi bakhombisa ukudla okusemazingeni eliphezulu, ukwazi lwemikhicizo yeziphuzo kanye newayini kanye namakhono omsebenzi.	✓	✓	✓					
57	<b>Exokuxhumana kanye nezalulwazi</b>	Ihhotela	Ihhotela Elicane	Ihhotela Ehwumuzi	Akungeni	Inkanyez e-1	Inkanyez ezi-2	Inkanyez ezi-3	Inkanyez ezi-4
	Ikhompuyutha, iprinta kanye ne-intanethi kukhona ukuthi kusetshenziswe yizivakashi	✓	✓	✓		*	*	*	*
<b>PH: Ukugcina Indlu</b>									
58	<b>Ukuhlinzekwa kokugcina kwendlu</b>	Ihhotela	Ihhotela Elicane	Ihhotela Ehwumuzi	Akungeni	Inkanyez e-1	Inkanyez ezi-2	Inkanyez ezi-3	Inkanyez ezi-4
	Izinsiza zokugcina indlu zikhona ngezikhathi zokusebenza.	✓	✓	✓		*	*	*	*
	Izinsiza zokugcina indlu zikhona amahora ayi-18 ngosuku (kukaliwe uma sekudlule isikhathi sokusebenza)	✓	✓	✓				*	*
	Izinsiza zokugcina indlu zikhona amahora angama-24 ngosuku (kukaliwe uma sekudlule isikhathi sokusebenza)	✓	✓	✓					*
59	<b>Amagumbi okulala kanye Namagumbi Okugezela</b>	Ihhotela	Ihhotela Elicane	Ihhotela Ehwumuzi	Akungeni	Inkanyez e-1	Inkanyez ezi-2	Inkanyez ezi-3	Inkanyez ezi-4
	Onke amagumbi okulala kanye namagumbi okugezela ayehlazwa njalo.	✓	✓	✓		*	*	*	*
	Yonke imibhede yenziwa njalo ngosuku.	✓	✓	✓		*	*	*	*
	Onke amalineni kanye nezinguqo lumele kushintshwe uma kufika izivakashi esisha	✓	✓	✓		*	*	*	*
	Onke amalineni, okuhlanganisa nezinguqo lumele kusimisiwe okungenani ezinsuku ezi-3 noma ukucele isilasi esisha. Isivakashi siyahwazi ukukhetha "ukungashintshi".	✓	✓	✓			*	*	*
	Onke amalineni, okuhlanganisa nezinguqo lumele kusimisiwe okungenani ezinsuku ezi-3 noma ukucele isilasi esisha. Isivakashi siyahwazi ukukhetha "ukungashintshi".	✓	✓	✓				*	*
	Ukuhlazwa kwamagumbi okulala / namagumbi okugezela kuyahlinzekwa njalo ngosuku	✓	✓	✓				*	*

**Category: Guest Accommodation**

**Definition:** Accommodation provided in a house, renovated house or a specifically designed building. Includes the provision of breakfast.

**Sub-category: Guest House**

**Definition** Accommodation provided in a house, renovated house or a specifically designed building. Includes the provision of breakfast and has public areas for the exclusive use of guests.

	1-Star	2-Star	3-Star	4-Star	5-Star
<b>Guesthouse</b>					
Host/ representative contactable 24 hours a day, 7 days a week	*	*	*	*	*
Host/ representative must be available on site to check guests in/ out or within a 5-minute drive from the property	*	*	*	*	*
Public areas/ facilities must include a minimum of a guest dining room and guest lounge area and must be for the exclusive use of guests (host/ owner/ manager should not share these with the guests)	*	*	*	*	*
<b>Key Requirements</b>					
Daily servicing of rooms and bedrooms including weekends and public holidays	*	*	*	*	*
Bathroom facilities en-suite or exclusive use of bathroom facilities	*	*	*	*	*
Breakfast to be provided	*	*	*	*	*
Dinner to be provided/ made available, which may/ may not be prepared or served on the property	*	*	*	*	*

**Sub-category: Country House**

**Definition** Accommodation provided in a house, renovated house or a specifically designed building. Includes the provision of breakfast and dinner and has public areas for the exclusive use of guests. Located in natural, peaceful surroundings.

	1-Star	2-Star	3-Star	4-Star	5-Star
<b>Country House</b>					
Scenic or natural vista (beyond that of the immediate garden area) e.g. water view, rural outlook, mountain view or natural bush setting	*	*	*	*	*
Host/ representative contactable 24 hours a day, 7 days a week	*	*	*	*	*
Host/ representative must be available on site to check guests in/ out or within a 5-minute drive from the property	*	*	*	*	*
Public areas/ facilities must include a minimum of a guest dining room and guest lounge area and must be for the exclusive use of guests (host/ owner/ manager should not share these with the guests)	*	*	*	*	*
<b>Key Requirements</b>					
Daily servicing of rooms and bedrooms including weekends and public holidays	*	*	*	*	*
Bathroom facilities en-suite or exclusive use of bathroom facilities	*	*	*	*	*
Breakfast to be provided	*	*	*	*	*
Dinner to be provided/ made available, which may/ may not be prepared or served on the property	*	*	*	*	*

**Sub-category: Bed and Breakfast**

**Proposed Definition** Accommodation provided in a home with the host living in the house or on the property. Guests share the public facilities/ areas (dining area, lounge, etc.) with the host. Includes the provision of breakfast.

	1-Star	2-Star	3-Star	4-Star	5-Star
<b>Bed and Breakfast</b>					
The host/ representative must live in the house or on the property	*	*	*	*	*
Host/ representative contactable 24 hours a day, 7 days a week	*	*	*	*	*
Host/ representative must be available on site to check guests in/ out or within a 5-minute drive from the property	*	*	*	*	*
Daily servicing of rooms and bedrooms including weekends and public holidays	*	*	*	*	*
Bathroom facilities en-suite or exclusive use of bathroom facilities	NA	NA	*	*	*
Breakfast must be provided	*	*	*	*	*

Core Requirements

Guest Accommodation

**Izimfuneko ezisemqoka  
Indawo yokuhlala yezivakashi**

Ukusebenza ngokholotshana									
Indlu yezivakashi	Indlu eyisithabatha ba esehlathini	Indawo yokulala & Nesidlo sasakuseni	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5	
1. Ingaphandle lesakhiwo									
2. Amagrawundi kanye nezingadi	Indlu yezivakashi	Indawo eyisithabatha yokulala & Nesidlo sasakuseni	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5	
3. Indawo yokupaka/ Indawo yokungena ushayela/ Indawo yokusayina	Indlu yezivakashi	Indawo eyisithabatha yokulala & Nesidlo sasakuseni	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5	
Ukuhlazisa indawo elandelelanayo/ Indawo yokupaka/ Indawo yokungena ushayela/ Indawo yokusayina kanye nezimakethe kumele kubhekwe ngesikhathi sokuhlala	✓	✓		*	*	*	*	*	*
Iziphawu ezikhombisa indlela - izimo ezamukelekile, ezibonakalayo, ezifanele inhloso.	✓	✓		*	*	*	*	*	*
Indawo yokupaka ekhanyiswe kahle	✓	✓		*	*	*	*	*	*
4. Ezokuphepha	Indlu yezivakashi	Indawo eyisithabatha yokulala & Nesidlo sasakuseni	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5	
Ezokuphepha ezifanele, ezihambisana nenhloso ezakhiweni zonke ngazo zonke izikhathi.	✓	✓		*	*	*	*	*	*
Umele abaphethe/ izikhathi eziphuzulu kunazo zonke endaweni ezibhekwe e ezokuphepha sitsho akale ocwangweni amahora angama-24 ngosuku, izinsuku eziyi-7 ngeviki.	✓	✓		*	*	*	*	*	*
Emulwazi wezimbo eziphuzulu kumayaza/ i-izimbanjisa izimbono zocingo ezilandelelana/ izimpawu zokuphepha kanye nenqubo yokulawula i-utli nencazelo itholakele uma ifuniwe	✓	✓		*	*	*	*	*	*
Indawo yokuhlalanga ihlinzekelwe izivakashi uma kwenzeka kuba nesimo esiphuthumayo sokuthi kumele ziphume	✓	✓		*	*	*	*	*	*
Izivakashi zikwazi ukungena ezakhiweni eziphephile	✓	✓		*	*	*	*	*	*
Ukuphepha kwizivakashi kuthathwa phuzulu, eliseqopheleni eliphuzulu (isb. ezokuphepha zasendaweni, ezokuphepha zangasese, abezimo eziphuzumayo, ezokuphepha zasebusuku, amabhathini esimo esiphuthumayo, umsakazo wangaphakathi wokukhumana, umsakazo wokukhumana namaphoyisa endawo, ukuphepha okufanele endaweni ekalwe, i-foramu Eqophela Umphakathi, i-vidyo khamera eqophayo (CCTV), abeseka ngokwelapha abangashayelwa ucingo, njll.)	✓	✓		*	*	*	*	*	*
Izimbali ziyavunyelwa ukungena okungavinjelwa futhi okuphephile ezindaweni zomphakathi	✓	✓		*	*	*	*	*	*
Ucingo luya tholakala endaweni yokwamukela izivakashi (umakhalokhwi noma ucingo)	✓	✓		*	*	*	*	*	*

## Core Requirements

Ukusebenza ngokholotshana										
Inkanyezisi ezi-5	Inkanyezisi ezi-4	Inkanyezisi ezi-3	Inkanyezisi ezi-2	Inkanyezisi ezi-1	Akungeni	Inkanyezisi ezi-1	Inkanyezisi ezi-2	Inkanyezisi ezi-3	Inkanyezisi ezi-4	Inkanyezisi ezi-5
B: Ingxenywe yamegumbi okulala (isexwayiso: kuzohlolwa igumbi elisezingeni eliphansi)										
5 Ingxenywe Yokungena Egumbi lokulala kanye Nezokuphepha										
Ulwazi maqondana nokusizwa ocingweni (okuhlanganisa izinhombolo zocingo   kanye nenqubo yokuphuma odabeni esimeni esiphuthumayo kumele ibekwe obala kuwo wonke amagatsha	✓									
Okokukhanyisa kwesimo eziphuthumayo (okunye ngaphandle kukagesi) kumele kumele kube khona kuwo wonke amagatsha (isb. Ijeneretha, ithoshi, okokukhanyisa kwesola, njll.)	✓									
Yonke iminyango yemibhede kumele ikhiyike/ iphephe (ngaphakathi kanye nangaphandle kwegumbi lokulala)	✓									
Ukusebenza ngokholotshana (okunye ngaphandle kukagesi) kumele kumele kube khona kuwo wonke amagatsha (isb. Ijeneretha, ithoshi, okokukhanyisa kwesola, njll.)	✓									
Indawo yesisefo endaweni ephaphile ikhona uma icelilwe.	✓									
Isisefo sasegumbini (esifanele imakethe)	✓									
6 Imibhede, izisekelo zemibhede & Nomatras										
Imibhede engosofa abavumelekile ezindaweni zemibhede.	✓									
Imibhede efaKwe omatras abantofontofo Ivumelekile	✓									
Imibhede ihinzekwe ngokwendlela yokulala ekhangisiwe	✓									
Kumele kube nendawo yokugibela emibhedeni emacaleni omabili uma umbhede ungasetsenziswa abantu ababili.	✓									
Ibhodi lekhandla lombhede elisesimni esivumelekile liphephile - kungaba umcamelo omkhulu	✓									
Ibhodi lekhandla lombhede elisesimni esivumelekile liphephile	✓									
Umbhede elisesimni esivumelekile omuntu oyeziwa: 1188cm x W92cm.	✓									
Yonke imibhede elala umuntu oyeziwa awusayizi 3/4. Amacala ombhede omuntu oyeziwa 3/4: L200cm x W107cm.	✓									
Yonke imibhede yokulala awusayizi ovumelekile noma ngaphezulu. Amacala ombhede wabantu ababili: L188cm x W137cm	✓									
Yonke imibhede elala umuntu oyeziwa awusayizi ovumelekile noma ngaphezulu. Amacala: Umbhede we-King L188cm x W180cm noma imibhede elala umuntu oyeziwa L188cm x W92cm	✓									
Yonke imibhede yokulala unobude bemibhede ye-Queen noma i-King noma ngaphezulu. Amacala: Ombhede we-Queen L200cm x W152cm, Umbhede we-King L188cm x W180cm noma imibhede elala umuntu oyeziwa L188cm x W92cm	✓									
Uma kusetsenziswa umbhede oyi-divan ingaphansi lesethi elinezi-pringi kumele kumbozwe ngendwangu entofontofo noma ilifakwe ishidi.	✓									

Core Requirements

Guest Accommodation

	Indlu yezivakashi	Indlu eyisithabatha ba ehlathini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezi e-1 inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
7 Imibhede & Mamlhenti	Indlu yezivakashi	Indlu eyisithabatha ba ehlathini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezi e-1 inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
	✓	✓	✓		*	*	*	*
Izivakeli zomatrasi kanye nezivakeli zemcamelo kuyadingeka ukuthi kufakwe emicamelweni kanye nasemibhedeni.	✓	✓	✓		*	*	*	*
Zonke izinto zombhede kumele zifakwe kahle futhi zibe usayizi ofanele (amashidi) kumele ahengwe kumatrasi okungenani u-6 kuya ku-8cm)	✓	✓	✓		*	*	*	*
Yonke imibhede kumele ingabi amabala, izimbobo kanye nokuguga.	✓	✓	✓		*	*	*	*
ISITHABATHA angaphansi kanye neLWAZI elinamandla, ISITHABATHA elinamandla, ISITHABATHA elinamandla ngaphezulu embhedeni ngamunye.	✓	✓	✓		*	*	*	*
ISITHABATHA angaphansi kanye neLWAZI elinamandla, ISITHABATHA elinamandla, ISITHABATHA elinamandla ngaphezulu kanye neshidi elindlalwa ngaphezulu ngokuthatha lombhede ngamunye	✓	✓	✓		*	*	*	*
Ezinye izinto zombhede ziyatholakala uma ziceliwe.	✓	✓	✓		*	*	*	*
Ezinye izingubo ziyatholakala egumbini lokulala - kuncike endaweni kanye nesikhathi sonyaka	✓	✓	✓		*	*	*	*
Umcamelo owodwa endaweni yokulala ngayinye onesikhwama sawo	✓	✓	✓		*	*	*	*
Iimcamelo emibini yendawo yokulala ngayinye	✓	✓	✓		*	*	*	*
Eminy eimcamelo iyatholakala uma iceliwe.	✓	✓	✓		*	*	*	*
Iimcamelo ethile iyatholakala uma iceliwe	✓	✓	✓		*	*	*	*
8 Ifenisha	Indlu yezivakashi	Indlu eyisithabatha ba ehlathini	Indawo yokulala & Nesidlo sasekuseni	Akungeni	Inkanyezi e-1 inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
Itafula eliseduze nombhede noma ishalofu, okubekweeduze kwazo zonke indawo yokulala.	✓	✓	✓		*	*	*	*
Itafula elilodwa eliseduze nemibhede engamawele livumlekile	✓	✓	✓		*	*	*	*
Okungenani isihlalo esisodwa siyahlinzekwa egumbini ngalinye.	✓	✓	✓		*	*	*	*
Okungenani isihlalo esi-1 esinethezekile/ sendawo yokulala (ukwengeza edeskin/ esihlalweni setafula lokugqoka)	✓	✓	✓		*	*	*	*
Okungenani isihlalo esi-1 esinethezekile/ sendawo yokulala (ukwengeza edeskin/ esihlalweni setafula lokugqoka)	✓	✓	✓		*	*	*	*
IDESKI kanye/noma ITAFULA lokugqoka elinesititolo esifanele kanye nesititolo ngaphezulu kwedeski/ itafula izozinzelwa okungenani egumbini lokulala elilodwa	✓	✓	✓		*	*	*	*
IDESKI kanye/noma ITAFULA lokugqoka elinesititolo esifanele kanye nesititolo ngaphezulu kwedeski/ itafula izozinzelwa okungenani egumbini kumale kuhlinzekwe.	✓	✓	✓		*	*	*	*



## Core Requirements

Indlu yezivakashi	Indlu eyisithabatha ba ehlathini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezi e-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
<b>9 Owoodlophu, Amashalofu &amp; Nendawo Yokubeka izikhwama</b>								
Ukuhlinzekwa kwendawo efanele yokuhengwa kwezimpahla/ uwoodlophu.	✓	✓		*	*	*	*	*
Ukuhlinzekwa kwendawo yokuhenga efanele evumela ukuthi kuhengwa izimpahla ngobude bazo	✓	✓						
Uwoodlophu omkhulu ngokwanele okwazi ukufaka eminye imicamelo, izingubo, njll.	✓	✓						
Okungenani ishalofu eli-1 ngokwendawo yokulala ngayinye	✓	✓		*	*	*	*	*
Okungenani ishalofu eli-1 ngokwendawo yokulala ngayinye	✓	✓				*		
Okungenani amashalofu avalekile ama-2 ngokwendlela yokulala ezindlela zokuqala ezimbili kanye neshalofu elilodwa elivalekile lezindlela zokulala ezingaphezu kwezi-2	✓	✓				*	*	*
Okungenani amahenga ama-5 ngokwendlela yokulala ngayinye	✓	✓		*	*	*	*	*
Ukuhlinzekwa kwamahenga athile uma eceliwe	✓	✓					*	*
Okokukhanyisa uwoodlophu okufanele	✓	✓						*
Irekhi/ isitende kwezikhwama okufanele inhloso egunjini ngalinye	✓	✓					*	*
<b>10 Amakhetshini &amp; Okokumboza Amawindi</b>								
Indlu yezivakashi	Indlu eyisithabatha ba ehlathini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezi e-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
✓	✓	✓		*	*	*	*	*
✓	✓	✓		*	*	*	*	*
✓	✓	✓						*
<b>11 Okwenzwa kwaphansi, isilingi, Ukusetha kanye Nokhonisi</b>								
Indlu yezivakashi	Indlu eyisithabatha ba ehlathini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezi e-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
✓	✓	✓		*	*	*	*	*
Umzamo uyenziwa ukwehlisa izinga lomlando ngokubheka usayizi kanye nendawo yesakhiwo kanye nesikhundla sesivakashi.								

Core Requirements

Guest Accommodation

	Indlu yezivakashi	Indlu eyisithabatha ba ehlahini	Indawo yokulala kanye nokudla isidlo sasakuseni	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
12 Ukulawula kwamazinga okushisa & Nokushayisa ngomoya	✓	✓	✓		*	*	*	*	*
Ukushayisa ngomoya okufanele egumbini ngalinye.									
Uhlelo lokushisa kanye nelokubandisa olufanele lwezinga ngokwenkanyezi esetshenziswe, olungaphathwa umuntu egatsheni ukuthi ube sezingeni elifunwa yizivakashi endaweni yezakhiwo futhi kuzo zikakathi zonyaka.	✓	✓	✓		*	*	*	*	*
13 Ukukhanyisa, Amandla kanye Namaswishi	Indlu yezivakashi	Indlu eyisithabatha ba ehlahini	Indawo yokulala kanye nokudla isidlo sasakuseni	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
Amaswishi alula afakwa emnyango wegumbi ngalinye.	✓	✓	✓		*	*	*	*	*
Ukukhanyisa okuqinisekile egumbini nokulala ngalinye. Egumbini okulala amawele, okokukhanyisa okuphazathi nemibheje kuvumelekile.	✓	✓	✓		*	*	*	*	*
okukhanyisa kwaseduze nombede endleleni yokulala ngayinye okubekwe eduzane lapho isivakashi esingakwazi ukufikelela khona uma silele.	✓	✓	✓		*	*	*	*	*
Okokukhanyisa emazeni amabili egumbi lokulala elinemibhede yamawele.	✓	✓	✓		*	*	*	*	*
Ukukhanyisa kokukhanyisa okuqondile etafuleni lokugqoka/ ideski (ilambu lokufunda)	✓	✓	✓		*	*	*	*	*
Iplagi/ indawo yamandla amaningi ikhona uma icelwe.	✓	✓	✓		*	*	*	*	*
Iplagi enamandla amaningi ahanganiswe enemthetho ye USB kanye nezimawo zamaplagi - okubekwe noma okusetshenziselwa noma eliseduze kombhede futhi kutholakale kalula	✓	✓	✓		*	*	*	*	*
14 Izinto zikagesi	Indlu yezivakashi	Indlu eyisithabatha ba ehlahini	Indawo yokulala kanye nokudla isidlo sasakuseni	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
Umshini wokomisa izinwele uyatholakala uma ucellwe	✓	✓	✓		*	*	*	*	*
Umshini wokomisa izinwele (ongama 1 600W) uyahlinzekwa egumbini ngalinye	✓	✓	✓		*	*	*	*	*
Indawo yepagi yomshini wokomisa izinwele iseduze nesibuko	✓	✓	✓		*	*	*	*	*
Umaqondiso egumbini lokuphumula	✓	✓	✓		*	*	*	*	*
Umaqondiso egumbini lezivakashi ngalinye, onerimothi esebenzayo yokulawula	✓	✓	✓		*	*	*	*	*
Umaqondiso olingene egumbini lezivakashi ngalinye, onerimothi esebenzayo	✓	✓	✓		*	*	*	*	*
Iphanethi elinganayo, umabonakude osezigeni eliphhezulu egatsheni ngalinye, onerimothi ongama-intshi angama-32 ubukhulu	✓	✓	✓		*	*	*	*	*



Core Requirements

Guest Accommodation	Indlu yezivakashi	Indlu eyisithabatha ba ehlathini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	*	*	*	*	*
Iminyingwane maqondana namares turenji aseculuze kanye nezimihlobo zokulala kuyathobalala (uma ukulala kwasemmi/ kwamabama kungahlinzekwa esakhweni)	✓	✓	✓	✓	*	*	*	*	*
Imiyalelo maqondana nokusebenzisa umabonakude kanye nohlelo lokushisa/ lokubandisa (uma kukhona)	✓	✓	✓	✓	*	*	*	*	*
Ifriji encane ikhona uma iceliwe	✓	✓	✓	✓					*
Ifriji encane ikhona egumbini lezivakashi ngalinye (izitokwe ziyafakwa)	✓	✓	✓	✓					*
<b>17 Ukuvulela &amp; Nomcabango Jikelele</b>	Indlu yezivakashi	Indlu eyisithabatha ba ehlathini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezisi e-1	Inkanyezisi e-1	Inkanyezisi e-1	Inkanyezisi e-1	Inkanyezisi e-1
Ukungena okungavinjelwa kuzo izakhiwo zokugcina ngaphakathi egumbini.	✓	✓	✓		*	*	*	*	*
Uma amagumbi anenawo eyanele avumela ukuthi izivakashi zinyalaze ngokuhluleka elenisimisi kanye nokunye okuhlanganisa osola abayimbhede. Akumele kube nokuvimbeka kokuhamba ngokuhluleka. Iminyango kanye namadrowa kumele kukwazi ukuvuleka kanye nokuvaleka kalula ngaphandle kokususa ifenisha.	✓	✓	✓		*	*	*	*	*
Indawo efanele evumela ukuhamba okukhululekile kanye nokumethezeka	✓	✓	✓						*
Indawo ehleliwe kahle - evulekile, evumela ukuhamba kalula, ekhululekile futhi enethezekile.	✓	✓	✓						*
Indawo ehleliwe kahle - evulekile, evumela ukuhamba kalula, ekhululekile, ukudla idina futhi enethezekile.	✓	✓	✓						*

**C. Amagumbi okugezela**

Ukusebenza ngokholotshana	Indlu yezivakashi	Indlu eyisithabatha ba ehlathini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezisi e-1	Inkanyezisi e-1	Inkanyezisi e-1	Inkanyezisi e-1	Inkanyezisi e-1
<b>18 Izimihlobo zamagumbi okugezela</b>	Indlu yezivakashi	Indlu eyisithabatha ba ehlathini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezisi e-1	Inkanyezisi e-1	Inkanyezisi e-1	Inkanyezisi e-1	Inkanyezisi e-1
Uma isakhiwo sivulelekile phakathi egumbini, amashawa, emabhavu kanye nezindishi zokugeza izandla kungaba endaweni evulelekile kodwa ithoyilethi kumele ihlukaniswe libe nomnyango onesivalo esifanele ukuphisekisa ubumthlo bezivakashi.	✓	✓	✓		*	*	*	*	*
Onke amagumbi okugezela kumele abe nesivalo esivalo igumbi lokulala uma kungeyona indawo evulelekile	✓	✓	✓		*	*	*	*	*
Amagumbi okugezela kumele ahlanganiswe namagumbi okulala.	✓	✓	✓		*	*	*	*	*
Ukusetshenziswa kwezakhiwo uma igumbi lokugezela lingahlanganiswe nelokulala (igumbi lokugezela elilodwa egumbini lezivakashi ngalinye)	✓	✓	✓		*	*	*	*	*
Amagumbi okugezela kumele ahlanganiswe namagumbi okulala.	✓	✓	✓		*	*	*	*	*
<b>19 Ukwenziswa Kwaphansi kanye Nesilingi</b>	Indlu yezivakashi	Indlu eyisithabatha ba ehlathini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezisi e-1	Inkanyezisi e-1	Inkanyezisi e-1	Inkanyezisi e-1	Inkanyezisi e-1
Iingaphezulu elingangeni amanzi liyahlinzekwa ezindongeni, phansi kanye nakumasilingi.	✓	✓	✓		*	*	*	*	*

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Guest Accommodation	Indlu yezivakashi	Indlu eyisithabatha ba ehlahlani	Indawo yokulala kanye nokudla isidlo sasakuseni	Akungeni	Inkanyezi e-1, inkanyezi ezi-2, inkanyezi ezi-3, inkanyezi ezi-4, inkanyezi ezi-5	Inkanyezi e-1, inkanyezi ezi-2, inkanyezi ezi-3, inkanyezi ezi-4, inkanyezi ezi-5	Inkanyezi e-1, inkanyezi ezi-2, inkanyezi ezi-3, inkanyezi ezi-4, inkanyezi ezi-5	Inkanyezi e-1, inkanyezi ezi-2, inkanyezi ezi-3, inkanyezi ezi-4, inkanyezi ezi-5
20 Ukukhanyisa kanye Nokushayisa ngomoya								
Ukukhanyisa okulawulwa umuntu ngamunye	✓	✓	✓		*	*	*	*
Ukukhanya okwanele ukukhanyisa igumbi lokugezela	✓	✓	✓		*	*	*	*
Umthombo wokukhanyisa okuqondene nangaphambili kuhlizekiwe endishini yokugeza kanye nasesibukweni	✓	✓	✓		*	*	*	*
Ukushayisa ngomoya okwanele futhi okufanele egumbini lokugezela	✓	✓	✓		*	*	*	*
21 Ukulungisa kanye Nokufaka								
Zonke izindishi, obhavu kanye namashawa kuhlizekiwe namanzi anele ashisayo kanye nabandayo izindishi, obhavu kanye namashawa okuhlizekiwe ukuhamba kwamanzi okuqinile futhi okushintshaka kalula.	✓	✓	✓		*	*	*	*
Amareji/amarekhi/amashalofu kwamathawula kwanele inani lezivakashi ezisegatsheeni unit	✓	✓	✓		*	*	*	*
Isibuko esikhanyiswe kahle kumele sibekwe ngaphezulu noma eduze kwendishi yokugeza izandla.	✓	✓	✓		*	*	*	*
Indawo eyanele yazo zonke izivakashi.	✓	✓	✓		*	*	*	*
Indawo evulekile ekwazi ukuhlalisa abasizi bezivakashi ngokwenani eivumyelwe yindawo yezivakashi.	✓	✓	✓		*	*	*	*
Ukunakwa kwamawindi ukuqinisekisa ubumfihlo.	✓	✓	✓	✓	*	*	*	*
Amagumbi okulala ahlanganisa i-WC (ithoyilethi) elinesihlalo nesivalo	✓	✓	✓		*	*	*	*
Amagumbi okugezela okungenani anendishi eyodwa yokugeza izandla	✓	✓	✓		*	*	*	*
Onke amagumbi okugezela ahlanganisa ubhavu noma ishawa (ishawa esikhundleni sobhavu nayo ivumelekile)	✓	✓	✓		*	*	*	*
Onke amagumbi okugezela aneshawa eseceleni	✓	✓	✓		*	*	*	*
Onke amagumbi okugezela eneshawa kanye nobhavu okuseceleni.	✓	✓	✓		*	*	*	*
Amakhethenisi eshawa avumelekile. Kumele engabi namabala, engadabuki, angabi namboobo futhi kungabi agugile.	✓	✓	✓		*	*	*	*
Ishawa kumele ibe nesikrini famakhehtini eshawa awavumelekile	✓	✓	✓		*	*	*	*
Ibhuka leziphahla.	✓	✓	✓		*	*	*	*
Amahhuka amabili ahlukeno	✓	✓	✓		*	*	*	*

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	Indlu yezivakashi	Indlu eyisithabatha ba ehiathini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
22 Okokwesula	✓	✓	✓		*	*	*	*	*
Umata wokugeza uhlinzekiwe.									
Umata wokwesula	✓	✓	✓					*	*
Amathawula ehlanzekile, amunca amanzi okugeza ahlinzekiwe ngokwegumbi lokulala	✓	✓	✓		*	*	*	*	*
Amathawula okusuka izandla ahlanzekile futhi amunca amanzi kanye namathawula okugeza amakhulu ahlinzekiwe ngokwegumbi lokulala ngalinye	✓	✓	✓					*	*
Ithawula lezandla elimunca amanzi, ehlanzekile, amashidi ama-2 okugeza (noma ithawula lokugeza kanye neshidi lokugeza) futhi ingubo yokugeza	✓	✓	✓						*
23 Izinsiza	Indlu yezivakashi	Indlu eyisithabatha ba ehiathini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
Okokumboza isivalo seshilo sethoyilethi kanye namasethi omata akuvumelekile	✓	✓	✓						
Insipho egojiwe, evaliwe kanye/noma nensipho ewuketshezi kuhlinzekiwe	✓	✓	✓		*	*	*	*	*
Ishampu ihlinzekiwe.	✓	✓	✓					*	*
Amathishu ahlinzekiwe	✓	✓	✓					*	*
Igumbi lokugezela lihlinzekiwe ngomqomo ovalakayo.	✓	✓	✓		*	*	*	*	*
Igumbi longasese linephepha elibhanqeki kabili kanye nendawo yokulifaka kanye neroli lephepha lasethoyilethi eyodwa.	✓	✓	✓		*	*	*	*	*
Igumbi lokugezela lihlinzekiwe ibhulashi	✓	✓	✓		*	*	*	*	*
Ingilazi yokuphuza/ inkomishi kuhlinzekiwe egumbini lokulala ngalinye	✓	✓	✓		*	*	*	*	*
Izinto ezimlingana ngabantu ngokwehlukana okudinganisa isigqibo sesihawu, okokugeza izimwele, isihawu jeli, ifilo yoyugochia umzimba kanye nesikhwama sezinto zokugcoba.	✓	✓	✓					*	*
Isibuko silihlinzekiwe egumbini lokulala noam lokugezela	✓	✓	✓						*

D: Amakhishi (zamazumbi/ amagatsha okuziphakela)									
Ukusebenza ngokholotsihana									
	Indlu yezivakashi	Indlu eyisithabatha	Indawo yokulala	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
24 UHlobo lwekhishi	✓	✓	✓		*	*	*	*	*
Isakhiwo/ indawo eyakhalwe ukwenza ukudla futhi efanelek maqondana nohlobo kanye nesitayela sesakhiwo									

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	Indlu yezivakashi	Indlu eyisithabatha ba ehlahhini	Indawo yokulala kanye nokudla isidlo sasakuseni	Akungeni	Inkanyezi e-1, inkanyezi ezi-2, inkanyezi ezi-3, inkanyezi ezi-4, inkanyezi ezi-5					
25 Ezokuphepha	✓	✓	✓	Akungeni	*	*	*	*	*	*
Impahla yezokuphepha emilweni zihlinzekiwe (sb. Ingubo yomlilo, isicisha mlilo, njll.)										
26 Ukwenzwa kwaphansi, Ukwenzwa kodonga kanye Nesilingi	✓	✓	✓	Akungeni	*	*	*	*	*	*
Ingaphazulu elingangeni amanzi lilihlakazi ezindongeni, phansi kanye nakumasilingi.										
27 Ukukhanyisa	✓	✓	✓	Akungeni	*	*	*	*	*	*
Ukukhanyisa okuqondile kuzo zonke izindawo zokusebenza										
28 Ukufaka ifenisha kanye Nokufaka	✓	✓	✓	Akungeni	*	*	*	*	*	*
kuvula iwindi noma ukukhipha umoya okunomthelala										
Okungenani ingaphazulu lomsebenzi elilodwa elihlanzekile futhi elithatha isikhathi eside										
Ukugeza usinki, ngamanzi ashisayo kanye nabandayo ahambayo, ipiaki kanye nebhodi lokuchitha amanzi										
Indawo eyanele ukubeka izitsha, izipuni, izinto zasekhisini, izinto zokuhlaza kanye nezinto zezivakashi										
29 Izinto zogesif	✓	✓	✓	Akungeni	*	*	*	*	*	*
Uhhevini wemakhrowevu										
Uhhevini noma ukushintshwa kwemakhrowevu										
I-hob engamapuleti ama-2										
I-hob engamapuleti ama-4										
Ifeni yokukhipha umoya										

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Guest Accommodation

	Indlu yezvakashi	Indlu eyisithabatha ba ehlathini	Indawo yokulala kanye nokudla isidlo sasakuseni	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
Iifriji encane enendawo yeqhwa	✓	✓	✓		*	*	*	*	*
Iifriji enendawo yeqhwa	✓	✓	✓						*
Umshini wokugeza izitsha noma izinsiza zokugeza izitsha (izinsiza zokugeza zikhona uma zidingeka)	✓	✓	✓		*	*	*	*	*
Ungqomso ombiziwe wokulahla udoti, onento ngaphakathi	✓	✓	✓		*	*	*	*	*
Iketela	✓	✓	✓		*	*	*	*	*
Ithosta	✓	✓	✓	✓	*	*	*	*	*
Blender	✓	✓	✓	✓					*
Umshini wekhofi	✓	✓	✓	✓					*
<b>30 Izitsha kanye namabhodwe</b>				<b>Akungeni</b>					
Izipuni, izimfologo, izipuni zezizethi kanye nezipuni ezincane okwanele izivakashi ezisegatsheni	✓	✓	✓		*	*	*	*	*
Ibhokisi lezipuni noma okokuhlukanisa ishalofu	✓	✓	✓						*
Izingilazi zokuphuza - Ezanele inani lezivakashi sezizontke egatsheni	✓	✓	✓		*	*	*	*	*
Amapuleti e-ijini, amapuleti aseceeni, isisiza kanye namanzi yehlo/yeiye noma inkomishi yeiye/inye nesoso lwanele inani lezivakashi ezisegatsheni	✓	✓	✓		*	*	*	*	*
Ambhodwe ama-2/ amasosipani ahlukene ngokosayizi	✓	✓	✓		*	*	*	*	*
Ambhodwe ama-3 noma ngaphezulu/ amasosipani ahlukene ngosayizi (amancane, apha kathi kanye namakhulu)	✓	✓	✓						*
Ipani lokuthosa	✓	✓	✓		*	*	*	*	*
Amapani ama-2 noma ngaphezulu awosayizi abehlukene	✓	✓	✓						*
Ithibhothi	✓	✓	✓		*	*	*	*	*
Isitsha sikashukela	✓	✓	✓		*	*	*	*	*
Isethi yezinongo	✓	✓	✓		*	*	*	*	*
Amagilavu kahhavini noma okufanayo	✓	✓	✓		*	*	*	*	*
Iindwangu yezifula noma omata (okwanele izivakashi ezisegatsheni)	✓	✓	✓		*	*	*	*	*
Isthebe sokusika (esakhiwe ngento ehlanzekile, engangeni manzi)	✓	✓	✓		*	*	*	*	*
Isitsha smasaladi	✓	✓	✓		*	*	*	*	*
Okokuphaka amasaladi	✓	✓	✓		*	*	*	*	*
Ithileyi lokosa	✓	✓	✓		*	*	*	*	*



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Guest Accommodation																					
Isipuni sokhuni noma okufanayo	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Into yokuhlanganisa	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ummese wesinkwa	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ummese wokuwecwa	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ummese wenyama (noma okufanayo)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Isipuni sokuphaka	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Okokuphatha amaqanda/ i-spatula	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Into yokuphendula inyama uma ishiswa (uma kunesakhiwo sokushisa inyama)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Igretha	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Okokuweca izithelo	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Isitsha sokuhlanganisa	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Izitsha zokuhlanganisa ezingaphezu kwesi-1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ikholenda	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Isipuni esinezimbobo	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Isipuni eside esiyinkomishana	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ujeke	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Isitsha sokugcina (ngaphezu kwesi-1)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
31. Cleaning Equiptzinto zokuhlamba	Indlu yesivakashi	Indlu eyisithabatha ba ehlathini	Indawo yokulala kanye nokudla isidlo sasakuseni	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5	Inkanyezi ezi-6	Inkanyezi ezi-7	Inkanyezi ezi-8	Inkanyezi ezi-9	Inkanyezi ezi-10	Inkanyezi ezi-11	Inkanyezi ezi-12	Inkanyezi ezi-13	Inkanyezi ezi-14	Inkanyezi ezi-15	Inkanyezi ezi-16	Inkanyezi ezi-17
Ithawula letiye	✓	✓	✓		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Ibhulashi noma isipontshi sokuwasha	✓	✓	✓		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Indwangu yendishi	✓	✓	✓		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Isisekelo Sezinto Zokuhlamba (okuhlanganisa izinto zomshini wokuhlamba izitsha uma uhlirzekiye)	✓	✓	✓	✓	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Idestipani kanye nebhulashi	✓	✓	✓		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

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Indlu yezivakashi	Indlu eyisithabatha ba ehlathini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
32 Igumbi letafu/ Indawo yokudla Idina	✓	✓		*	*	*	*	*
Okokuhlala kuhlizelwe etafuleni/ endaweni yokudla - Kwanele amagumbi okulala onke egatsheni								
<b>E: izindawo zomphakathi</b>								
33 Ukuhlolisa	Indlu yezivakashi	Indlu eyisithabatha ba ehlathini	Akukho					
Ukusethenziswa kwezinto eziluhayo kanye nobuciko.	✓	✓		*	*			*
Izakhiwo eziluhayo, izinto eziluhayo kanye nobuciko.	✓	✓						*
34 ifenisha kanye Nokufaka	Indlu yezivakashi	Indlu eyisithabatha ba ehlathini	Akungeni					
35 Ibhata, Indawo yokuphumula & Nezindawo zokuhlala	Indlu yezivakashi	Indlu eyisithabatha ba ehlathini	Akukho					
Indawo yokuphumula yebha ingahlanganyelwa phakathi kwabavakashelwe kanye nezivakashi.								
Indawo yokuphumula enokuhlala okunethezekile ukuthi izivakashi zikwazi ukungena usuku lonke kanye nantambama (uma inkulu ngokufanele lokhu kungahlizelwa egumbini okulala lezivakashi)	✓	✓		*	*	*	*	*
Zonke izindawo zokuhlala kumele zibe usayizi ovumele iie-tutti zibe nimenisha ukuhlizelwa indawo efanele ukuthi izivakashi zihambise phakathi kwayo.	✓	✓		*	*	*	*	*
Indawo yokuphumula ehlanganyelwayo / izindawo zokuhlala kumele zitholakale ngamahora afanele	✓	✓		*	*	*	*	*
36 Ukwenziwa kwaphansi, Isilingi, Ukusetha & Nokhonzisi	Indlu yezivakashi	Indlu eyisithabatha ba ehlathini	Akungeni					
Umzamo ofanele uyenziwa ukwehlisa izinga lomlando ngokubheka usayizi kanye nendawo yesakhiwo kanye nezinga lezivakashi.	✓	✓		*	*	*	*	*

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**AIDS HELPLINE: 0800-0123-22 Prevention is the cure**

Core Requirements

	Indlu yezivakashi	Indlu eyisithabatha ba ehlahini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezi e-1 inkanyezi ezi-2	Inkanyezi ezi-3 inkanyezi ezi-4
37 Ukukhanyisa, Ukushisa/Ukubandisa & Nokushayisa ngomoya	✓	✓	✓		*	*
Amaxinga amanye okukhanyisa anelwe ngokufanele ukuzi kune nokuphepha kanye nokumethheza kuzo zomile izindawo zomphahla okukhanyisa nokukhanyisa okwanele ezitebhisi naphansi.						
Ukulawula amazinga okushisa kanye nokushayisa ngomoya.	✓	✓	✓		*	*
38 Ezinye izindawo zomphakathi okuhlanganisa Amaphasiji & Nezitebhisi	Indlu yezivakashi	Indlu eyisithabatha ba ehlahini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezi e-1 inkanyezi ezi-2	Inkanyezi ezi-3 inkanyezi ezi-4
Amaphasiji kanye nezitebhisi kumele kungabi nezithikamezi. Kukhanyiswe amahora angama-24, kodwa kumele kuhlontshwe abalwela amandla. Izimpawo ezikhombisa mulela eya ezimaweni zokuzijabulisa, emagasi emi kanye nasendaweni yokuwamukela zivakashi (uma kunesungo) kumele zigtame.	✓	✓	✓		*	*
39 Izindawo zamathoyivilethi	Indlu yezivakashi	Indlu eyisithabatha ba ehlahini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezi e-1 inkanyezi ezi-2	Inkanyezi ezi-3 inkanyezi ezi-4
Onke amathoyivilethi ayahlanzwa ngokweyayela, uyabhekwa futhi ashayiswa ngomoya ngokufanele. Izinto ezilingelayo zihlinzekwe: imisithi yofuzo, imo yomisa izandla, iioyilethi emesibini kanye nesivato, okokukhanyisa okumbuziwe (awekho amabhalibhu asobala noma izintambo), isibuko, ihhuka emnyango, umgqomo kadoti, umgqomo ovaliwe wokulahlala udoti (wabesifazane).	✓	✓	✓		*	*
Izinto zamaoyilethi amahulu, aseqapiwe emiphezulu futhi amangq'anezi ezilana namaqhalu ezandla, izinto zolugeza ezisezinteni eliphezulu kanye nezinsiza.	✓	✓	✓		*	*

**F. Isidlo sasekuseni kanye Nedina**

	Indlu yezivakashi	Indlu eyisithabatha ba ehlahini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezi e-1 inkanyezi ezi-2	Inkanyezi ezi-3 inkanyezi ezi-4
40 Isidlo sasekuseni	✓	✓	✓		*	*
Isidlo sasekuseni sikhazekile						
Isidlo sasekuseni esikhazekile ngokwamukela uhlobo lwesireli, isinkwa kanye namakhondimenti.	✓	✓	✓		*	*
Ukuba okwamaoyilethi o kushayisayo kanye nokushayisayo kumizila isidlo sasekuseni (isidlo sasekuseni kumele sihangamise izinto ezi-3; isidlo sasekuseni esibandayo singahlanganisa isireli, isinkwa, inyama ebandayo, izithelo kanye noshizi) nokunye okuhambisanayo okukhethiwe.	✓	✓	✓		*	*
Ukuba okusezinteni eliphezulu okushayisayo kanye nokubandayo kukhona esidlwini sasekuseni futhi kulethwa ngezinge eliphezulu. Izivakashi zihlinzeka ngezindawo ezimngq'anezi zoluphelele lwamaqhalu, oluhlanganisa ukushayisayo, ukubandayo, ukushayisayo evaliwe kanye nokuthosa okungavuthiswa.	✓	✓	✓		*	*
Konke ukudla kwenzwe kahle futhi kuphakwe esimeni sokushisa esifanele.	✓	✓	✓		*	*

Core Requirements

Guest Accommodation	Indlu yezivakashi	Indlu eyisithabatha ba ehlahini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	*	*	*	*	*	*
Imihlinzeko yenzelwe ukudla okwahlukene	✓	✓	✓	Akungeni	*	*	*	*	*	*
41 Ukuhlinzekwa kokudla	✓	✓	✓	Akungeni	Inkanyezi e-1	Inkanyezi ezi-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
Ukudla kwantambama kumele kuhlizekwe ovakashelwe uma kungekho amaresturenti afanele aseduze / ukudla akutholakali kalula.	✓	✓	✓		*	*	*	*	*	*
Ukudla kwantambama kuhlizekwa ngokuhlela	✓	✓	✓							
Ukudla kwasemini kuhlizekwa ngokuhlela	✓	✓	✓							
Indawo yokudla isidlo santambama	✓	✓	✓		*	*	*	*	*	*
Izikhathi zokudla ngokuhlela nezivakashi noma njengokuba kukhangisiwe	✓	✓	✓		*	*	*	*	*	*
Lapho itafula lokudla idina lihlinzekiwe, izitulo kumele zibe khona uma izivakashi zizicelile.	✓	✓	✓		*	*	*	*	*	*
42 Ifenisha	Indlu yezivakashi	Indlu eyisithabatha ba ehlahini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezi e-1	Inkanyezi ezi-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
Amatatula alingene kanye nezihlalo ukusetshenziswa yizivakashi noma ngabe isimo sezulu sinjani.	✓	✓	✓		*	*	*	*	*	*
43 Ukwenziwa kwaphansi, isilingi, Ukusetha & Nokhoni	Indlu yezivakashi	Indlu eyisithabatha ba ehlahini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezi e-1	Inkanyezi ezi-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
Umzamo ofanele uyenziwa ukwehlisa izinga lomlando ngokubheka usawizi kanye nendawo yesakhiwo kanye nezininga lesivakashi.	✓	✓	✓		*	*	*	*	*	*
44 Ukukhanyisa	Indlu yezivakashi	Indlu eyisithabatha ba ehlahini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezi e-1	Inkanyezi ezi-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
Amazinga amukelekile okukhanyisa abekwe ngokufanele ukuze kube nokuphepha kanye nokunethezeka.	✓	✓	✓		*	*	*	*	*	*
45 Ukwenziwa kweminyu	Indlu yezivakashi	Indlu eyisithabatha ba ehlahini	Indawo yokulala kanye nokudla isidlo sasekuseni	Akungeni	Inkanyezi e-1	Inkanyezi ezi-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5

## Core Requirements

Guest Accommodation	Indlu yezivakashi	Indlu eyisithabatha ba ehlatshini	Indawo yokulala kanye nokudla isidlo sasakuseni	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
46 Ukuqasha amatafula Ukuqasha amatafula afanele ukudla okuzodliwa isb. isidlo sasakuseni noma esantambama.	✓	✓	✓		*	*	*	*	*
<b>G: Izinsiza ezejwayelekile kanye nomsebenzi</b>									
47 Ukwamukela, Ubungani Kanye Nendlela Yokuziphatha Umsebenzi onobuchwepheshe, onekhono futhi ofanele kanye nokubheka iminininingwane kulindlekile	✓	✓	✓	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
48 Ukubukeka Kwabasebenzi Izisebenzi ezisebenzayo kumele zibukeke njengochwepheshe futhi zihlanzekile.	✓	✓	✓	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
49 Indawo yokwamukela Izivakashi / Indawo yokwamukela Izivakashi kumele zihlangabezwe ophethwe ngokusemthethweni esakhiwe. Indawo eqokwe yokuhlangana kanye nokubungelela. Likhona usizo emuva kwamahora okusebenzi. Indawo yokuhlangana kanye nokubungelelana ekhona yokungena kwezivakashi Indawo evulekile futhi ehehayo yokungena UKUKHUMANA OBUKACHE MAPHUMANA NOKUTHI YISIPHI ISANTHAWO OUMELE SIYE MONA NGOKWESIKHANGISO, IIROSHU, NGOMIOMO NOMA EZANYE IZINDLELA kuzo zonke izivakashi uma kuceliwe.	✓	✓	✓	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
50 Ukugcina, Ukungena, Ukuphuma & Nomsebenzi wenjwayelo	✓	✓	✓	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5





Core Requirements

Guest Accommodation

Ukufihlanganisa nezingubo lume le kusitshishe oLungenani ezinsukwini ezi-5 noma uma lucele ishashi esisha. Isvalashi siyakwazi ukukhetha "ukungashintshi".	✓	✓	✓		*	*				
Ukufihlanganisa nezingubo lume le kusitshishe oLungenani ezinsukwini ezi-3 noma uma lucele ishashi esisha. Isvalashi siyakwazi ukukhetha "ukungashintshi".	✓	✓	✓				*	*	*	*
Ukuhlanzwa kwegumbi lokulala / negumbi lokugeza kuyahlinzekwa njelo ngosuku	✓	✓	✓							*

**Category:** **Backpackers and Hostels**

<b>Proposed Definition:</b>	An accommodation facility that provides social and communal guest facilities including dormitories and/or private rooms. Only establishments that cater for travellers may qualify for grading.
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<b>Category Entry Requirements</b>	<p><b>Backpacker and Hostel</b></p> <p>If the owner/manager and guests are accommodated in the same building, there must be separate living areas for the owner/ manager.</p> <p>The owner/ representative must be contactable 24 hours, 7 days per week.</p> <p>The owner/representative must be available to check guests in/out or within a 10 minute drive from the property during specified check-in times.</p> <p>Daily servicing of the rooms must be included in the tariff.</p> <p>Servicing of rooms 7 days a week (includes linen/ towel change when applicable, removal of rubbish and Shared facilities (not with owner/manager) must be a minimum of shared spaces to cook, eat, relax and Establishment must provide a communal self-catering kitchen.</p>
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## Core Requirements

## Backpacker/ Hostel Accommodation

## Izimfuneko ezisemqoka Izivakashi zobhakha kanye Namahostela

Kuyangena		Kuyangena				
Isivakashi sobhakha / Ihostela	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
1 Isakhiwo sangaphandle	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
2 Amagrawundi kanye Nezingadi	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
3 Indawo yokupaka/ indawo yokungena ushayela/ Indawo yokusayina	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
Ukuhlizeka indawo yokupaka efanele inhlalo kanye/ noma ukuqokwa kwezinye izindawo zokupaka.	✓	*	*	*	*	*
Izipawu ezikhombisa indlela - izimo ezamukelekile, ezibonakalayo, ezifanele inhlalo.	✓	*	*	*	*	*
Indawo yokupaka ekhanyiswe kahle	✓	*	*	*	*	*
4 Ezokuphepha	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
Ezokuphepha ezianele, ezinambisana nenhlalo ezakhiweni zonke ngazo zonke izikhathi. (Ukuphepha kwezivakashi kuthathelwa phrezulu luthi akuvimbeki)	✓	*	*	*	*	*
Umele aziphepha / isikhulu esiphuzulu kunazo zonke endaweni esibhekile ezokuphepha stholaiale ocingweni ama hora angama-24 ngosuku, izinsuku eziyi-7 ngeviki.	✓	*	*	*	*	*
Ulwazi lwezimo esiphuthumayo (okuhlanganisa izinombo zocingo ezifanele) & izimpawu zokuphuma kanye nenqubo kulelwe ocala luthi nencazele itholakale uma ifunwe	✓	*	*	*	*	*
Indawo yokuhlangana ihlinzekelwe izivakashi uma kwenzeka kuba nesimo esiphuthumayo sokuthi kumele ziphume	✓	*	*	*	*	*
Izivakashi zihlinzekelwa ngokuthi ziyayezwe zonke izindawo zokuphuma uma kwenzeka kuba nesimo esiphuthumayo kanye neminingwane ebalulekile ngesikhathi sokufika.	✓	*	*	*	*	*
Izivakashi zikwazi ukungena ezakhiweni eziphephile	✓	*	*	*	*	*
Izivakashi ziyavunyelwa ukungena okungavinjelwa luthi okuphephile ezindaweni zomphakathi	✓	*	*	*	*	*
Ucingo luya tholakala endaweni yokwamukela izivakashi (umakhalekhukhwini noma ucingo)	✓	*	*	*	*	*

Core Requirements

Backpacker/ Hostel Accommodation

Isivakashi sobhakha / Ihostela	Akungeni	Inkanyezi e 1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
5 <b>Amandla kanye no-Wifi</b>						
Ugesi ofanele kumele uhlizekwe (kungababala yilona omkhulu). Lapho ugesi ungekho, kumele kucaciswe. Lapho ugesi ukhona, ubekwe endaweni efanekile, izindawo zamandla (indawo ye-USB kanye nezindawo zamaplagi) okokusebenzisa ugesi ngokuphepha.	✓	*	*	*	*	*
uWi-Fi uzobe ukhona esakhweni sonke noma njengokuba kuchaziwe, endaweni/ ezindaweni eziqoktiwe.	✓	*	*	*	*	*
<b>Amagumbi okulala ayimfihlo kanye namagumbi okulala ahlanganyelwe (qaphela:ukuhlolwa kuzokwenziwa egumbini elisezingeni eliphansi)</b>						
6 <b>Igumbi lokulala/ Usayizi Wegumbi Lokulala Abantu Abaningi</b>						
Ukuba amagumbi okulala kanye namagumbi okulala abantu abaningi kumele abe nedawo eyanele ukuvumela ukuthi izivakashi zihambie ngokukhululeka futhi zikwazi ukufinyelela kuyo yonke ifenisha egumbini. Kumele kukwaziwe ukuthi kuvulwe amadrowa kanye neminyango kahle).	✓	*	*	*	*	*
Ukuvumela isikhala sombhede nephansi esi-5m <sup>2</sup> .	✓			*	*	*
Amagumbi amaningi avulekile/ okulala abantu abaningi. Ukuvumela isikhala sombhede nephansi esi-7m <sup>2</sup> .	✓					*
7 <b>Ukungena egumbini lokulala, Nezokuphepha</b>						
Ukwazi maqondana nokusizwa ocingweni okuhlanganisa izinombo zocingo kanye nenqubo yokuphuma okubeni esimeni esiphuthumayo kumele ibekwe obala kuwo wonke amagatsha okokuhlanganyisa kwesimo eziphuthumayo (okunye ngaphandle kwegesi) kumele kumele kube khona kuwo wonke amagatsha (isb. jeneretha, ithoshi, okokuhanyisa kwesola, njll.)	✓	*	*	*	*	*
Iminyango yokungena emagumbini angasase kumele kukhiyeke/ kuphephe (kusukela ngaphakathi kanye nangaphandle kwegatsha)	✓	*	*	*	*	*
Indawo yesisefo endaweni ephelile ikhona uma iceliwe.	✓	*	*	*	*	*
Isisefo sasegumbini	✓					*

## Core Requirements

## Backpacker/ Hostel Accommodation

8	Imibhede, izisekelo zemibhede & Nomatras	Isivakashi sobhakha / Ihostela	Akungeni	Inkanyezi e-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
	Osofa abavumelekile ukuthi basetshenziswe njengemibhede	✓		*	*	*	*	*
	Yonke imibhede kumele ibe sesimweni esilungile	✓		*	*	*	*	*
	Bonke omatras benziswe ngento entofontofo noma ingaphakathi lespringi (noma okufanayo)	✓		*	*	*	*	*
	Kumele kube nendawo yokugibela embhedeni emaceleni omabili uma umbhede ungasetshenziswa abantu ababili.	✓				*	*	*
	Ibhodi lekhandla lombhede esivumelekile - umcamelo omkhulu	✓		*	*			
	Ibhodi lekhandla lombhede elisesimweni esivumelekile liphephile	✓				*	*	*
	Ubukhulu bemibhede bemibhede yomuntu oyedwa: L188cm x W91cm.	✓				*	*	*
	Ubukhulu bemibhede yabantu ngababili: L188cm x W137cm.	✓		*	*	*	*	*
	Imibhede egibele kumele ibe mibili ukuya phezulu	✓				*	*	*
	Ilada noma okufanayo kumele kuhlizekwe ukugibele ngaphezulu	✓		*	*	*	*	*
		✓		*	*	*	*	*
9	Imibhede & Namalineni	Isivakashi sobhakha / Ihostela	Akungeni	Inkanyezi e-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
	Yonke imibhede yesivakashi esisha kumele ihlanzeke	✓		*	*	*	*	*
	Zonke izinto zokumboza umbhede kumele zifakwe kahle futhi zibe wosayizi abafanele	✓		*	*	*	*	*
	Yonke imibhede kumele ingabi amabala, izimbobo kanye nokuguga.	✓		*	*	*	*	*
	Yonke imibhede esetshenziswayo kumele ifakwe isithi laphansi, umcamelo kanye nesithwama somceme kanye nesithwama somceme kanye nengubo. Ishidi langaphezulu kanye nengubo kungalethwa uma kushintshwa ludeveni	✓		*	*	*	*	*
	Umcamelo emi-2 endaweni yokulala ngayinye emagumbini okulala angasese	✓						*
	Omatras abambozwe ngokokuvikelela omatras (emagumbini okulala angasese kanye nasemagumbini okulala iningi)	✓						*

Backpacker/ Hostel Accommodation

Core Requirements

10	ifanisha	Isivakashi sobhakha / Ihostela	Akungeni	Inkanyezi e-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
10	Okungenani ita tula elilodwa egumbini elinombetho omkhulu kanye nelinombetho omncane (kungaba ita tula okugqoka elikhulu ngangendawo eseceleni kombhedo)	✓				*	*	*
	Indawo yokulala ngayinyekumele ibe netafula eliseduze noma ishalofu, okuhlanganisa nemibhedo elala iningi	✓						*
	Amagumbi angasese okungenani anendawo eyodwa yokuhlala enethezekile/ isihlalo	✓						*
	Amagumbi angasese azoba netafula lokugqoka elinesihlalo	✓						*
11	<b>Owodilophu, Amashalofu &amp; Nendawo Yokubeka Izikhwama</b>	Isivakashi sobhakha / Ihostela	Akungeni	Inkanyezi e-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
	Amagumbi okuqala abantu abaningi kumele ake nezinye ezanele, amakhabethe ahlayekayo noma amafrowa ahlayekayo - okwanele igumbi lokulala.	✓		*	*	*	*	*
	Amagumbi angasese kumele nendawo yokuhenga izimpahla * uwodilophu noma amahuka noma okufanayo)	✓		*	*	*	*	*
	Amagumbi alala abantu abaningi kumele ahlinzekwe ngezinto zokuhenga izimpahla isb. Amahuka asodongweni noma okomuntu ngamunye uwodilophu noma amakhabethe avulekile anendawo yokuhenga noma ireyiti kuyahlinzekwa emagumbini angasese kanye namagumbi alala abantu abaningi	✓		*	*	*	*	*
12	<b>Amakhethini &amp; Okokumboza Amawindi</b>	Isivakashi sobhakha / Ihostela	Akungeni	Inkanyezi e-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
	Amakhetheni, amablayindi noma amashatha kuyahlinzekwa kuwo wonke amawindi okuhlanganisa amaphaneli ezingilazi kanye neminyango lapho kunesidingo ukuthi kube nobumfihlo kanye/ noma ukuvimbela ukukhanya	✓		*	*	*	*	*
13	<b>Okwenziwa kwaphansi, Isilingi, Ukusketha kanye Nokhonomi</b>	Isivakashi sobhakha / Ihostela	Akungeni	Inkanyezi e-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
	Ukwenziwa kwaphansi kungahluka tutu noma yikuphi ukwenziwa kwaphansi okufanele inhlase, uma isimo silanele kwenze tula ukuhlazisa futhi nokuhlazeka kumele kucatshangelwe	✓		*	*	*	*	*
	Umzamo ofanele uyenziwa ukwehlisa izinga lomlando ngokucabangela usayizi kanye nendawo kanye nesikhundla sesivakashi.	✓		*	*	*	*	*
14	<b>Ukulawula kwamazinga okushisa &amp; Nokushayisa ngomoya</b>	Isivakashi sobhakha / Ihostela	Akungeni	Inkanyezi e-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
	Ukushayisa ngomoya okufanele egumbini okuqala abantu abaningi noma igumbi angasese. Kumele okungenani kube newindi elilodwa elingenisa ukukhanya kwemvelo kanye nokushayisa umoya okufanele. Uma iwindi lingakwazi ukuvuleka noma ilincane uhlelo lokushayisa umoya oluhlukile kumele luhlinzekwe.	✓		*	*	*	*	*
	Okokushisa okusodongweni (noma okufanele) kanye nesilingi/ ifeni ezimele egumbini ngalinye kuncike esimeni sezulu.	✓						*

## Core Requirements

## Backpacker/ Hostel Accommodation

15 Ukukhanyisa	Isivakashi sobhakha / Ihostela	Akungeni	nkanyezi e- nkanyezi ez nkanyezi ezi	nkanyezi e- nkanyezi ez nkanyezi ez nkanyezi ezi	nkanyezi e- nkanyezi ez nkanyezi ez nkanyezi ezi	nkanyezi e- nkanyezi ez nkanyezi ez nkanyezi ezi
Onke amabhalibhu okukhanyisa kumele abe nombala noma ambozwe ngaphandle uma ehlobisa. Ukungenani okukhanyisa okukodwa eduze kombhedo noma ngaphesulu egumbini langamunye noma langawuni lokulala. Umbhedo wangababili ungaba nokukhanyisa okukodwa ngokuhlanganyela ekhanda lombhede noma phezulu. Okokukhanyisa okuseduze kwemibhede awakho emagumbini okulala abantu abaningi.	✓		*	*	*	*
Okungenani okukhanyisa okukodwa eduze kombhedo noma phezulu egumbini lamgababili noma ngamunye.	✓				*	*
Igumbi lokulala abantu abaningi kumele libe nephakathi nendawo noma okokukhanyisa igumbi.	✓		*	*	*	*
Each dormitory bed should have an individual light.	✓					*
Amashishi okukhanyisa ezindaweni ezifanele (eduze komnyango kanye naseduze kwemibhede)	✓					*
16 Iziinsiza	Isivakashi sobhakha / Ihostela	Akungeni	nkanyezi e- nkanyezi ez nkanyezi ezi	nkanyezi e- nkanyezi ez nkanyezi ez nkanyezi ezi	nkanyezi e- nkanyezi ez nkanyezi ez nkanyezi ezi	nkanyezi e- nkanyezi ez nkanyezi ez nkanyezi ezi
Imigqomo yokulala egumbini lokulala abantu abaningi ngalinye nakanye negumbi lokulala langasese	✓		*	*	*	*
Isibuko egumbini lokulala abantu abaningi ngalinye	✓		*	*	*	*
Isibuko egumbini langasese ngalinye (uma kungahlinzekwanga igumbi lokugeza elixhumene negumbi lokulala)	✓		*	*	*	*
Umabonakude uhlizekiwe egumbini langasese ngalinye	✓					
Umshini wokomisa izinwele uhlizekiwe emagumbini angasese	✓					*
Umshini wokomisa izinwele uyatholakala uma uceliwe kanye nesiteshi sokomisa izinwele/ indawo kuhlinzekiwe endaweni yokuhlanganyela. Ukubhema akuyimelene emagumbini okulala abantu abaningi. Ukungabhenywa kubo angasese ayahlizelwa. Smoking not permitted in dormitories and non-smoking private rooms to be provided	✓		*	*	*	*

Core Requirements

Backpacker/ Hostel Accommodation

Igumbi lokugezela		Kuyangena					
Amagumbi okugezela okuthlanganyela	Isivakashi sobhakha / Ihostela	Akungeni	nkanyezi e- nkanyezi ezinkanyezi ezinkanyezi ezi	nkanyezi e- nkanyezi ezinkanyezi ezinkanyezi ezi	nkanyezi e- nkanyezi ezinkanyezi ezinkanyezi ezi	nkanyezi e- nkanyezi ezinkanyezi ezinkanyezi ezi	
17	Amagumbi okugezela okuthlanganyela Lapho kufanele, emagumbini okugezela okuthlanganyela kumele kube nobumfihlo phakathi kobulili uma kugezwa, kusetshenziswa ishawawashing kanye nethoyilethi kanye, uma kwenzeka, phakathi kobulili obufanayo. Izindlu zangasese ezingakhethi bulili kumele zibe nezingonye ezinobumfihlo zeshawa ngayinye kanye nethoyilethi ngalinye/ igatsha. Ishawa noma ubhavu okukodwa kwezivakashi eziyi-12 zendawo ehlanganyelwayo. Ishawa noma ubhavu okukodwa kwezivakashi eziyi-10 zendawo ehlanganyelwayo. Indishi yokugeza eyodwa kwezivakashi eziyi-8 zendawo ehlanganyelwayo. Ishawa noma ubhavu okukodwa kwezivakashi eziyi-8 zendawo ehlanganyelwayo. Ithoyilethi eliyodwa lezivakashi eziyi-3 zendawo ehlanganyelwayo. Ishawa noma ubhavu okukodwa kwezivakashi eziyi-8 zendawo ehlanganyelwayo. Zonke izindishi, amabhavu kanye namashawa okuhlinzekiwe kunamanzi afanele abandayo kanye nashisayo ngesikhathi esifanele njalo.	✓	*	*	*	*	
18	Ukulungisa kanye Nokufaka: Amagumbi angasese okuthlanganyelwa Onke amatroyilethi, osinki, amashiawa kanye nokunye ukuxinima kumele kube sesimani esilanele esisebenzayo luthi onganazo izimawo ezizwisayo njengokukayeka, kanye nezihlalo zamathoyilethi ezilimele. Onke amagumbi angasese okuthlanganyelwa kumele abe nensipho yezandla kanye nokokomisa izandla. Ishawa noma ubhavu ngamunye kumele uhlinzekile ubumfihlo kumsebenzisi luthi kumele kubekwe. Nobhavu noma ishawa,amanzi, ahlanzekile ahambayo (atholakalayo ngezikhathi ezifanele), amahhuka amabili ezimpahla. Awelkho amakhethenishi eshawa azosetshenziswa - Onke amashawa kumele avalwe ngezivalo zengilazi eziqinile (kuvumelekile uma ukwakhiwa kwesakhiwo kungazivumeli izivalo, lapho amakhethenisi asezingeni eliphhezulu noma okufanayo kulindelekile) Ithoyilethi ngalinye kumele libe: Nesivalo sesihlalo sethoyilethi, okokubamba iroli yethoyilethi kanye nethishu, umgqomo kadoti ovaliwe, ukushayiswa ngomoya okufanele ngokukhupha umoya ngefeni noma ukuvulwa kwewindi, ibhulashi lethoyilethi kanye nesibambo. Isibuko esikhanyiswe kahle kumele sibekwe ngaphezulu noma eduze kwendishi yokugeza izandla. Indawo eyanele yokubeka izinto zokugeza	✓	*	*	*	*	



## Core Requirements

Backpacker/ Hostel Accommodation	Isivakashi sobhakha / Ihostela	Akungeni	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi
19 Amagumbi angasese axhumene namagumbi okulala	✓					*
Igumbi langasese lokulala langasese kumele libe negumbi langasese elixhumene nalo.	✓					*
Zonke izindishi, amabhavu kanye namashawa okuhlizekiwe kumanzani anele ashisayo kanye nabandayo ngazo zonke izikhathi ezifanele	✓			*	*	*
20 Ukulungiswa kanye nokufakwa: amagumbi okugezela axhumene namagumbi okulala	Isivakashi sobhakha / Ihostela	Akungeni	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi
Onke ama thoyilethi, osini, amasawawa kanye nokanye ukuxhumana kumele kufanele esisenenzayo futhi ongenazo izimlawo eziswayo njengokukaysaka, kanye nezihlalo zamathoyilethi ezilimele.	✓		*	*	*	*
Amareyili/amarekhi/amashalofu kwamathawula kwanele inani lezivakashi ezisegatsheni unit	✓		*	*	*	*
Isibuko esikhanyiswe kahle kumele sibekwe ngaphezulu noma eduze kwendishi yokugeza izandla.	✓		*	*	*	*
Indawo eyanele yazo zonke izivakashi.	✓		*	*	*	*
Ithoyilethi ngalinye kumele libe: Nesivalo sesihlalo sethoyilethi, okokubamba iroli yethoyilethi kanye nethishu, umgomo kadoti ovaliwe, ukushayiswa ngomoya okufanele ngokukhipha umoya ngefeni noma ukuvulwa kwewindi, ibhulashi lethoyilethi kanye nesibambo.	✓		*	*	*	*
Amagumbi okugezela okungenani anendishi eyodwa yokugeza izandla	✓		*	*	*	*
Onke amagumbi okugezela eneshawa kanye nobhavu okuseceleni.	✓		*	*	*	*
Amakhethe nishi eshawa avumelakile. Kumele engabi namabala, engadabuki, angabi nambobo futhi kungabi agugile.	✓		*	*	*	*
Awekho amakhethe nishi eshawa azosetshenziswa - Onke amashawa kumele avaluwe ngezivalo zengilazi ezinqinile (kuvumelekile uma ukwakhiwa kwesakhiwo kungazivumeli izivalo, lapho amakhethe nishi asezingeni eliphezulu noma okufanayo kulindelakile)	✓		*	*	*	*
Ibhuka leziphahla	✓		*	*	*	*
21 Usayizi wegumbi langasese	Isivakashi sobhakha / Ihostela	Akungeni	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi
All bathrooms should have sufficient space to allow for comfortable freedom of movement for guests and access to all fittings	✓		*	*	*	*
22 Towelling: En-Suite bathrooms	Isivakashi sobhakha / Ihostela	Akungeni	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi
All guests in private and en-suite rooms provided with individual towel and soap upon arrival	✓		*	*	*	*
23 Flooring and Ceiling	Isivakashi sobhakha / Ihostela	Akungeni	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi
Ingaphezulu elingangeni amanzi lizohlizekiwe ezindongeni, phansi kanye nakusilingi.	✓		*	*	*	*



## Backpacker/ Hostel Accommodation

Onke amathoyilethi ahlanzwa ngokwejoyela, ayabhekwa futhi ashayiswa ngomoya ngokufanele.	✓	*	*	*	*	*	*
Izinto ezihlinzekwayo: indishi yokugaza nensipho, into yokomisa izandla, ithoyilethi elinesihlalo kanye nesivalo saso, okokukhanyisa okumboziwe (akukho ntambo ezisobala noma amabhalbhu), isibuko, ihhuka, umgqomo kadoti ovaliwe kanye nezikwama zodoti wabesifazane.	✓	*	*	*	*	*	*

## Izinto zokudla kanye neziphuzo

Kuyangena							
Isivakashi sobhakha / Ihostela	Akungeni	inkanyezi e-inkanyezi ezinkanyezi ezinkanyezi ezi	inkanyezi e-inkanyezi ezinkanyezi ezinkanyezi ezi	inkanyezi e-inkanyezi ezinkanyezi ezinkanyezi ezi	inkanyezi e-inkanyezi ezinkanyezi ezinkanyezi ezi	inkanyezi e-inkanyezi ezinkanyezi ezinkanyezi ezi	inkanyezi e-inkanyezi ezinkanyezi ezinkanyezi ezi
29 Ukuhlinzekwa kokudla							
Uma ukudla kanye/noma iziphuzo zihlinzekwa, abasebenzi kumele bakhombise owazi oluranele omkhinqizo luthi baninzeke ngosizo olunomthelela.	✓		*	*	*	*	*
Konke ukudla kumele kubekwe, kulungiswe futhi kuhanjiswa ngokuhlazeka.	✓		*	*	*	*	*
30 Ikhishi lokuhianganyela							
Ikhishi lokuziphikela kwezivakashi kumele lihlinzekwe.	✓		*	*	*	*	*
Konke ukulungiswa, ifenisha, izitsha, izingilazi kumele kube sesimweni ezivumelekile futhi okusebenzisekayo.	✓		*	*	*	*	*
Inani elifanele lezitsha kanye nezingilazi kumele kuhlinzekele inani elingama-25% labahlali nganoma yisiphi isikathhi	✓		*	*	*	*	*
Indawo yokubeka eyanele yokubeka izitsha, izipuni, yikhishi kanye nempahla yokuhlazeka.	✓		*	*	*	*	*
Amapulet ashisayo anele okupheka ukudla.	✓		*	*	*	*	*
Uhavini, imakhrowevi kanye nezindawo zokosa inyama kuhlinzekiwe	✓		*	*	*	*	*
Ifriji ekhishini	✓		*	*	*	*	*
Usinki onebhodi lokudonsa kanye nokuhlinzekwa kwamanzi ahambayo ekhishini	✓		*	*	*	*	*
Izinto ezikhona zokubalisa amanzi (iketela, igiza, njll.) ekhishini ngalinye	✓		*	*	*	*	*
Ingaphezulu lokuhlazeka elifodwa ekhishini ngalinye	✓		*	*	*	*	*
Indawo eyanele yokuthi izivakashi zibeke ukudla kwazo (okuhlanganisa nokomile) ekhishini ngalinye	✓		*	*	*	*	*
Iwindi elivulekile noma uhlalo lokushayisa ngomoya olufanele ekhishini ngalinye	✓		*	*	*	*	*
Umgqomo kadoti ovalile ekhishini ngalinye	✓		*	*	*	*	*
Isicishamililo kanye nengubo yomlilo kukhona ekhishini ngalinye	✓		*	*	*	*	*
Indawo yeqhwa efriji	✓		*	*	*	*	*

Core Requirements

Backpacker/ Hostel Accommodation

ithosta	✓	✓						*	*
Ihavinini wemakhrowevu	✓	✓						*	*
Uhavini kanye/ noma uhavini oshintshayo wemakhrowevu	✓	✓						*	*
Inisipho yezandla kanye nensipho yokugeza izitsha engamanzi kuhlizekiwe	✓							*	*
Amakhambi kanye nezipayisi ezahlukene.	✓							*	*

Ezinye izinto

Kuyangena

31 Ukuhlajwa kwezingubo, Ukuneka kanye Nokomisa	Isivakashi sobhakha / Ihostela	Akungeni	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi						
izinto zokomisa kanye nokuneka izingubo ezimanzi kumele kuhlizekiwe noma uhlelo lukalondolo kumele lube khona	✓		*	*	*	*	*	*	*
Usinki wokuhlaza izingubo onamanzi ahambayo kumele uhlizekiwe noma uhlelo lukalondolo kumele luhlizekiwe.	✓		*	*	*	*	*	*	*
-ayina kanye nebhodi loku-ayina kumele kuhlizekiwe ekhishini elihlanganyelwe, ulondolo noma indawo yokomisa.	✓								*
Iimishini yokuhlamba izingubo (kungaba yilena esebenzisa imali ewuhliweza) kumele ibe khona ukuthi isetshenziswe yizivakashi	✓								*
Iimishini yokomisa izingubo (kungaba yilena esebenzisa imali ewuhliweza) kumele ibe khona ukuthi isetshenziswe yizivakashi	✓								*

Izinto ezejwalekile, ukusebenza kanye nomsebenzi

Kuyangena

32 Ubumnene	Isivakashi sobhakha / Ihostela	Akungeni	nkanyenzi e- nkanyenzi ez nkanyenzi ez nkanyenzi ezi						
Abasebenzi kumele babe nozwelo futhi banake futhi bakhombise ubumnene kuzo zonke izivakashi ngaso sonke.	✓		*	*	*	*	*	*	*
Izisebenzi kumele zihlanzeke, zigqoke ngokuhlazeka futhi ngendlela efanele, babe nosizo futhi banake izivakashi kumele kubizwe nezinga elithile lwezivakashi oluqinisekisa, ngokuhlazeka nezimawo ezisekuzi abazithandayo tulin nezimlo ezenziwayo.	✓		*	*	*	*	*	*	*

## Core Requirements

Isivakashi sobhakha / Ihostela	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
<b>33 Indawo yokwamukela izivakashi / Ukubingelela &amp; Nokuhlangana</b>						
izivakashi kumele zihlangabezwe uma zifika ophethe esakhiweni		*	*	*	*	*
URUKUXUMANA okucacile maqondana nokUTHI Isakhiwo sithinzeka im kwenziwe ukUTHI Kube khona ngesikhangiso, obrosia, ngomlomo noma ngenye indlela kuzo zonke izivakashi uma zicelile.		*	*	*	*	*
<b>34 Ezinye izinto</b>						
Idamu lokubhukhela esetshenziswa yizivakashi	Akungeni					
Indawo yokosa inyama esetshenziswa yizivakashi						
Indawo yokubeka izikhwama ngokufika kusenesikhathi/ ukuhamba sesedlule isikhathi						
Imoto noma okufanayo okuhlizelwe izivakashi						
Usizo lokubhukhela ukuvakasha lukhona						

**Ukugcinwa kwendlu**

Isivakashi sobhakha / Ihostela	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
<b>35 Ukuhlanzeka</b>						
Izinga eliphezulu lokuhlazeka kumele ligcinwe esakhiweni sonke ngazo zonke izikhathi.		*	*	*	*	*
<b>36 Amagumbi okulala kanye Namagumbi okugezela</b>						
Onke amagumbi okulala kanye namagumbi okugezela ayahlanzwa njalo.						
Onke amalimeni okuhlanganisa nezingubo kumele kushinisiwe okungenani ezinsulwimi ezi-7 noma uma kucele isikhathi esisha. Isivakashi siyakwazi ukukhetha "ukungashintshi".		*	*	*	*	*
Onke amalimeni kanye amalimeni kumele kushinisiwe okungenani ezinsulwimi ezi-7 noma uma kucele isikhathi esisha. Isivakashi siyakwazi ukukhetha "ukungashintshi".		*	*	*	*	*

**Category: VENUE**

**Definition:** A meeting and/or event venue is a permanent structure for hosting groups and events and providing a flexible and often multi-functional space/s with appropriate food and beverage, logistical and business support services

**Sub-categories:****A Conference and/or Exhibition Centre has:**

Dedicated meeting room/s  
 Multi-functional space/s that can accommodate meetings, receptions, banquets, exhibitions etc.  
 Informal gathering space available e.g. lounge, patio, courtyard  
 Dining facilities to accommodate conference groups  
 Meeting room/s separate from high-traffic and food service areas  
 Space for refreshment breaks available in close proximity to the meeting room/s  
 Exclusive or preferred service providers on call  
 Available inventory of conference technology (AV) (internal or outsourced)  
 Facilities designed to keep different groups/ functions apart and private  
 Restrooms available

**A Convention Centre is:**

A large conference centre and typically includes a variety of different venues for events such as exhibition space, an auditorium, halls, meeting, conference, board rooms, etc.

**An In-Hotel Convention Centre, Conference and/or Exhibition Venue is:**

Located in or on the same property as an hotel and the venue/s can not be differentiated from the hotel

**An Events Venue has:**

An indoor or outdoor multi-purpose facility designed for hosting an event e.g. sports, concerts, religious, political or other special events  
 Space for spectators to stand or sit to view the event. Tiered seating may be available.  
 Appropriate lighting for concerts/ events (internal or outsourced)  
 Appropriate access/ exit facilities to accommodate large numbers of spectators  
 Food and beverage facilities to cater for large number of guests/ spectators (internal or outsourced)  
 Wide variety of technical/ AV equipment and facilities available (internal or outsourced)  
 Restrooms available

**An Historical Venue:**

Is a building that reflects historical value or a landmark that has been adapted to host a special event e.g. gallery, city hall, museum, castle, theatre, country club, winery, stately home, etc.  
 Has venue/s that will vary according to the original or intended function/ purpose of the building/ venue  
 Has kitchens and restrooms available (may be temporary)  
 Has a wide variety of technical equipment and facilities available (internal or outsourced)

**A Function venue:**

Is a venue that provides space for smaller, special events  
 Is a multi-purpose facility that can be reconfigured for different uses  
 Has kitchens and restrooms available (may be temporary)  
 Has a wide variety of technical/ AV equipment and facilities available (internal or outsourced)

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Core Requirements

Venues

### IZIMFUNeko EZISEMQOKA Izindawo

Ukusebenza ngokholotshana											
Isikhungo somhlango ngaphakathi ethotela	Isikhungo somhlango / sombukiso	Isikhungo sombuthano	Indawo yemici mbi	Indawo yomlando	Indawo yemicimbi	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
1 Ingaphandle lesakhiwo	✓	✓	✓	✓	✓	Akungeni	*	*	*	*	*
Indawo ebonakalayo yokwamukela/ Indawo yokungena esakhiwo											
Indawo yeshalo & nendawo yokungena ebonakalayo	✓	✓	✓	✓	✓		*	*	*	*	*
Zonke izindawo kumele zikhanyiswe, kanye nezitebhisi	✓	✓	✓	✓	✓		*	*	*	*	*
2 Amagrawundi kanye Nezingadi	Isikhungo somhlango ngaphakathi ethotela	Isikhungo sombuthano / sombukiso	Isikhungo sombuthano	Indawo yemici mbi	Indawo yomlando	Indawo yemicimbi	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
3 Indawo yokupaka/ Indawo yokungena ushayela/ Indawo yezimpawu	Isikhungo somhlango ngaphakathi ethotela	Isikhungo somhlango / sombukiso	Isikhungo sombuthano	Indawo yemici mbi	Indawo yomlando	Indawo yemicimbi	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
Ukhulizwe kwizindawo zokupaka ngaphakathi/ noma ezilungiselelwe ngaphambili - ezanele zezihambeli. Una kunesidingo imoto ingahlizwe phakathi ngendawo yokupaka lya endaweni yomcimbi.	✓	✓	✓	✓	✓		*	*	*	*	*
Umzila wokungena kanye nophawu lokupaka okucacile	✓	✓	✓	✓	✓		*	*	*	*	*
Indawo yokuhamba noma indlela ephakathi kwendawo eqokwe yokupaka kanye nendawo yomcimbi	✓	✓	✓	✓	✓		*	*	*	*	*
Indawo evalekile yokungena noma izihawo ezifanayo zokuma zezicubuthwane kanye namabhasi	✓	✓	✓	✓	✓						*
4 Izindawo amabhasi athatha / abeke	Isikhungo somhlango ngaphakathi ethotela	Isikhungo somhlango / sombukiso	Isikhungo sombuthano	Indawo yemici mbi	Indawo yomlando	Indawo yemicimbi	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
Indawo eacisiwe yokuvumelela izithunywa / izivakashi zigibele noma zehle ngokuphepha	✓	✓	✓	✓	✓		*	*	*	*	*
5 Indawo yokulayisha / namatheku	Isikhungo somhlango ngaphakathi ethotela	Isikhungo somhlango / sombukiso	Isikhungo sombuthano	Indawo yemici mbi	Indawo yomlando	Indawo yemicimbi	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
Indawo yokulayisha engemuva yalo lonke lwemicimbi ebanjliwe endaweni.	✓	✓	✓	✓	✓						*

**B: Amagumbi kanye Nezindawo Eziseka Umcimbi**

Venues

Core Requirements

	Isikhungo somhlangano ngaphakathi eFhotela	Isikhungo somhlangano / sombukiso	Isikhungo sombuthano	Indawo yemcimbi	Indawo yomlando	Indawo yemcimbi	Akungeni	Inkanyezi e-1	Izinkanyezi est-2	Izinkanyezi estB	Izinkanyezi est-4	Izinkanyezi est-5
6 Izindawo	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Anagumbi akhuyekayo/ noma avikelekile	✓	✓	✓	✓	✓	✓						*
Abasebenzi abahlanzayo abazibophezele abakhona kuyo yonke imicimbi	✓	✓	✓	✓	✓	✓						*



Core Requirements

Venues

	Isikhungo somhlango ngaphakathi eHhotele	Isikhungo somhlango ngaphakathi / sombukiso	Isikhungo sombutshano	Indawo yemici mbi	Indawo yomlando yemici mbi	Indawo yemici mbi	Akungeni	Inkanyezisi e-1	Izinkanyezisi ezi-2	Izinkanyezisi ezi-3	Izinkanyezisi ezi-4	Izinkanyezisi ezi-5
7 Ifenisha	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Ifenisha eyanele ukuze kwenziwe okungenani Indawo engama-60% yemihlangano/ yemici mbi ngesikhathi esisodwa. Ukutholalaka kwefenisha eyanele ukuze kwenziwe indawo yayo yonke imihlangano/ imicimbi												
8 Ukukhanyiswa kwendawo	Isikhungo somhlango ngaphakathi eHhotele	Isikhungo somhlango ngaphakathi / sombukiso	Isikhungo sombutshano	Indawo yemici mbi	Indawo yomlando yemici mbi	Indawo yemici mbi	Akungeni	Inkanyezisi e-1	Izinkanyezisi ezi-2	Izinkanyezisi ezi-3	Izinkanyezisi ezi-4	Izinkanyezisi ezi-5
Ukukhanyisa okufanele igumbi ngalinye/ kwendawo												
Igumbi ngalinye / indawo okufanelele tuthi okusebenza ngokuzimela (kuyasebenza ezincwadi ezahlukene)												
Okokhanyisa okunezinto zokudimisa egumbini/ endaweni ngalinye												
9 Ukupholiswa Kwendawo	Isikhungo somhlango ngaphakathi eHhotele	Isikhungo somhlango ngaphakathi / sombukiso	Isikhungo sombutshano	Indawo yemici mbi	Indawo yomlando yemici mbi	Indawo yemici mbi	Akungeni	Inkanyezisi e-1	Izinkanyezisi ezi-2	Izinkanyezisi ezi-3	Izinkanyezisi ezi-4	Izinkanyezisi ezi-5
Ukupholiswa okufanele kwegumbi/ kwendawo ngalinye												
Igumbi ngalinye / indawo nohlelo lokulawula amazinga okushisa obulwala futhi olufanele ngokuzimela (isigandisi moya) (okusebenzi ezingxenyeni ezincane)												
10 Amandla endawo	Isikhungo somhlango ngaphakathi eHhotele	Isikhungo somhlango ngaphakathi / sombukiso	Isikhungo sombutshano	Indawo yemici mbi	Indawo yomlando yemici mbi	Indawo yemici mbi	Akungeni	Inkanyezisi e-1	Izinkanyezisi ezi-2	Izinkanyezisi ezi-3	Izinkanyezisi ezi-4	Izinkanyezisi ezi-5
Amandla angaphakathi afanele endaweni ngalinye / egumbini ngalinye												
Igumbi ngalinye / indawo ngalinye kunamandla alawulwa ngokuzimela (kungakuhle uma kuyizigaba ezi-3)												
Amakhebulu kagesi akhanywe kahle ukuthi angene endaweni												
Uruka lona kwezixhumani zikagesi kanye namapaki ahlukeni kanye/ noma izindawo zamapaki ezilithona ndaweni yonke												
11 Amathuluzi okuxhumana kanye nawezithombe-nsindo	Isikhungo somhlango ngaphakathi eHhotele	Isikhungo somhlango ngaphakathi / sombukiso	Isikhungo sombutshano	Indawo yemici mbi	Indawo yomlando yemici mbi	Indawo yemici mbi	Akungeni	Inkanyezisi e-1	Izinkanyezisi ezi-2	Izinkanyezisi ezi-3	Izinkanyezisi ezi-4	Izinkanyezisi ezi-5
Ukutholalaka kwezinto zositeji kanye nama thuluzi ezithombe-nsindo isibonakalisa ephakanyiswe, indawo yokudansa, ishadi, isicrini, iprojecta, imakrofony.												
Ukutholalaka kwezinye izinto zositeji kanye nama thuluzi ezithombe-nsindo okufanele okusisenti wemici mbi engabanjwa)												
Ukutholalaka kwanoma yisiphi isiteji kanye nezithombe-nsindo okufanele okusisenti wemici mbi engabanjwa)												
Ukutholalaka kwetheteki eseqophelweni eliphezulu lamathuluzi esiteji kanye nezithombe-nsindo zendawo (okufanele okusisenti wemici mbi engabanjwa)												
Igumbi ngalinye/ indawo ngalinye inokokuxhumana ngaphakathi ngothelephoni (kungaba itheteki ye-VoIP)												



Venues	Core Requirements													
Iphepha lesithunywa ngasinye ilhlinzekiwe	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*
Isteshi samanzi endaweni sikhlinzekiwe	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*
Amanzi asefiwe ahlinzekiwe ematafuleni	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*
Amanzi anandisiwe / iziphuzo ezibandayo zikhlinzekiwe	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*
Ukudla kuyahlizekwa isb. Amaminti, isithelo, njll.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*
Izinkomishi zokuphuza zikhlinzekiwe	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*
Iingilazi yokuphuza yesithunywa ngasinye	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*
Into yokubeka inkomishi noma ibhodlela lamanzi yesithunywa ngasinye	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*

Core Requirements

Venues

	Isikhungo somhlangano ngaphakathi ethotela	Isikhungo somhlangano / sombukiso	Isikhungo somhlangano ngaphakathi ethotela	Isikhungo somhlangano ngaphakathi ethotela	Isikhungo somhlangano / sombukiso	Isikhungo somhlangano ngaphakathi ethotela	Isikhungo somhlangano ngaphakathi ethotela	Indawo yomlando yemici mbi	Indawo yomlando yemici mbi	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
16	Umgodi wezinsiza (ukuxhumanisa namandla, amanzi, ipayipi lokuchitha)														
17	<b>Igumbi/a magumbi okulala (kusebenza kuphela emagumbini okubambela umhlangano kanomphele)</b>														
	Amatfula makhulu ngokufanele ukusetshenziswa yinani lezithunywa elikhangisiwe	✓	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
	Izihlobo zamagumbi okubambela imihlangano ezanele ukusetshenziswa yinani lezithunywa elikhangisiwe	✓	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
	Izihlobo zegumbi okubambela umhlangano ezimengamva eiphiqeme, izihlobo zegumbi okubambela imihlangano ezijikayo	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
	Igumbi lokubambela imihlangano ngalinye, lineskriinti-TV okufanele	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
	Iprojektha ikhona egumbini lokubambela imihlangano ngalinye	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
	Inethiwekhi etholalala kalula futhi eyanele kanye ne-power points	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
	Indawo yesiteshi setiye/ ikhofi kanye nesokudla	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
	Umshini Wekhoff/ Wecapuccino	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
	Iifriji	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
	Izinto ezihhahayo zesakhiwo, izinto ezingabukwa, ubucio kanye nezinto zobuciko.	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
18	<b>Ukwamukelwa kwezihambi/ indawo yezicubuthwane</b>														
	Isikhungo somhlangano ngaphakathi ethotela	Isikhungo somhlangano / sombukiso	Isikhungo somhlangano ngaphakathi ethotela	Isikhungo somhlangano ngaphakathi ethotela	Isikhungo somhlangano / sombukiso	Isikhungo somhlangano ngaphakathi ethotela	Isikhungo somhlangano ngaphakathi ethotela	Indawo yemici mbi	Indawo yomlando yemici mbi	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
	Igumbi lomhlangano/ indawo engasetshenziswa njengendawo yokubambela omhlangano ngasese.	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
	Indawo yangasese, eyakhiwe ngenhloso, enesimo sokuhisa esilawulekayo (indawo yokubambela)	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
	Indlu yangasese kanye/noma indlu yokugcizela ehlanganiswa negumbi lokulala	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
19	<b>Isikhungo sezokuxhumana</b>														
	Isikhungo somhlangano ngaphakathi ethotela	Isikhungo somhlangano / sombukiso	Isikhungo somhlangano ngaphakathi ethotela	Isikhungo somhlangano ngaphakathi ethotela	Isikhungo somhlangano / sombukiso	Isikhungo somhlangano ngaphakathi ethotela	Isikhungo somhlangano ngaphakathi ethotela	Indawo yemici mbi	Indawo yomlando yemici mbi	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
	Indawo noma igumbi elenziwe ukuthi luhlanganele nezimfuneko ezithile sezokuxhumana.	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
	Isikhungo ezizibophezele, esakhiwe ngenhloso yokuhlangabezana nezimfuneko ezithile sezokuxhumana.	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
	Ukutholalala kukagesi, okokuxhumana, i-intanethi kanye no Wi-Fi esikhungweni sezokuxhumana	✓	✓	✓	✓	✓	✓	✓	✓	✓					*

Core Requirements

Venues	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Indawo yemici mbi	Indawo yomlando	Indawo yemici mbi	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
20 Indawo yokugcina Indawo yokugcina engacina amathuluzi omcimbi ebusuku Indawo yokubeka ekhiyokayo etholakayo emcimbini ngamunye obanjelwe endaweni	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
21 Ikhovisi lamathikithi / isitolo samathikithi Indawo, noma igumbi lokubhekana nokudayiswa kwamathikithi omcimbi	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Indawo yemici mbi	Indawo yomlando	Indawo yemici mbi	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*

Ukusebenziseka ngokohlotshana

C: Izindawo zophakathi (izindawo ezingaphakathi) kwendawo ezingasetshenziswa yizithunywa / yizivakashi. Kuhlengisa amaphasi, amgumbi okuphumula, izindawo zokwamukela izivakashi, izindawo zokubhalisa, izindawo zokuhlazimvela, nll.)	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Indawo yemici mbi	Indawo yomlando	Indawo yemici mbi	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
22 Izimpawu yokupaka izimoto, indawo yokuphuma, indawo yokugena, izindlu zangasese, izikhungo, toilets, medical facilities and function or meeting venues. Izimpawu kumele zigame kahle, zibonakale kude futhi kungancono uma zikhanya ebusuku.	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Indawo yemici mbi	Indawo yomlando	Indawo yemici mbi	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
23 Ukuhlotshiswa Ukusetshenziswa kwezinto ukuthi zihethe futhi zibe wubuciko. Izakhiwo ezihayo, izinto ezihayo, ubuciko kanye nenzo yobuciko.	Izinga lehotela	Izinga lehotela	Izinga lehotela	Izinga lehotela	✓	✓	✓	✓	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
24 Igumbi lokuphumula / nendawo yokuhlala Umle amagumbi okuphumula lanye nezindawo zokuhlala kumele zibe neziluto, amatalula lanye nengaplanetile okwanelo komicimbi. Zone izindawo zokuhlala kumele zibe yezithunywa esavumele ukukhululeka mawo elingene ukuthi izivakashi / izithunywa zihambe kalula endaweni leyo	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Indawo yemici mbi	Indawo yomlando	Indawo yemici mbi	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
25 Ukwenzwa kwaphansi, isilingi, Ukusetha & Nokukhulisa Umzamo obanele wenzwe ukwenza izinga lomsebenzi ngokuhlazimvela ukuthi lanye nenawo yezithunywa kanye nezinga lezivakashi.	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Indawo yemici mbi	Indawo yomlando	Indawo yemici mbi	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*

Core Requirements

Venues	Isikhongo somthlangano / sombukiso	Isikhungo sombuthano	Indawo yemidi mbi	Indawo yomlando	Indawo yemictimbi	Akungeni	Inkanyezi e-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
<p>26 Ukukhanyisa, Ukushisa/Ukubandisa &amp; Nokushayisa ngomoya</p> <p>Izinga lehotela</p> <p>Amazinga avumelekile okushisa abekwe ngokufanele ngokuphepha kanye nokunethezeka kwezindawo zomphakathi, okuhlanganisa ukukhanya okvanele ezitebhisini kanye naphansi</p> <p>Ukulawulwa kokushisa kanye nokushayisa ngomoya okuvumelekile.</p>	✓	✓	✓	✓	✓		*	*	*	*	*
<p>27 Ukuxhumana kanye namandla</p> <p>Izinga lehotela</p> <p>Isikhungo somthlangano ngaphakathi ethotela</p> <p>Ukutholakala kwamandla ezindaweni zomphakathi</p> <p>Ukutholakala kuka Wi-Fi ezindaweni zomphakathi (uma ungadonsi)</p>	✓	✓	✓	✓	✓	Akungeni	Inkanyezi e-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
	✓	✓	✓	✓	✓		*	*	*	*	*

Core Requirements

Venues

	#REF1	#REF1	#REF1	#REF1	#REF1	#REF1	#REF1	#REF1	Akukho	1-Inkanyezeli	2-Inkanyezeli	3-Inkanyezeli	4-Inkanyezeli	5-Inkanyezeli
28 Isikhunko/ Iznisa Zebhishisi ama nuzi asehovisi ezinsiza zezizimisi ahlukela nawa isib. Umshini wokuqinisekisa, owo uprima, i- intanethi (ukukhumbana)	✓	✓	✓	✓	✓	✓	✓	✓				*	*	*
29 Indawo yokwamukela izivakashi Umsini wokuqinisekisa imibala kanye nokuprinta imibala uyatholakala	Isikhungo somhlangano ngaphakathi ethotela	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Indawo yemici mbi	Indawo yomlando	Indawo yemici mbi	Akungeni				
Indawo yokwamukela izivakashi ikhona endaweni	✓	✓	✓	✓	✓	✓	✓	✓				*	*	*
30 Indawo/ Idesk/ iLwazi Olweyavelele Lwezokuvakasha Lyatholakala Indesk/ Indawo yokwamukela izivakashi ngaphakathi enjweleni iLapha kungaba idesk/ Indawo yokwamukela izivakashi ngezokuvakala, indawo kanye nolunye ulwazi. Indesk/ Indawo yokwamukela izivakashi - iyasebenza ngamakhosi ahlukela okusebenza ezisebenzi ulwazi ngenawo kanye nezokuvakasha luhlinzekiwe	Isikhungo somhlangano ngaphakathi ethotela	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Isikhungo somhlangano ngaphakathi / sombukiso	Indawo yemici mbi	Indawo yomlando	Indawo yemici mbi	Akungeni				
31 Amakheshi - Yabasebenzi kanye Nempahla Indesk/ Indawo yokwamukela izivakashi ezinezazi ezimihli noma ngaphezulu noma ngaphansi kwendawo yokungena. Indesk/ Indawo yokwamukela izivakashi ezinezazi ezimihli noma ngaphezulu noma ngaphansi kwendawo yokungena. Amakheshi ahluke abagibeli kanye nempahla	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		*	*	*
32 Imishini yezitebhisi yokukhuphuka nokwehla kanye Nezitebhisi Imishini yezitebhisi yokwehla nokwenyuka kumele ifakwe lapho kungeke kukwazi ukuthi kufakwe amakheshi ukuze kuhanjiswe iningi labahambi ngezinyawoto ebholidini. Izitebhisi kanye nezindawo zokufikelela kumele kukhanyiswe kahle Izinto zokubambelela kumele kufakwe ezitebhisini	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		*	*	*
33 Izindlu zangasese kanye Nezindlu zokuphumula Izindlu zangasese ezishayiswe kahle ngomoya ezingqeneni ezahlukenisiwe zangasese Indisithi yokugeza kanye nensipho Insipho ewuketshezi	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		*	*	*





Venues

Core Requirements

	Isikhungo somhlangano ngaphakathi eHhotele	Isikhungo somhlangano / sombukiso	Isikhungo sombuthano	Indawo yemici mbi	Indawo yomlando	Indawo yemici mbi	Indawo yomlando	Indawo yemici mbi	Akungeni	Inkanyez e-1	Izinkanyez ezi-2	Izinkanyez ezi-3	Izinkanyez ezi-4	Izinkanyez ezi-5
37 Ukwenziwa kwaphansi, isilingi, Ukusetha & nokukhonzisa Umzamo obalele wenzwe ukwenhisa izinga lomsebenzi ngokucacile ngokuthula kanye nokuqinisekisa ukuthi kanye nezinye izinto ezibalulekile	✓	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
38 Ukuvezwa kwemenyu Ukuvezwa kwemenyu ngobuchwepheshe luthi ngokulane e oholisweni olulandelela ngokuthula, ngomomo, amalebula, njll.	✓	✓	✓	✓	✓	✓	✓	✓	Akungeni	Inkanyez e-1	Izinkanyez ezi-2	Izinkanyez ezi-3	Izinkanyez ezi-4	Izinkanyez ezi-5

Core Requirements

Venues

	Isikhungo somhlangano ngaphakathi eHoteli	Isikhungo somhlangano / sombukiso	Isikhungo somhlangano ngaphakathi eHoteli	Indawo yemici mbi	Indawo yomlando	Indawo yemici mbi	Indawo yomlando	Akungeni	Inkanyesi e-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
39 Ukuphusha kwamatafula	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Ukuphusha kwamatafula okufanelene nokudla okuzoethwa													
40 Ikhwalithi yokudla kanye nolungiswa kwakho	Isikhungo somhlangano ngaphakathi eHoteli	Isikhungo somhlangano / sombukiso	Isikhungo somhlangano ngaphakathi eHoteli	Indawo yemici mbi	Indawo yomlando	Indawo yemici mbi	Indawo yomlando	Akungeni	Inkanyesi e-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
Konke ukudla kwenziwe kahle futhi kumanjiswa ngezinga lokushisa elifanele	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Umlhinzeko owenzelwe ngokwezimfuneko zokudla kahle	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Ukukhetha noma ukudla okuningi okumele kukhethwe kukho	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Ukudla okufanele amakhasimende akhetha kukho	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Ukukhetha kwamakhasimende ukudla okushisayo kanye nokubandayo	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Ukudla okufanele okuzenzelwe ngokwezimfuneko zokudla kahle okuzenzelwe kahle okuzenzelwe ngokwezimfuneko zokudla kahle	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
41 Ukumakela, Ubungani & Nendlela yokubuka izinto	Isikhungo somhlangano ngaphakathi eHoteli	Isikhungo somhlangano / sombukiso	Isikhungo somhlangano ngaphakathi eHoteli	Indawo yemici mbi	Indawo yomlando	Indawo yemici mbi	Indawo yomlando	Akungeni	Inkanyesi e-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
Umsebenzi wokulawula izinto, wekhono kanye nokukhetha kwemimlingwane kumela kufundelwe	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
42 Ukubuka Kwabasebenzi	Isikhungo somhlangano ngaphakathi eHoteli	Isikhungo somhlangano / sombukiso	Isikhungo somhlangano ngaphakathi eHoteli	Indawo yemici mbi	Indawo yomlando	Indawo yemici mbi	Indawo yomlando	Akungeni	Inkanyesi e-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
Abasebenzi abasebenzayo kumele babonwe ngomfaniswano noma okufanayo	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Abasebenzi kumele bagrothe amabheji	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
43 Ukudayisa / Ukubhalela Umcimbi / Ukuphatha	Isikhungo somhlangano ngaphakathi eHoteli	Isikhungo somhlangano / sombukiso	Isikhungo somhlangano ngaphakathi eHoteli	Indawo yemici mbi	Indawo yomlando	Indawo yemici mbi	Indawo yomlando	Akungeni	Inkanyesi e-1	Izinkanyezi ezi-2	Izinkanyezi ezi-3	Izinkanyezi ezi-4	Izinkanyezi ezi-5
Ukwesekwa komcimbi kuyahlizekwa kumakhasimende	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Ukubhekana nemibuzo, ukuphusha kanye nezikhala ngokushesha kanye nokucophelela.	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Ulwazi lonke lwenzelwe zokubhala, ukubhala kanye nokukhetha kanye nokukhetha kanye nokukhetha kanye nokukhetha	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Izinisa kanye nezakhiwo okuhlizekwa yindawo kufanele ngokuyiqiniso kumakhasimende.	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*

Venues	Core Requirements											
	Isikhungo somhlangothi ngaphakathi e-ihotele	Isikhungo somhlangothi / sombukiso	Isikhungo sombutshano	Indawo yemici mbi	Indawo yomlando	Indawo yemici mbi	Akungeni	Inkanyesi e-1	Inkanyesi ezi-2	Inkanyesi ezi-3	Inkanyesi ezi-4	Inkanyesi ezi-5
44 Ezokuphepha kanye Nokuvikeleka	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Abamele abaphethe ezokuphepha nokuvikeleka bayatholakele amahora angama-24, izinsuku eziyi-7 ngeviki	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Abamele abaphethe endaweni yomcimbi	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Ulwazi lweziphuthumayo & nenqubo kubekwe ngokucacile ngesingisi noma ngophawu lapho kungenzeka khona. Akukho okuvimbela indawo yokuphuma esimeni esiphuthumayo noma izitebhisi	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Ezokuphepha kanye nezokuvikeleka ezifanele endaweni yonke	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Amalungu ezimo zokuphepha azobizwa, abalawulwa, abalawulwa ngokulandelelana ne-Occupational Health and Safety Act.	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Ukhe ama-100 uzi lumele abalawulwa njalo. Ukhe ama-100 uzi lumele abalawulwa njalo. Ukhe ama-100 uzi lumele abalawulwa njalo.	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Ukuxoxa ngokuphepha ngaphambi kokuphuma komcimbi ngamunye	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Abasebenzi baqeqeshwe ngenqubo yokuphuma esimeni esiphuthumayo	✓	✓	✓	✓	✓	✓		*	*	*	*	*

**Category: Caravan and Camping Facility**

<b>Definition:</b>	A caravan and/or Camping facility provides space for guests to provide their own accommodation, such as tent, a motor home and/or caravan. Communal ablution facilities are always provided. Communal kitchen, laundry, recreational facilities and amenities, etc. may be provided. Self-catering accommodation units may be provided on the property.
	<b>Caravan &amp; Camp Site</b>
	A camping facility that specifies that caravans can be accommodated
	<b>Camp Site</b>
	A camping facility that does not specify that caravans can be accommodated.
<b>Caravan and Camping Facility</b>	
<b>Key Requirements</b>	<p>Only establishments that cater for transient guests (travelling public) can qualify for grading. If permanent/ semi-permanent guests are accommodated, facilities for such guests should be distinctly separate to those provided for the public travelling for leisure and/or short-term purposes.</p> <p>Host/ representative contactable 24 hours a day, 7 days a week</p> <p>Host/ representative must be available on site to check guests in/ out or within a 5-minute drive from the property</p> <p>Bathroom facilities may be separate communal male and female facilities or may be private or family bathrooms</p>

## Core Requirements

**Izimfuneko Ezisemqoka**  
**Ikharavani kanye Nezindawo Zokukhempa kanye Namapaki**

Ukusebenza ngokholotshana									
A: Ngaphandle	Ikharavani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5	
1 Isakhiwo sangaphandle									
2 Amagrawundi kanye nezingadi	Ikharavani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5	
3 Indawo yokupaka, Indawo yokungena kanye Nendawo yokusayinela ukupaka	Ikharavani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5	
Ukukhazeka ngendawo efanele/ noma izindawo zokupaka ezilokwe (ngokwejoyekelele indawo yokupaka eyodwa endaweni)	✓	✓		*	*	*	*	*	
Uphawu olulayela indlela ngaphakathi kanye nangaphandle kwendawo - olusesimni esamukelele, olubonakalayo, olufanele inhliso.	✓	✓		*	*	*	*	*	
Uphawu olulayela indlela ukuyalela indlela izivakashi ngaphakathi endaweni	✓	✓		*	*	*	*	*	
Uphawu lwezinyathelo zokwehlisa isiminyamina sezimoto olubekiwe futhi lwamakwa	✓	✓	✓	*	*	*	*	*	
Imigwapo engangenwa amanzi, eyakhiwe kahle, evumelela ukungena mahhala kuzo zonke izindawo.	✓	✓		*	*	*	*	*	
4 Ukukhanyiswa kwangaphandle	Ikharavani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	*	*	*	*	*	
Izindlela ezikhaswe kahle (okufanele kwezemvelo futhi okwehlisa ukugcola kokukhanya)	✓			*	*	*	*	*	
Indawo yokungena esikhungweni (indawo yokugeza, nezindawo zokuhlala, njll.) ekhanyiswe ngokufanele.	✓	✓		*	*	*	*	*	
Imigwapo yangaphakathi ikhanyiswe ngokufanele	✓								
5 Ukuphepha kanye nokwileleka	Ikharavani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5	
Izindlela zokuphepha kanye nokwileleka ezifanele inhliso yazo endaweni yonke ngazo zonke izikhathi.	✓	✓		*	*	*	*	*	
Umele Ataphakathi / omele anaphakathi / omele anaphakathi endaweni obhekile utuphepha kanye nokwileleka ngokungena ngama-zi ngosulu, izinsuku ezi-7 ngeviki.	✓	✓		*	*	*	*	*	
Ulwazi ngezimo weziphuthumayo (ikakhulukazi izinombozo zocingo ezifanele) & nophawu okuphuma kanye nenqubo ebekele nigo luggamile kanye nencazelo/uhambo okuthobakalayo ngesicelo	✓	✓		*	*	*	*	*	
Indawo yokuphepha ihlinzekiwe ukuthi isetsheziswe yizivakashi uma kwenzeka kuba nesimo esiphuthumayo sokukhishwa noma ukukhishwa	✓	✓		*	*	*	*	*	
Izivakashi zinendawo yokungena endaweni evikelele.	✓	✓		*	*	*	*	*	

Core Requirements

Ukusebenza ngokholotshana	Ikharavani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyezisi e-1	Inkanyezisi e-2	Inkanyezisi e-3	Inkanyezisi e-4	Inkanyezisi e-5
Ukuthathela phezu kokuphepha kanye nokuvikeleka kwezivakashi, okungabonakali (ish. ezokuphepha zangaphakathi, ezokuphepha zangasese, ezokuphepha ezihlomile, ezokugadwa kwasebusuku, amabathini engazi, umsakazo wangaphakathi wokuxhumana, umsakazo wokuxhumana namaphoyisa endawo, ezokuvikela indawo efanele, isango lokungena eliphelile kanye ne-Intercom, ingxenye Yeforamu Yokuphepha Yomphakathi, isiqophi Sevidiyo Ehlolayo (CCTV), ezokweseke ngokwelapha ziyatholakali ocingweni, njll.)	✓	✓		*	*	*	*	*
Izivakashi zivunyelwe ukungena ezindaweni zomphakathi	✓	✓		*	*	*	*	*
Ucingo lukhona endaweni yokwamukela izivakashi (ohwasodongweni noma umakhalakukhwinini)	✓	✓		*	*	*	*	*

Ukusebenza ngokholotshana								
Izindlu Zangasese kanye Nokuhlazisa	Ikharavani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyezisi e-1	Inkanyezisi e-2	Inkanyezisi e-3	Inkanyezisi e-4	Inkanyezisi e-5
6 Uhlolo Lwendlu Yangasese								
Izindlu zangasese ezihlukanisiwe ezihlinzekile izivakashi zesilisa kanye nezesisazane ngaphandle uma kuhlinzekwe izinto zangasese noma umndeni	✓	✓		*	*	*	*	*
Izindlu zangasese zihlanganisa i-thoyilethi, indishi yezandla kanye nengxenye yobhavu noma ishawa	✓	✓		*	*	*	*	*
Lapho kufanele, ubumfihlo buhlinzekiwe phakathi kweshawa, ubhavu kanye nezakhiwo zethoyilethi	✓	✓		*	*	*	*	*
Okungenani oye lwa wesilisa kanye noye lwa wesitazane osebenzisa ishawa noma ubhavu, inqoye thi kanye nenanishi yokugeza izandla Juliani u aqay-ri emlaweni yepaki.	✓	✓		*	*	*	*	*
Onke amathoyilethi, amashawa, amabhavu kanye nokunye kumele kube sesimnini eshile esisebenzayo, futhi kungaphuki.	✓	✓		*	*	*	*	*
Izindlu zangasese zomphakathi kumele zibe nezingxenye zombili ishawa kanye nobhavu	✓	✓		*	*	*	*	*
Izindlu zangasese zabathile noma zomndeni zingangahlukaniswa isb. Ingxenye ehlukanisiwe akusiyo eyethoyilethi, ishawa njll.	✓	✓	✓					
7 Izinto Ezimi Noj kanye Nezilinganiso	Ikharavani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyezisi e-1	Inkanyezisi e-2	Inkanyezisi e-3	Inkanyezisi e-4	Inkanyezisi e-5
Zonke izindishi, amabhavu kanye namashawa ahlinzekiwe okunamanzi alingene abandayo kanye nashisayo (ngaphandle uma ekhangiswe ngokunye)	✓	✓		*	*	*	*	*
Izindishi, amabhavu kanye namashawa kuhlinzeka amanzi akwaziyo ukuthi enzeke ukuthi ahambe kakhulu futhi nakancane.	✓	✓		*	*	*	*	*
Imigibe yamathawula efanele noma amahhuka ezimpahla enani lezivakashi ezisebenzisa isakhiwo (kumele kube sengxenye yeshawa/ yobhavu)	✓	✓		*	*	*	*	*
Isibuko kumele sibekwe ngaphezu noma eduze kwendishi yokugeza izandla.	✓	✓		*	*	*	*	*
Indlu yangasese inekhabethe endishini yokugeza izandla	✓	✓		*	*	*	*	*
Indlu yangasese inekhabethe elikhulu endishini yokugeza izandla.	✓	✓		*	*	*	*	*
Izikhaye zokukhiya ngaphakathi noma imishudo yangaphakathi eminyango yezingxenye (ethoyilethi, kushawa, kubhavu) (lapho kunesidingo)	✓	✓		*	*	*	*	*
Ishilo/ indawo yokuhlala endini yangasese ngayinye	✓	✓		*	*	*	*	*
Okungenani isibuko somzimba wonke kumele sikhlinzekiwe engxenye ngayinye yokugeza yabesifazane	✓	✓		*	*	*	*	*



Core Requirements

Caravan and Camping

	Ikharavani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyezisi e-1	Izinkanyezisi ezi-2	Izinkanyezisi ezi-3	Izinkanyezisi ezi-4	Izinkanyezisi ezi-5
10	<b>Ikhemikhali Yethoyilethi Ethathekayo Kanye Nendawo Yokulahla</b>							
	Indawo yokulahla udoti wekhemikhali yethoyilethi wekharavani noma ikhempa kumele kuhlinzekwe endaweni esoduze nendawo yokugeza. Umshini womoya wokomisa izandla kanye nokomisa izandla kumele kuhlinzekwe futhi lishintshe njalo ngosuku. Umshini okhipha insipho ewuketshezi kumele uhlizekwe. Noma, insipho yokugeza izandla esongiwe kumele ihlinzekwe njalo ngosuku ezindishini zokugeza izandla.	✓					*	*
	Indawo yokulahla udoti wekhemikhali yethoyilethi wekharavani noma ikhempa kumele kuhlinzekwe endaweni esoduze nendawo yokugeza. Umshini womoya wokomisa izandla kanye nokomisa izandla kumele kuhlinzekwe futhi lishintshe njalo ngosuku. Umshini okhipha insipho ewuketshezi kumele uhlizekwe. Noma, insipho yokugeza izandla esongiwe kumele ihlinzekwe njalo ngosuku ezindishini zokugeza izandla.	✓					*	*
	Indawo yokulahla udoti wekhemikhali yethoyilethi wekharavani noma ikhempa kumele kuhlinzekwe endaweni esoduze nendawo yokugeza. Umshini womoya wokomisa izandla kanye nokomisa izandla kumele kuhlinzekwe futhi lishintshe njalo ngosuku. Umshini okhipha insipho ewuketshezi kumele uhlizekwe. Noma, insipho yokugeza izandla esongiwe kumele ihlinzekwe njalo ngosuku ezindishini zokugeza izandla.	✓					*	*
	Indawo yokulahla udoti wekhemikhali yethoyilethi wekharavani noma ikhempa kumele kuhlinzekwe endaweni esoduze nendawo yokugeza. Umshini womoya wokomisa izandla kanye nokomisa izandla kumele kuhlinzekwe futhi lishintshe njalo ngosuku. Umshini okhipha insipho ewuketshezi kumele uhlizekwe. Noma, insipho yokugeza izandla esongiwe kumele ihlinzekwe njalo ngosuku ezindishini zokugeza izandla.	✓					*	*
11	<b>Izinto zokugeza Izandla Kanye nokomisa</b>							
	Ithawula eliphetha noma umshini womoya wokomisa izandla kumele kuhlinzekwe izinhloso zokomisa izandla. Noma, ithawula izandla, elihlanzekile, elingenawo amabala, elimunca amanzi, elwukotini kumele ihlinzekwe futhi lishintshe njalo ngosuku. Umshini okhipha insipho ewuketshezi kumele uhlizekwe. Noma, insipho yokugeza izandla esongiwe kumele ihlinzekwe njalo ngosuku ezindishini zokugeza izandla.	✓					*	*
	Ithawula eliphetha noma umshini womoya wokomisa izandla kumele kuhlinzekwe izinhloso zokomisa izandla. Noma, ithawula izandla, elihlanzekile, elingenawo amabala, elimunca amanzi, elwukotini kumele ihlinzekwe futhi lishintshe njalo ngosuku. Umshini okhipha insipho ewuketshezi kumele uhlizekwe. Noma, insipho yokugeza izandla esongiwe kumele ihlinzekwe njalo ngosuku ezindishini zokugeza izandla.	✓					*	*



## Core Requirements

Ikharavani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
12. Ukwenziwa kwephansi kanye Nesilingi							
Ingaphezulu elingangeni amanzi kumele lihlinzekwe ezindongeni, phansi kanye nakusilingi. Iphansi kanye lifakwe ngento enenza lingashibhiki. Isilingi lifakwe. Iphezulu elifulelwe ngotshani (olu hlobo lwesilingi) alufakwanga	✓		*	*	*	*	*
13. Izindonga: Ukufaka amathayili kanye Nokupenda							
Izindonga zipendliwe noma zifakwe amathayili	✓		*	*	*	*	*
Izindonga ezifakwe amathayili, amathayili avala okungenani ama-50% obude bodonga kusukela phansi kuya phezulu (kusilingi) efakwe amathayili ku 5-star )	✓						*
14. Ukukhanyisa kanye Nokushayisa ngomoya							
Ukushayisa ngomoya okufanele ngewindi noma umshini wokuphepha kuzo zonke izindlu zangasese	✓		*	*	*	*	*
Ukukhanya okufanele futhi okwanele kwendlu yangasese	✓		*	*	*	*	*
Izinknobho zokuwala noma ukwala okokukhanyisa zibekwe emnyango wesakhwo sendlu yangasese	✓		*	*	*	*	*
Amagqobhu angamboziwe/asobala, ukufakwa kwezinto zokukhanyisa ezingasebenzi, ezishayekile noma ezifileworking	✓		*	*	*	*	*
Ukukhanyiswa ngaphekambili kuyahlizelwa kuzo zonke izindishi zokugeza	✓						*
15. Amawindi, Iminyango kanye Namafrentu							
Ukuze izivakashi zibe noburnifihlo kumele amawindi adimiswe noma afakwe amakhethenisi noma okufanayo	✓		*	*	*	*	*

Ukusebenza ngokholotshana	Ikharavani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
16. Amaskulari kanye namakhishi okukhempa								
16. Izinhlobo zamaskulari kanye Namakhishi okukhempa								
Iskulari sokuwasha izitsha/ noma ikhishi lokukhempa okuhlinzekwe ukuze kusethenziswe yizivakashi	✓	✓		*	*	*	*	*
Isakhwo sikanompheba esifulelwe futhi esihlinzekela ukuvileleka	✓	✓		*	*	*	*	*
Ukokuhambisa amanzi okushintshela kalula okukhona ngazo zonke izikhathi	✓	✓		*	*	*	*	*
Indawo eyanele evumela ukuthi izivakashi zikhululeke ukugena ezakhiweni	✓	✓		*	*	*	*	*
Bonke osinki kanye nengaphozulu lomsebenzi kanye nama-payipi kumele kube sesimani esilungile kungabi namathayili anemigodi.	✓	✓		*	*	*	*	*
Akumele kubekwe ezindaweni zokugeza noma ezindlini zangasese.	✓	✓		*	*	*	*	*

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17	Ukulingisa kanye Nokufaka	Ikhavarani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyezisi e-1	Inkanyezisi e-2	Inkanyezisi e-3	Inkanyezisi e-4	Inkanyezisi e-5
	Umgqomo wokulahlala ombozwe kumele uhlinzekwe	✓	✓		*	*	*	*	*
	Istofu okungenani esinamapuleki amabili kumele sifihlizekwe ekhishini lekhempu	✓	✓	✓	*	*	*	*	*
	Usinki wokuwasha, onompompi wamanzi ashisayo kanye nabandayo, iplagi kanye nebhodi lokomisa lezivakashi	✓	✓		*	*	*	*	*
	Osiniki ababili bokuwasha, onompompi wamanzi ashisayo kanye nabandayo, iplagi kanye nebhodi lokomisa lezivakashi	✓	✓		*	*	*	*	*
	Irekhi yokomisa izitsha ehlanzekile.	✓	✓		*	*	*	*	*
	Isiqanisi esianene kanye neza tiwo zeqwa ezingasizenziswa zivakashi ezinamandla ngaphandle kwalesi sakiwo (in all camp facilities uwo wonke amahhisi ii amakhempu)	✓		✓	*	*	*	*	*
	Itafula elinezihlalo ezilungele iihlinzekwe kuwo wonke amakhishi okukhempa	✓		✓	*	*	*	*	*
	Izitsha samanzi ashisayo sifihlizekwe ukwenza itye noma ikhofi emakhishini ekhempu	✓		✓	*	*	*	*	*
	Izicisha milo esifanele semililo yasekhishini sibekwe phakathi noma endaweni yokungena esakhweni.	✓	✓		*	*	*	*	*
	Uma ikhishi lisendaweni evalekile, kumele kube nendawo yokuvula iwindi ngaphandle.	✓	✓	✓	*	*	*	*	*
	Indawo engaphezulu esebenzayo futhi ehlanzekile ikhona	✓	✓		*	*	*	*	*
	Ingaphezulu lamakhishi elingaseshi ukugqoka, elisezingeni eliphezulu, elingenazo izimpawu zokuvithizeka kanye nezimpawu ezibonakayo	✓	✓						
	Umshelelo, imophu, isivolo kanye nebulashi kuhlinzekwe ekhishini lokukhempa	✓	✓		*	*	*	*	*
	Amapayipi angaphansi lwentsisiti yokuqeqesha kumele amabizwe kanye luthi amapayipi amanzi engatona lali ngaphansi noma ngaphezulu kosini kanye namakhawunta.	✓	✓						
18	Ukwenziwa kwephansi kanye Nesilingi	Ikhavarani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyezisi e-1	Inkanyezisi e-2	Inkanyezisi e-3	Inkanyezisi e-4	Inkanyezisi e-5
	Ingaphezulu elingangeni amanzi kumele lihlinzekwe ezindongeni, phansi kanye nakusilingi. Iphansi kumele lifakwe ngento enenza lingasibiliki.	✓	✓		*	*	*	*	*
	Isilingi ifakwe. Iphezulu elifulelwe ngotshani lolu hlobo lwesilingi alufakwanga	✓	✓		*	*	*	*	*
19	Izindonga: Ukufaka amathayili kanye Nokupenda	Ikhavarani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyezisi e-1	Inkanyezisi e-2	Inkanyezisi e-3	Inkanyezisi e-4	Inkanyezisi e-5
	Izindonga zipendwe noma zifakwe amathayili	✓	✓		*	*	*	*	*
	Izindonga ezifakwe amathayili, amathayili avale okungenani ama-50% obude bodonga kusukela phansi kuya phezulu (kusilingi efakwe amathayili ku 5-star)	✓	✓						*
20	Ukushayisa umoya kanye nokukhanyisa	Ikhavarani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyezisi e-1	Inkanyezisi e-2	Inkanyezisi e-3	Inkanyezisi e-4	Inkanyezisi e-5
	Ukukhanyisa kwazo zonke izindawo zokusabela.	✓	✓		*	*	*	*	*
	Amaswishi okukhanyisa kumele abekwe emnyango wekhishi lekhempu.	✓	✓		*	*	*	*	*

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Ukusayisa umoya o'kuranele kanye nokukhupha ngeswini elivulekile noma leni yolujipha kuzinzelwe kuwo wonke amakhisi o'ukhempa. Noma, uhlelo lokushayisa ngomoya olufanele kumele luhlinzakwe	✓	✓		*	*	*	*
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Core Requirements

D: Iindoblo kanye Nezindawo Zakomisa		Ukusebenza neokholotshana		Ukungeni		Inkanyezi e-1		Inkanyezi e-2		Inkanyezi e-3	
Ikharavani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3
21 Izinhlabo zelondolo kanye Nezindawo Zakomisa											
Uma sidingeka futhi singekho endaweni eseduze, isakhiwo selondolo kumele sifinzeke ukuthi sisetshenziswe yizivakashi											
Olondolo kumele babe nendawo eyanele ukuthi zivakashi zihambe futhi zingene yonke indawo											
Ilondolo akumele ibe ezindaweni zokugezela noma ezindlini zangasese.											
Indawo yolondolo kumele kube yindawo engabonaka noma evalekile.											
22 Ukulungisa kanye Nokufaka											
Ufondolo kumele okungenani ube nomshini wokuwasha (osebenza ngemali eyinsimbi noma ngediski uvumelekile) kanye/noma osinki abade bokuwasha ngezandla.											
Iminyalelo yokusebenzisa impahla ecacile nezindleko zokuyisebenzisa kanye nendlela evumelekile yokukhokha kumele iciswe.											
Isicisha mife esifanele semifilo yasekhisini sibekwe phakathi noma endaweni yokungena esakhiweni.											
Amanzi ahlangekile abandayo kanye nashisayo kumele abe khona ngazo zonke izikhathi, ngaphandle uma kukhangisiwe.											
Indawo yokomisa/yokuneka kumele ihlinzekwe ukuthi isetshenziswe yizivakashi.											
Indawo yokosa/ yokuneka ingabi sobala											
Umshanelo, imophu, isiwole kanye nebulashi kumele kuhlinzekwe kulondolo ngayinye (uma yehlukisiwe nekhishi lokukhempa)											
Okungena ingaphezulu elilodwa lokulungisa izimpahla kanye nokuzigoqa kumele lihlinzekwe											
Amandla kagesi akhona endaweni yelondolo											
Ibhodi loku-ayina kumele lihlinzekwe endaweni yelondolo											
Amapayipi angaphansi kosinki bokuwasha kumele ambozwe kahle futhi amapayipi amanzi engabonakali.											
23 Ukushayisa ngomoya kanye nokukhanyisa											
Ukukhanyiswa okufanele kwazo zonke izindawo											
Amaswishi okukhanyisa abekwe emnyango wesakhiwe											
Uma esendaweni evalekile, kumele kube nendawo yokuvula iwindi ngaphandle. Noma, ukushayisa ngomoya okufanele kwesakhiwo kumele kuhlinzekwe											
24 Izindonga: ukufaka amathayela kanye nokupenda											
Zonke izindonga kumele zipendwe noma zifakwe amathayela											

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Ikharavani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
25	Ukwenziwa kwephansi kanye Nesifingi						
	Ingaphezulu elingabonakalisi iihlizekive ezindongeni kanye nakumasifingi. Iphansi lizogandwa ngento eyenza kungashaleli.		✓	✓	✓	✓	✓
	Isifingi ifakiwe. Endlini efuliwe ngotshani lolu hlobo lwesifingi alufakwa		✓	✓	✓	✓	✓
<b>Ukusebenza ngokohlotshana</b>							
26	Ubukhulu kanye Nokukhempa Kwezindawo	Indawo yokukhempa	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4
	Izindawo zamakharavani kanye nezokukhempa zihlizekive ukuthi zisetshenziswe yizivakashi	✓		✓	✓	✓	✓
	Zonke izindawo zekharavani kanye nezokukhempa kumele zibe sendaweni okungeneka kalula kuyo	✓		✓	✓	✓	✓
	Amakharavani noma amathende okusezindaweni eziseduze kumele zifaneleke futhi zibe sebangeni elifanele	✓		✓	✓	✓	✓
	Ikhharavani/kumhamba nendawana/ithende kanye nemoto edonsa inqola futhi kumele kube nesikhala esanele ukuthi kumiswe ithende eliseceleni uma kunesidingo ngaphakathi endaweni.	✓		✓	✓	✓	✓
	Izindawo zamakharavani okungenani 10m x 12m	✓		✓	✓	✓	✓
	Zonke izindawo kumele zimakwe zibe nkulu ngokwanele, kube lula ukungena kuzo futhi zinezithezeke	✓		✓	✓	✓	✓
	Zonke izindawo kumele ziniwe: izinombolo ukuze zibonakale kalula	✓		✓	✓	✓	✓
	Izindawo ezikalilwe isb, Ezinamatshe, izishalo, olayini abapendliwe, ezinohango lwemithi, uthango lwezinkuni njll.	✓		✓	✓	✓	✓
	Zonke izindawo zibondile	✓		✓	✓	✓	✓
	Izindawo kumele zibe nomthunzi - kungaba owezihlala noma okunye	✓		✓	✓	✓	✓
	Imanti elifanele lezindawo zangasese noma eziseceleni	✓		✓	✓	✓	✓
27	Ukungena kanye Nobude Obuvumelekile	Indawo yokukhempa	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4
	Izindawo zekharavani kanye nezokhempa kumele kutholakale kalula ukuya kanye nokubuya emgwaqeni wezinsiza	✓		✓	✓	✓	✓
	Ukungena endaweni ngemoto kanye nekharavani/ inqola isafakiwe kumele kube lula	✓		✓	✓	✓	✓
	Imvume eyanukelile. yezinhlobo eziningi zamakharavani kanye namathende	✓		✓	✓	✓	✓
	Akumele kube khoba amatatsha ezihlala aphezulu noma izihlala ezizothinta ikhava noma ithende	✓		✓	✓	✓	✓
	Ubude obuvumelekile kumele okungenani kube 2.7m	✓		✓	✓	✓	✓
28	Ingaphezulu kanye namapayipi amanzi	Indawo yokukhempa	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4
		✓		✓	✓	✓	✓

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Zonke izindawo zekharavani kanye nokuhempka kumele zibe negezulu eilinganayo kanye namapayipi amanzi afanele	✓	✓	*	*	*	*	*	*
Imisele embiwe amakhempka ngaphambi kokuthi ahambe endawenkumele igcishwe futhi ilinganiswe ngokushesha. Ingaphezulu loluhempka lingala noPhani ingxenye noma mlawo yonke, ingaphezulu eInama eHana elenziwe kahle, isitubhu esenziwe ngezitini noma inhanganisela yengaphezulu (ukhokolo awufuneki)	✓	✓	*	*	*	*	*	*
Amakhempka kumele avunyelwe ukufaka izikhonkwane phakathi kwezitina noma amabhloki.	✓	✓	*	*	*	*	*	*
Isitubhe esenziwe ngezitini kumele okungenani zibe yindawo engama 3m x 5m	✓	✓	*	*	✓	*	*	*

Core Requirements

Ikharavani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyenzi e-1	Inkanyenzi ezi-2	Inkanyenzi ezi-3	Inkanyenzi ezi-4	Inkanyenzi ezi-5
29 Izindawo zamandla kagesi							
Uma ugesi ungalinze kwanga endaweni eyodwa noma ngaphezulu, lokhu kumele kucaciswe	✓		*	*	*	*	*
Izindawo ezivumela amakharavani kumele zihlinzekwe ngogesi, ngaphandle uma kukhangiswe ngokunye.	✓	✓	*	*	*	*	*
Okungenani kumele kube nendawo yokukhupha ugesi eyondwa endaweni	✓	✓	*	*	*	*	*
Kumele kube nezindawo zokukhupha ugesi ezi-4 ubuningi ngokwesigubhu samandla esisodwa.	✓	✓	*	*	*	*	*
Ilanga elenza imigomo eseluzwe nendawo yamanzi kumele libe ama-25m ubunzima ukuthi kusesthenziswe ama-100l amanzi. Akumele kubizwe nezintambo ezinde ezidabula umgwaqo, izindlela zokuhamba kanye nezinye izindawo zokukhempa.	✓	✓	*	*	*	*	*
Zonke izindawo zamandla ezindaweni zekharavani kanye nokukhempa kumele zihambisane namazinga e-SABS 10142, ziqinisekisiwe futhi zihambisane namazinga omthetho (isb, ibhokisi likagesi kumele lingangeni amanzi, ifakwe nesekethehi kanye nazo zonke izintambo ezixhunyiwe kumele kuvaliwe ngaphakathi ebhokisini lamandla ukuvimbela noma yikuphi ukuthintana okuyingozu nezintambo ezisobala).	✓	✓	*	*	*	*	*
Onke amabhokisi amandla kumele afakwe ngokuvikelwa eposini ngobude kanye nasendaweni zivakashi ziyibona kahle.	✓	✓	*	*	*	*	*
Izindawo zamandla okungenani kumele zibe ngama- 108m kude nendawo yamanzi.	✓	✓	*	*	*	*	*
Izindawo ngayinye kumele libe nendawo yayo yogesi engokho ngaphansi kwe-10A indawo nendawo libe nesekethehi eyahlukile.	✓	✓	*	*	*	*	*
30 Indawo yamanzi kanye Nepayipi lokukhupha amanzi							
Ompompi hamanzi okulula ukuthi batholakele kanye nephresha efanele ekhona ukusetshenziswa yizivakashi	✓		*	*	*	*	*
Bonke ompompi abaphezulu, ababonakala ngokugqamile futhi ababekwe ngobude obufanele	✓		*	*	*	*	*
Okungenani umpompi o-1 wezindawo eziyi-3-4At least 1 tap for every 3-4	✓						
Okungenani umpompi o-1 wezindawo ezi-2	✓						
Uhlelo lokukhupha amanzi kumele lufakwe empompini ngamunye ukuthi amanzi asetshenzisiwe ahambe	✓						
31 Imigqomo kadoti							
Izindawo zihlinzekwe ngemigqomo kadoti elahlekayo	✓		*	*	*	*	*
Yonke imigqomo iyachithwa futhi igezwe njalo ngosuku	✓		*	*	*	*	*
Imigqomo elahlekayo ihlanganisiwe futhi inezizivalo	✓		*	*	*	*	*
Okungenani kumele kube nomigqomo o-1 wezindawo ezi-3-4	✓						
Okungenani kumele kube nomigqomo o-1 wezindawo ezi-2	✓						





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	Ikharavani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	Inkanyezi e-*	Inkanyezi e-*	Inkanyezi ezi-*	Inkanyezi ezi-*	Inkanyezi ezi-*
37 Ukwenziwa kwephansi kanye Nesilingi	✓	✓		*	*	*	*	*
Ukwenziwa kwaphansi kumele kufanele imhloso								



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H: Indawo Yomphakathi Yokosa kanye Namaziko		Ukusebenza ngokholotshana ✓					
Ikharavani & Nendawo Yokukhempa	Indawo yokukhempa	Akungeni	1-Star	2-Star	3-Star	4-Star	5-Star
43 Ukulungiswa kanye nokufakwa							
Indawo yokosa kanye Namaziko kumele kubonakale kahle futhi kuvalwe kahle endaweni yokosa	✓		*	*	*	*	*
Indawo yokosa kumele inhlanzwe njalo	✓		*	*	*	*	*
Amagridi okosa inyama abilizekiwe	✓				*	*	*
Izinto zokosa inyama zihlizekiwe (njengamatongi, izimfologo, amarekhi amalahlie, njll.)	✓						*
Izinto zokuhlala zihlizekiwe (zanele ubukhulu bendawo yokosa/ziko)	✓					*	*
Itatula/ingaphazulu lomsebenzi kuhlizekiwe (kwanele ubukhulu bendawo yokosa/ziko)	✓					*	*
44 Ukushayisa nngomoya kanye nokukhanyisa	Ikhharavani & Nendawo Yokukhempa	Akungeni	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1
Ukwakhiwa kweziko kanye nendawo yokosa kumele kuvumele ukushayisa komoya okufanele kanye nokuphume kwentuthu yenyama eyosive	✓		*	*	*	*	*
Ukukhanya okufanele kuzo zonke izindawo	✓		*	*	*	*	*
Amaswishi okukhanyisa abekwe endaweni yokungena yesakhiwo	✓		*	*	*	*	*
45 Ukwenziswa kwaphansi	Ikhharavani & Nendawo Yokukhempa	Akungeni	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1
Ukwenziswa kwaphansi kumele kufanele inhliso	✓		*	*	*	*	*
I: Izakhiwo zezokuzijabulisa (isb. Amagumbi ezemidlalo, igumbi le-TV, njl. Okuhlenganisa impahla)		Ukusebenza ngokholotshana ✓					
46 Ukulungisa, Ukufakwa kanye Nempahla	Ikhharavani & Nendawo Yokukhempa	Akungeni	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1
Uma izakhiwo zokuzijabulisa zikhona, kumele zibe nempahla efanele	✓		*	*	*	*	*
Izakhiwo kumele zibekwe endaweni efanele futhi zibe sesimani esihle	✓		*	*	*	*	*
I-TV emibalabala eninimothi okusebezayo	✓		*	*	*	*	*
Uma bonakude ubukhulu bawo bufanele igumbi/ indawo yokuhlala	✓		*	*	*	*	*
Ukutholakala kwendawo yokudonisa yamashaneli	✓		*	*	*	*	*
Amashaneli amaningi (okungenani amashaneli ayi-9 ubuncane) atholakalayo ku-TV. Ukuqokwa kwamashaneli kumele kuhambisane nezezimakethe ezihlizekwayo	✓				*		
Amashaneli amaningi (okungenani amashaneli ayi-11 ubuncane) atholakalayo ku-TV ngayinye. Ukuqokwa kwamashaneli kumele tuhamlisane nezezimakethe ezihlizekwayo	✓					*	
Amashaneli amaningi (amashaneli ayi >12) atholakalayo ku-TV ngayinye. Ukuqokwa kwamashaneli kumele kuhambisane nezezimakethe ezihlizekwayo	✓						*

Core Requirements

Caravan and Camping		Core Requirements					
U Wi-Fi uyatholakala. Ngaphandle uma ungadonsi	✓					*	*
Indawo yokuhlala efanele futhi esebenzayo	✓				*	*	*
	✓				*	*	*
<b>47 Ukushayisa umoya kanye Nokukhanyisa</b>		Indawo yokukhempisa	Akungeni				
Ukushayisa umoya okufanele kanye nokukhanya umoya ngokuvuma iwindi, amafeni akhiphayo noma izibandisi kumee kuhlizekwe	✓				*	*	*
Ukukhanyisa okufanele kuzo zonke izindawo	✓				*	*	*
Amaswishi okukhanyisa kumele abekwe endaweni yokungena esakhiwe.	✓				*	*	*
<b>48 Ukwenziwa kwephansi kanye Nesilingi</b>		Indawo yokukhempisa	Akungeni				
Ukwenziwa kwaphansi kumele kuwanele inhloso	✓				*	*	*
Isilingi, uma ifakiwe, kumele ipendwe kahle, ingabi naso isikhutha noma ukonakala.	✓				*	*	*
Akumele kubonakale amaphaneli alengayo	✓				*	*	*
<b>49 Amawindi, izivalo kanye Namaifremu</b>		Indawo yokukhempisa	Akungeni				
Awekho amawindi aphukile	✓				*	*	*
Yonke iminyango kanye namawindi kuyavuleka futhi kushintshake kalula	✓				*	*	*
<b>50 Ezinye izakhiwo zokuzijabulisa (isb. Isiziba sokubhukuda, indawo yokudlala abantwana, into yokugxumagxuma, njl.)</b>		Indawo yokukhempisa	Akungeni				
Uma kuhlizekwe, izakhiwo zisesimweni esihle	✓				*	*	*
Izakhiwo ezengeziwe ukuthi kumethazake izivakashi isb. Izindawo zokuhlala esizibeni sokubhukuda, ama-ambrela, izindawo ezahlukanisiwe zengadi, njl.	✓				*	*	*
<b>J. Izitolo, amabha amabhodlela stolo kanye/noma izindawo zokudla</b>		Ukusebenza njokohlatswana					
<b>51 Ukulungiswa, ukufakwa kanye nempahla</b>		Indawo yokukhempisa	Akungeni				
Isitolo esigcwele futhi esibonakalayo, libha bhodlela stoplo kanye/noma inawo yokudla	✓				*	*	*
Kutholakale izinto ezivumelekile ezizisekelo, noma kungeshlinzekwa ngazo zonke izinto ezifunekayo	✓				*	*	*
Ukukhethwa okulungile kwemikhikizo etholalayo	✓				*	*	*
Ukudla okufanele okutholalayo	✓				*	*	*



**Category: Self-Catering Accommodation**

<b>Definition:</b>	Accommodation that provides guests with a sole occupancy unit consisting of one or more bedrooms and bathrooms and a self-contained living area including a kitchen, dining area and/or lounge
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**Sub-category: Self-catering Shared**

<b>Definition</b>	Multi self-catering accommodation units located on one property with shared public facilities (minimum of reception) and recreational amenities
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<b>Key</b>	<b>Self-Catering Resort</b> Host/ representative contactable 24 hours a day, 7 days a week
<b>Requirements</b>	Host/ representative must be available on site to check guests in/ out or within a 5-minute drive from the property Bathroom facilities in each unit (3-star to 5-star)

**Sub-category: Self-Catering Unit Exclusive**

<b>Definition</b>	One or more exclusive use self-catering units, with no or very limited shared public facilities
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<b>Key</b>	<b>Self-Catering Unit/s</b> Host/ representative contactable 24 hours a day, 7 days a week
<b>Requirements</b>	Host/ representative must be available on site to check guests in/ out or within a 5-minute drive from the property Bathroom facilities in each unit (3-star to 5-star)

## Core Requirements

## Self-Catering Accommodation

### Izimfuneko Ezisemqoka Indawo yokuhlala lapho izivakashi ziziphakela

A: Ingaphandle	Ukusebenza ngokholotshana							
	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
Isakhiwo sangaphandle	✓	✓		*	*	*	*	*
Indawo yokwamukela izivakashi kanye/noma Reception and/or unit entrances clearly identifiable and well lit at night.								
2 Amagrawundi kanye Nezingadi	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
3 Indawo yokupaka/ Indawo yokungena ushayela/ Indawo yokusayina	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
Ukuhlizeka indawo yokupaka efanele	✓	✓		*	*	*	*	*
Izimpawu ezikhombisa indlela - izimo ezamukelekile, ezibonakalayo, ezifanele imbhoso.	✓	✓		*	*	*	*	*
Indawo yokupaka ehlanzekile, enakekelwayo	✓	✓		*	*	*	*	*
Indawo yokupaka ekhanyiswe kahle	✓	✓		*	*	*	*	*
Izindawo zokupaka zezivakashi ezivalekile zikhona	✓	✓		*	*	*	*	*
h Ezokuphepha	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
Ezokuphepha ezifanele, ezihambisana nenhlalo ezakhiweni zonke ngazo zonke izikhathi.	✓	✓		*	*	*	*	*
Umele ataphethe / isithulu esiphezulu lunazo zonke emaweni esithile e ezokuphepha sitholalele ocwangeni amahora angama-24 ngosuku, izinsuku eziyi-7 ngeviki.	✓	✓		*	*	*	*	*
Uwazi wezimbo eziphuthumayo (okuhianganisa izimibholo zocingo ezifanele) & izimpawu zokuphuma kanye nenqubo yuhlelwe ojala luthi nencazelo itholakale uma ifuntwe	✓	✓		*	*	*	*	*
Izindlela zokuxhumana nabasebenzi amahora angama-24 ngosuku lapho kunesimo esiphuthumayo kumele zihlinzekwe futhi zikhangiswe egatsheni.	✓	✓		*	*	*	*	*
Indawo yokuhlangana ihlinzekelwe izivakashi uma kwenzeka kuba nesimo esiphuthumayo sokuthi kumele ziphume	✓	✓		*	*	*	*	*
Izivakashi zikwazi ukungena ezakhiweni eziphephile	✓	✓		*	*	*	*	*
Ukuphepha kwezivakashi kuthiwa noma phuzulu, eiseqophelini e iphezulu (isi. ezokuphepha zasenaweni, ezokuphepha zangasese, ahezimo eziphuthumayo, ezokuphepha zasebusuku, amabhathini esimo esiphuthumayo, umsakazo wangaphakathi wokuxhumana, umsakazo wokuxhumana namaqhoyisa endawo, ukuphepha okufanele endaweni ekalwe, iforamu Eqapha Umphakathi, ividiyo khamera eqophayo (CCTV), abeseka ngokwelapha abangashayelwa ucingo, njll.)	✓	✓		*	*	*	*	*
Izivakashi ziyavunyelwa ukungena okungavinjelwa futhi okuphephile ezindaweni zomphakathi	✓	✓		*	*	*	*	*
Ucingo luya tholakala endaweni yokwamukela izivakashi (umakhalakhuhwini noma ucingo)	✓	✓		*	*	*	*	*





Core Requirements

Self-Catering Accommodation

	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
Isithala nwe angaphansi kanye nendawo NOMA isithala elilawwe, isithala langaphhezulu, ingubo kanye nesithali emidla nwe ngaphezulu ngaphezulu ngokuthatha lombhede ngamunye	✓	✓					*	*
Ezinye izinto zombhede ziyatholakala uma iceliwe.	✓	✓		*	*	*	*	*
Ezinye izingubo ziyatholakala egatsheni - kuncike endaweni kanye nesikhathi sonyaka	✓	✓					*	*
Ezinye izingubo, ezivalalelwe kulineni/esikhwameni seplastiki, ziyatholakala egatsheni	✓	✓					*	*
Umbhede ngamunye unomcamelo owodwa onesikhwama sawo	✓	✓		*	*	*	*	*
Umbhede unemicamelo emibili enezikhwama zayo	✓	✓					*	*
Eminye imicamelo (engasebenzi), ivalelwe kulineni/sikhwama zeplastiki, iyatholakala egumbini lokulala	✓	✓					*	*
Eminye imicamelo iyatholakala uma iceliwe.	✓	✓		*	*	*	*	*
Imicamelo ethile iyatholakala uma iceliwe	✓	✓					*	*
<b>8 Ifenisha (iyatholakala egumbini lokulala ngalinye egatsheni ngalinye Furniture)</b>	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
Itatula eliseduze nombhede noma ishalofu, okubekwe eduze kwazo zonke indawo yokulala.	✓	✓		*	*	*	*	*
Itatula elilodwa eliseduze nemibhede engamawele livumelekile	✓	✓		*	*	*	*	*
Idesk kanye/noma itatula lokugoka elinesitulo esifanele kanye nesibuko kwedeski/ itatula lizohlinzekwa okungenani egumbini lokulala elilodwa	✓	✓					*	*
Ithesi kanye/noma itatula lokugqoka emesitulo esifanele kanye nesitulo ngaphezu kwedeski/ itatula lizohlinzekwa kuzo hlinzekwa kuwo wonke amagumbi okulala	✓	✓					*	*
<b>9 Owodilophu, Amashalofu &amp; Nendawo Yokubeka izikhwama (okukhona egumbini lokulala ngalinye egatsheni ngalinye)</b>	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
Ukuhlinzekwa kwendawo efanele yokuhengwa kwezimpahla/ uwodilophu.	✓	✓		*	*			
Ukuhlinzekwa kwendawo yokuhenga efanele evumela ukuthi kuhengwe izimpahla ngobude bazo	✓	✓				*	*	*
Uwodilophu omkhulu ngokwanele okwazi ukufaka eminye imicamelo, izingubo, njll.	✓	✓				*	*	*
Okungenani ishalofu eli-1 elifanele futhi elifanele inhloso, igumbi ngalinye.	✓	✓		*	*			
Okungenani ishalofu eli-1 ngokwendawo yokulala ngalinye	✓	✓				*		
Okungenani amashalofu avela eminye ama-2 ngokwendawo yokulala ezimithi kanye neshalofu elilodwa elivalalelwe ezimithi ezimithi zokulala ezingaphezu kwezi-2	✓	✓					*	*
Okungenani amahenga ama-5 ngokwendawo yokulala ngalinye	✓	✓		*	*	*	*	*
Ukuhlinzekwa kwamahenga athile isb. Iphagi, aweziketi, awesathini, agcwele, kanye namahenga amabhujuluke, njll.	✓	✓					*	*
Okokukhanyisa uwodilophu okufanele	✓	✓						*
Irekhi/ isitende kwezikhwama okufanele inhloso egunjini ngalinye	✓	✓					*	*
<b>10 Amakhethini &amp; Okokumboza Amawindi (kukhona egumbini lokulala ngalinye egatsheni ngalinye)</b>	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
Okokumboza amawindi kumele kube kukhulu ngokwanele ukuthi kudonsethe kalula futhi kuvale bonke ukukhulu kanye nobude bewindi	✓	✓		*	*	*	*	*
Onke amagumbi okulala aphanisi kumele abhlinzake ubumthelo ngaphelele kokwimbela ukukhanya kwemvelo	✓	✓		*	*	*	*	*

Core Requirements

Self-Catering Accommodation

		Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5
Okumboza amawindi kumele kuhlinzeke ukumboza okugcwele.	✓	✓						*	*
11 Okwenziwa kwaphansi, isilingi, ukusetha kanye nokhonisi (kukhona egumbini lokulala ngalinye legatsha ngalinye)	✓	✓						*	*
Umzamo uyenziwa ukwehlisa izinga lomlando ngokubheka usayizi kanye nendawo yesakhiwo kanye nesikhundla sesivakashi.	✓	✓			*	*	*	*	*
12 Ukuhlawula kwamazinga okuthisa & Nokushayisa ngomoya (kukhona egumbini lokulala ngalinye legatsha ngalinye)	✓	✓							
Ukushayisa ngomoya okufanele egumbini ngalinye.	✓	✓			*	*	*	*	*
Uthotho olusisiza kanye neokhanyisa okufanele iwezinga ngokwenkanyezi eselimenziswe, olungaphandlewa umuntu egatshe ni uluthi ulwe sezigeni elifunwa yisivakashi endaweni yezakhiwo futhi kuzo zonke izikhathi zonyaka.	✓	✓			*	*	*	*	*
13 Ukukhanyisa, Amandla kanye Namaswishi (kukhona egumbini lokulala ngalinye egatsheni ngalinye)	✓	✓							
Amaswishi alula afakwa emnyango wegumbi ngalinye	✓	✓			*	*	*	*	*
Okokukhanyisa okukodwa eduze nombhede egumbini lokulala ngalinye. Egumbini lokulala lamawele, okokukhanyisa okuphakathi nemibhede kuvumelekile.	✓	✓			*	*	*	*	*
Okokukhanyisa okubili eduze nemibhede yamawele.	✓	✓						*	*
Okokukhanyisa kwasezude nombhede endleleni yokulala ngalinye okubekwe eduzane lapho isivakashi esingakwazi ukufikela khona uma stilele.	✓	✓				*	*	*	*
Ukuhlinzeka kokukhanyisa okuqondile etafuleni lokugqoka/ideski (ilambu lokufunda)	✓	✓					*	*	*
Izindawo zamandla ezingasenzi futhi ezisetsenziswa uma zidingeka egumbini ngalinye	✓	✓					*	*	*
14 Izinto zikagesi (zikhona egatsheni ngalinye)	✓	✓							
Umshini wokomisa izinwele uyatholakala uma uceliwe	✓	✓							
Umshini wokomisa izinwele (ongama 1 600W) uyahlinzekwa egatsheni ngalinye	✓	✓					*	*	*
Indawo yeplagi yomshini wokomisa izinwele iseduze nesibuko	✓	✓					*	*	*
Uma kuhlinzeka umabonakude egatsheni, lokho kusho ukuthi umabonakude oseceleni uyadingeka okungenani egumbini elilodwa	✓	✓	✓						*
15 Isibuko & Nokokukhanyisa Isibuko	✓	✓							
Isibuko esivusayizi ofanele esinokokukhanyisa okufanele okungenani egumbini lokulala elilodwa	✓	✓				*			
Isibuko esigcwele esinokokukhanyisa okuqondile okungenani egumbini lokulala elilodwa/egumbini lokugeza	✓	✓					*	*	*
Isibuko esikhanyiswe kahle etafuleni lokugqoka esiseduze nendawo yeplagi okungenani embhedeni owodwa	✓	✓					*	*	*

Core Requirements

Self-Catering Accommodation

	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
16 Izinsiza (izikhona egatsheni ngalinye) okuzivutisa ezinyaneni okufanele ngokwenhloso kuyatholakala uma uceliwe, isib. Okuxosha izwanyana, mehlalome, okufundisa izwanyana, njll. kusebenza ngokwendawo kanye nesikhathi sonyaka.	✓	✓	✓	*	*	*	*	*
Umhlalondlela Wezokuvakasha Endaweni kanye Nokuzijabulisa uyenziwa ukuthi utholakele.	✓	✓	✓	*	*	*	*	*
Ulwazi maqondana namaresturenti asoduze kanye nezindawo zokuthenga ukudla luyenziwa ukuthi lutholakele.	✓	✓	✓	*	*	*	*	*
Imiyalelo yokuthi usetshenziswa kanjani umabonakude kanye nobhelo lokushisa/bokubandisa (Uma kunesidingo)	✓	✓	✓	*	*	*	*	*
<b>17 Ukuvuleka &amp; Nomcabango Jikelele</b>								
Ukungena okungavinjeliwa kuzo zonke izakhiwo zokucina ngaphakathi egumbini.	✓	✓	✓	*	*	*	*	*
Ukuba amagumbi amehlelelanisa ezinyaneni ezinyaneni kanye nokunye okungafaniyo kanye nokunye okungafaniyo okungafaniyo.	✓	✓	✓	*	*	*	*	*
Akumele kube nokuvimbela kokuhamba ngokukhululeka. Iminyango kanye namadrowa kumele kukwazi ukavuleka kanye nokuvuleka kalula ngaphandle kokusisa ifenisha.	✓	✓	✓	*	*	*	*	*
Indawo efanele evumela ukuhamba okukhululekile kanye nokunethezeka.	✓	✓	✓	*	*	*	*	*
Umbheda ngamunye uhleliwe kahle futhi uvulekile.	✓	✓	✓	*	*	*	*	*
Umbheda ngamunye uhleliwe kahle - uvuleke kahle, uvumela ukuhamba okufanele, ukunethezeka kanye nokukhululeka.	✓	✓	✓	*	*	*	*	*

	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
<b>18 Izinhlobo zamagumbi okugezela</b>								
Amagumbi okugezela engalazi emingaphandle noma elingaphandle luncane elutheni ikuphi nendawo igatsha, isib. indawo esehlathini vs indawo esecolobheni.	✓	✓	✓	*	*	*	*	*
Uma izindawo zokugezela zibekewe endaweni engaphandle negatsha, indawo yokugezela eyodwa yezivakashi eziyi-6 yamukelekile.	✓	✓	✓	*	*	*	*	*
Okungenani igumbi elilodwa lokugezela egatsheni	✓	✓	✓	*	*	*	*	*
Imagumbi amagumbi okukala amaningi kumele okungenani kumele okungenani okugeza amagumbi okugeza elilodwa kumele lide elangasese futhi libe segumbini lokulala.	✓	✓	✓	*	*	*	*	*
Imagumbi okukala amaningi okungenani kumele kumele okungenani okugeza ezi-1 elisegumbini okukala futhi amanye amagumbi okukala, ningi lamagumbi okulala angu-1,5 igumbi lokugeza ngalinye.	✓	✓	✓	*	*	*	*	*
<b>19 Ukwenziwa kwaphansi kanye Nesilingi (kuyatholakala egumbini lokugezela ngalinye egatsheni ngalinye)</b>								
Ingaphezulu elingangeni amanzi lityhlinzekwa ezindongeni, phansi kanye nakumasilingi.	✓	✓	✓	*	*	*	*	*
<b>20 Ukukhanyisa kanye Nokushayisa ngomoya (kuyatholakala egumbini lokugezela ngalinye egatsheni ngalinye)</b>								
Ukukhanyisa okulawulwa umuntu ngamunye	✓	✓	✓	*	*	*	*	*
Ukukhanya okwanele ukukhanyisa igumbi lokugezela	✓	✓	✓	*	*	*	*	*
Umthombo wokokukhanyisa okuqondene nangaphambili kuhlinzekiwe endishini yokugeza kanye nasesibukweni	✓	✓	✓	*	*	*	*	*
Ukushayisa ngomoya okwanele futhi okufanele futhi okufanele egumbini lokugezela	✓	✓	✓	*	*	*	*	*
<b>21 Ukulungisa kanye Nokufaka (kukhona egumbini lokugezela ngalinye egatsheni ngalinye)</b>								
Kukhethekile	✓	✓	✓	*	*	*	*	*

Core Requirements

Self-Catering Accommodation

Zonke izindishi, obhavu kanye namashawa kuhlizekwe namanzi anele ashisayo kanye nabandayo	✓	✓		*	*	*	*	*	*
Izindishi, obhavu kanye namashawa okuhlizeka ukuhamba kwamanzi okuqinile futhi okushintshaka kalula.	✓	✓		*	*	*	*	*	*
Amareyiji/amarekhi/amashalofu kwamathawula kwanele inani lezivakashi ezisegatsheeni unit	✓	✓		*	*	*	*	*	*
I sibuko esikhanjwe kahle kumele sibakwe ngaphezulu noma eduze kwendishi yokugeza izandla.	✓	✓		*	*	*	*	*	*
Indawo eyanele yazo zonke izivakashi.	✓	✓		*	*	*	*	*	*
Indawo evulekile ekwazi ukuhlalisa abasizi bezivakashi ngokwenani elivunyelwe yindawo yezivakashi.	✓	✓							*
Ukunakwa kwamawindi ukuqinisekisa ubumfihlo.	✓	✓	✓	*	*	*	*	*	*
Amagumbi okulala ahlanganisa i-WC (ithoyilethi) elinesihlalo nesivalo	✓	✓		*	*	*	*	*	*
Amagumbi okugezela okungenani anendishi eyodwa yokugeza izandla	✓	✓		*	*	*	*	*	*
Onke amagumbi okugezela anesikhiye sokukhiya ngaphakathi ezivalweni ngaphandle uma indawo evulelekile lkhona.	✓	✓		*	*	*	*	*	*
Lapho indawo yokugezela esendaweni evulekile, ithoyilethi kumele libe nesikhiya sokukhiya ngaphakathi noma ezindaweni zombili zesivalo.	✓	✓		*	*	*	*	*	*
Onke amathoyilethi ahlanganisa ubhovu noma ishawa (ishawa esikhundleni sobhovu nayo ivumelakile)	✓	✓		*	*	*	*	*	*
Kumele kube neshawa ezimele egatsheeni	✓	✓							*
Egumbini okulala umuntu oyelele kumele kube neshawa ezimele kanye nobhovu	✓	✓	✓						*
Egumbini okulala abantu obangaphezu koyedwa kumele kube neshawa eyodwa kanye nobhovu owordwa okungenani egatsheeni.	✓	✓	✓						*
Amakhetheini eshawa avumelekile. Kumele engabi namabala, engadabuki, engabi nambobo kanye nokungabi agugile.	✓	✓		*	*	*	*	*	*
Ishawa kumele ibe nesikrini (amakhetheini eshawa awavumelekile)	✓	✓							*
Ilhuka lezimpahla.	✓	✓		*	*	*	*	*	*
Amahuka amabijili ahlukeno	✓	✓							*
<b>22 Okokwesula (ukhona egumbini lokugezela ngalinye egatsheeni ngalinye)</b>	<b>Kukhethekile</b>	<b>Kuhlanganyelwe</b>	<b>Akungeni</b>	<b>Inkanyezi e-1</b>	<b>Inkanyezi e-1</b>	<b>Inkanyezi e-1</b>	<b>Inkanyezi e-1</b>	<b>Inkanyezi e-1</b>	<b>Inkanyezi e-1</b>
Umata wokugeza uhlizekile.	✓	✓		*	*	*	*	*	*
Umata wokwesula	✓	✓							*
Amathawula ehlanzekile, amunca amanzi okugeza ahlinzekiwe ngokwegumbi okulala	✓	✓		*	*	*	*	*	*
Amathawula okusula izandla ahlanzekile futhi amunca amanzi kanye namathawula okugeza amakhulu ahlinzekiwe ngokwegumbi okulala ngalinye	✓	✓							*
Ithawula lezandla elimunca amanzi, ehlanzekile, amashidi ama-2 okugeza (noma ithawula lokugeza kanye neshidi lokugeza) futhi ingubo yokugeza (ihlinzekiwe umuntu ngamunye (izivakashi esisha sithola ingubo entsha)	✓	✓							*
<b>23 Inzisa (ikhona egumbini lokugeza ngalinye egatsheeni ngalinye)</b>	<b>Kukhethekile</b>	<b>Kuhlanganyelwe</b>	<b>Akungeni</b>	<b>Inkanyezi e-1</b>	<b>Inkanyezi e-1</b>	<b>Inkanyezi e-1</b>	<b>Inkanyezi e-1</b>	<b>Inkanyezi e-1</b>	<b>Inkanyezi e-1</b>
Okokumboza isivalo sesihlalo sethoyilethi kanye namasethi omata akuvumelekile	✓	✓							*
Inisipho egoqile, evaliwe kanye/noma nensipho ewuketshezi kuhlizekile	✓	✓		*	*	*	*	*	*



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	Kukhethakile	Kuhlanganyelwe	Akungeni	Inkanyez e-1	Inkanyez e-2	Inkanyez e-3	Inkanyez e-4	Inkanyez e-5	Inkanyez e-6	Inkanyez e-7	Inkanyez e-8	Inkanyez e-9	Inkanyez e-10
ifeni yokuphila umoya	✓	✓	✓	*									*
ifriji encane enedawo yeqhwa	✓	✓	✓	*	*								*
ifriji enedawo yeqhwa	✓	✓	✓										*
Umshini wokugeza izitsha	✓	✓	✓										*
Umgqomo ombanzi wokulahla udoti, onento ngaphakathi	✓	✓	✓	*	*								*
Iketela (akudingeki ukuthi kube elikagesi)	✓	✓	✓	*	*								*
Itoستا	✓	✓	✓	*	*								*
Ibhlenda	✓	✓	✓										*
Umshini wekhofi	✓	✓	✓										*
<b>30 Izitsha kanye namabhodwe</b>													
Izipuni, izimfofelo, izipuni zedizithi kanye nezipuni ezincane okwanele izivakashi ezisegatsheni	✓	✓	✓	*	*								*
Ibhokisi lezipuni noma okokuhlukanisa ishalofu	✓	✓	✓										*
Izingilazi zokuphuza - Ezanele inani lezivakashi sezizono egatsheni	✓	✓	✓	*	*								*
Amapuleti edina, amapuleti asiceni, izitsha kanye nemaki yekhofi/yetiye noma inkomishi yetiye kanye nesoco kwanele inani lezivakashi ezisegatsheni	✓	✓	✓	*	*								*
Amabhodwe ama-2/ amasosipani ahlukenegokosayizi	✓	✓	✓	*	*								*
Amabhodwe ama-3 noma ngaphezulu/ amasosipani ahlukenegokosayizi (amanycane, aphakathi kanye namakhulu)	✓	✓	✓	*	*								*
Ipani lokuthosa	✓	✓	✓										*
Amapani ama-2 noma ngaphezulu awosayizi abehlukene	✓	✓	✓										*
Ithibhoti	✓	✓	✓	*	*								*
Izitsha sikashukela	✓	✓	✓	*	*								*
Isethi yezinongo	✓	✓	✓	*	*								*
Amagilavu kahhavini noma okufanayo	✓	✓	✓	*	*								*
Indwangu yetafula noma omata (okwanele izivakashi ezisegatsheni)	✓	✓	✓	*	*								*
Isthibe sokusika (esakhiwe ngento ehlazekile, engangeni manzi)	✓	✓	✓	*	*								*
Izitsha sesaladi	✓	✓	✓	*	*								*
Okokuphala amasaladi	✓	✓	✓	*	*								*
Ithileyi lokosa	✓	✓	✓	*	*								*
Izipuni sokhuni noma okufanayo	✓	✓	✓	*	*								*
Iinto yokuhlenganisa	✓	✓	✓										*
Ummese wesinkwa	✓	✓	✓	*	*								*
Ummese wokucwecwa	✓	✓	✓	*	*								*

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Ummese wenyama (noma okufanayo)	✓	✓	*	*	*	*	*	*	*	*
Ispuni sokuphaka	✓	✓	*	*	*	*	*	*	*	*
Okokuphatha amaqanda/ i-spatula	✓	✓	*	*	*	*	*	*	*	*
Intlo yokuphendula inyama uma kunesakhiwo sokushisa inyama	✓	✓	*	*	*	*	*	*	*	*
Igretha	✓	✓	*	*	*	*	*	*	*	*
Okokucweca izithelo	✓	✓	*	*	*	*	*	*	*	*
Istisha sokuhlanganisa	✓	✓	*	*	*	*	*	*	*	*
Izitsha zokuhlanganisa ezingaphezu kwesi-1	✓	✓	*	*	*	*	*	*	*	*
Ikholenda	✓	✓	*	*	*	*	*	*	*	*
Iispuni esinezimbobo	✓	✓	*	*	*	*	*	*	*	*
Iispuni eside esiyinkomishana	✓	✓	*	*	*	*	*	*	*	*
Ujeke	✓	✓	*	*	*	*	*	*	*	*
Istisha sokugcina (ngaphezu kwesi-1)	✓	✓	*	*	*	*	*	*	*	*
<b>31. Izinto zokuhlaza kanye nolondolo</b>	<b>Kukhethekile</b>	<b>Kuhlanganyelwe</b>	<b>Akungeni</b>	<b>Inkanyezi e-1</b>	<b>Inkanyezi ezi-2</b>	<b>Inkanyezi ezi-3</b>	<b>Inkanyezi ezi-4</b>	<b>Inkanyezi ezi-5</b>	<b>Inkanyezi ezi-6</b>	<b>Inkanyezi ezi-7</b>
Ithawula letiye	✓	✓		*	*	*	*	*	*	*
Ibhulashi noma isipontshi sokuwasha	✓	✓		*	*	*	*	*	*	*
Indwangu yendishi	✓	✓		*	*	*	*	*	*	*
Izinto ezisuselileyo zokuhlaza (okuhlanganisa izinto zokuhlaza izitsha uma umsim wokuhlaza izitsha uhlazile noma uhlazile ngokuhlazile uma uhlazile ngokuhlazile)	✓	✓	✓	*	*	*	*	*	*	*
Iidastipari kanye nebhulashi	✓	✓		*	*	*	*	*	*	*
Umsheyelo (noma okokuhlaza okuhlazekiwe)	✓	✓	✓	*	*	*	*	*	*	*
Ibhakede elinemophu (noma okokuhlaza okuhlazekiwe)	✓	✓	✓	*	*	*	*	*	*	*
I-ayina kanye nebhodi loku-ayina (noma ulondolo)	✓	✓	✓	*	*	*	*	*	*	*

**32. Iigumbi lokuhlala, igumbi lokudla kanye nendawo yokuhlala ngaphandle**

<b>Ukusebenza ngokohlotskana</b>	<b>Kukhethekile</b>	<b>Kuhlanganyelwe</b>	<b>Akungeni</b>	<b>Inkanyezi e-1</b>	<b>Inkanyezi ezi-2</b>	<b>Inkanyezi ezi-3</b>	<b>Inkanyezi ezi-4</b>	<b>Inkanyezi ezi-5</b>	<b>Inkanyezi ezi-6</b>	<b>Inkanyezi ezi-7</b>
<b>Iifenishta kanye Nokufaka</b>	✓	✓		*	*	*	*	*	*	*
Indawo yokuhlala yangaphakathi noma yangaphandle ekwazi ukuhlazeka ngendawo yokulala	✓	✓		*	*	*	*	*	*	*
Indawo yokuhlala yangaphakathi ehlinzeka ngendawo yokulala	✓	✓	✓	*	*	*	*	*	*	*
Indawo yokuhlala yangaphandle ekwazi ukuhlazeka ngendawo yokulala	✓	✓	✓	*	*	*	*	*	*	*
Izakhiwo zangaphakathi zokudlela (ezihlinzeka ngendawo yokulala)	✓	✓		*	*	*	*	*	*	*
Iifenishta yeplastiki aywumelekile	✓	✓		*	*	*	*	*	*	*

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	✓	✓						*
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Ukunakelwa kwamawindi ukuqinisekisa ubumfihlo



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Ukwenziswa kwaphansi, isilingi & Nokhonisi	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi ezi-inkanyezi ezi-	Inkanyezi ezi-inkanyezi ezi-
Umzamo ofanele uyenziwa ukwehlisa izinga lomshindo ngokubheka usayizi kanye nendawo yesakhiwo kanye nezinga lesivakashi.	✓	✓		*	*	*
<b>34 Ukulawulwa kwamazinga okushisa</b>	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi ezi-inkanyezi ezi-	Inkanyezi ezi-inkanyezi ezi-
Uhlelo lokushisa kanye nokubandisa olufanele ngokwezinga lwenkanyezi efanele isicelo, lungalawulwa umuntu ngokwegatsha ngalinye ukuthi lube yilokho okufunwa yisivakashi ngokwendawo yesakhiwo futhi ngazo zonke izikhathi zonyaka.	✓	✓		*	*	*
<b>35 Izakhiwo zokuzijabulisa</b>	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi ezi-inkanyezi ezi-	Inkanyezi ezi-inkanyezi ezi-
Laplo omanakude bengalinxenye emagaziseni, kumele kubekwe nomalona kwile owusayizi ofanele ovelwe emlaweni yomthala olungeneleka ra ura kuyona onokuhlala okunethezekile.	✓	✓	✓	*	*	*
Iphaneli elinganayo, umabonakude osizingeni eliphhezulu egatsheni ngalinye, onerimothi ongama-inishi angama-32 ubukhulu (uma kufanele imakethe)	✓	✓	✓	*	*	*
Laplo behlinzekiwe, omabonakude kumele babekwe endaweni efanele futhi babe bakhulu ngokwanele ukuthi isikrini sibonakale	✓	✓	✓	*	*	*
Qaphela: Iaplo kugredwa omabonakude abanikazi/ abasebenzisi bayagqoguzelwa ukuthi bathenge omabonakude abasezingeni eliphhezulu abahlizeka ngokukwazi ukubuka ngokwe-Intanethi abawusayizi ofanele ukubuka ngokunethezekile.	✓	✓	✓			
Abakuhlaleki ukuveza amashaneli akhona kuphela	✓	✓	✓	*	*	*
Amashaneli amaningi (amashaneli ayi-9) akhona egumbini ngalinye. Ukukhethwa kwamashaneli fanele kube okulungile ngokwemakethe.	✓	✓	✓		*	*
Amashaneli amaningi (amashaneli ayi-12) akhona egumbini ngalinye. Ukukhethwa kwamashaneli fanele kube okulungile ngokwemakethe.	✓	✓	✓		*	*
Amashaneli amaningi (amashaneli ayi- > 12) okuhlanganisa nezimitho zomsakazo ezikhona egumbini ngalinye. Ukukhethwa kwamashaneli fanele kube okulungile ngokwemakethe	✓	✓	✓		*	*
u-Wi-Fi ukhona kuyo indawo esakhiweni (izindawo zomphakathi kanye namagumbi ezivakashi). Ngaphandle uma ungedonsi	✓	✓	✓		*	*
Omabonakude babekwe endaweni efanele futhi babe bakhulu ngokwanele ukuthi isikrini sibonakale endaweni yokuhlala	✓	✓	✓	*	*	*
Iplagi yamandla amaningi iyatholakala uma icelwe.	✓	✓	✓	*	*	*
Iplagi ehangansiwe yamandla amaningi enemibobo ye-USB kanye namapoyinti eplagi kuhlinzekiwe egatsheni ngalinye - kutholakala kabula	✓	✓	✓		*	*
<b>F: Izindawo zomphakathi (kuhlanganisa zonke izindawo ezitholakalayo zomphakathi, okuhlanganisa izindawo zokuphumula, amabha, izindawo zokwamukela izivakashi, amagumbi/ izindawo zokuzijabulisa, njll.)</b>						
<b>36 Ukuhlola</b>	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi ezi-inkanyezi ezi-	Inkanyezi ezi-inkanyezi ezi-
Ukusetshenziswa kwezinto ezihlelwayo kanye nobuciko.		✓	✓		*	*
Izakhiwo ezihlelwayo, izinto ezihlelwayo kanye nobuciko.		✓	✓			*
<b>37 Iifenisha kanye Nokufaka</b>	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi ezi-inkanyezi ezi-	Inkanyezi ezi-inkanyezi ezi-
<b>38 Ibhata, Indawo yokuphumula &amp; Izindawo zokuhlala</b>	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi ezi-inkanyezi ezi-	Inkanyezi ezi-inkanyezi ezi-
Onke amabha, izindawo zokuphumula kanye nezindawo zokuhlala kumele kube namatafula, izitulo kanye nengaphezulu okufanele.		✓	✓	*	*	*

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39	Zonke izindawo zokuhlala kumele zibe usayizi ovumelekile futhi zibe nefenisha ukulinzeka indawo efanele ukuthi izivakashi zihambe phakathi kwayo.	Kukhethekile	✓	Akungeni	*	*	*	*	*	*
40	Ukwenziswa kwaphansi, isilingi, Ukusetha & Nokhonisi Umqamo ofanele uyenziwa ukwehlisa izinga lomsindo ngokubheka usayizi kanye nendawo yesakhiwo kanye nezinga lesivakashi.	Kukhethekile	✓	Akungeni	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1
41	Ukukhanyisa, Ukushisa/ Ukubandisa & Nokushayisa ngomoya Amazinga amelekile okukhanyisa abekwe ngokufanele ukuzinza nokusezingeni eliphezulu nokusezingeni eliphuzo nokukhanyisa okwanele ezitebhisini naphansi.	Kukhethekile	✓	Akungeni	*	*	*	*	*	*
42	Ukukhanyisa, Ukushisa/ Ukubandisa & Nokushayisa ngomoya Ukukhanyisa okwanele okusezingeni eliphezulu nokusezingeni eliphuzo nokukhanyisa okwanele ezitebhisini naphansi.	Kukhethekile	✓	Akungeni	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1
43	Ukwenziswa kwaphansi, isilingi & Nokhonisi Umqamo ofanele uyenziwa ukwehlisa izinga lomsindo ngokubheka usayizi kanye nendawo yesakhiwo kanye nezinga lesivakashi.	Kukhethekile	✓	Akungeni	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1
44	Ukwenziswa kwaphansi, isilingi & Nokhonisi Umqamo ofanele uyenziwa ukwehlisa izinga lomsindo ngokubheka usayizi kanye nendawo yesakhiwo kanye nezinga lesivakashi.	Kukhethekile	✓	Akungeni	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1
45	Ukwenziswa kwaphansi, isilingi & Nokhonisi Umqamo ofanele uyenziwa ukwehlisa izinga lomsindo ngokubheka usayizi kanye nendawo yesakhiwo kanye nezinga lesivakashi.	Kukhethekile	✓	Akungeni	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1
46	Ukwenziswa kwaphansi, isilingi & Nokhonisi Umqamo ofanele uyenziwa ukwehlisa izinga lomsindo ngokubheka usayizi kanye nendawo yesakhiwo kanye nezinga lesivakashi.	Kukhethekile	✓	Akungeni	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1
47	Ukwenziswa kwaphansi, isilingi & Nokhonisi Umqamo ofanele uyenziwa ukwehlisa izinga lomsindo ngokubheka usayizi kanye nendawo yesakhiwo kanye nezinga lesivakashi.	Kukhethekile	✓	Akungeni	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1
48	Ukwenziswa kwaphansi, isilingi & Nokhonisi Umqamo ofanele uyenziwa ukwehlisa izinga lomsindo ngokubheka usayizi kanye nendawo yesakhiwo kanye nezinga lesivakashi.	Kukhethekile	✓	Akungeni	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1

G: Isakhiwo Sokudla & Neziphuzo (uma sikhona)										
Applicability per Sub-Category										
	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi e-2	Inkanyezi e-3	Inkanyezi e-4	Inkanyezi e-5	Inkanyezi e-1	Inkanyezi e-2
44	✓	✓	✓	*	*	*	*	*	*	*
45	✓	✓	✓	*	*	*	*	*	*	*
46	✓	✓	✓	*	*	*	*	*	*	*
47	✓	✓	✓	*	*	*	*	*	*	*
48	✓	✓	✓	*	*	*	*	*	*	*

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	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3	Inkanyezi ezi-4	Inkanyezi ezi-5
49	Ikhwalithi Yokudla kanye Nokulungiswa kwakho Konke ukudla kulungiswe kahle futhi kwaphakwa emazingeni okushisa afanele Umhluzo owenzelwe ukudla okwahlukene Ukudla okwahlukene okusezingeni eliphezulu kanye nokulungiswa kwakho okusezingeni lomhlaba.	✓ ✓ ✓	✓ ✓ ✓	* * *	* * *	* * *	* * *	* * *
50	Izinga Lesidlo sasekuseni kanye nokulungiswa kwakho Isidlo sasekuseni esihlinzekwa ngokwamukela uhlobo lwazireli, isinkwa kanye namaqhondimenti. Ukudla okwahlukene okulungile okushisayo kanye nokubandayo kuhlizekela isidlo sasekuseni (isb. isidlo sasekuseni kumde shlanganisa izinto ezint-5; isidlo sasekuseni esibandayo singahlanisa isiriyeli, isinkwa, inyama ebandayo, izithelo kanye noshizi) nokunye okuhambisanayo okukhethiwe. Ukudla okusezingeni eliphezulu okushisayo kanye nokubandayo kukhona esidlwini sasekuseni futhi kulethwa ngezanga eliphezulu. Izivalasini zihlinzekwa ngezithobozo ezimngi zezimfela zoluphekwa kwamaqanda, okuhlanganisa ukuthoswa, ukuthoswa evuliwe, ukuthoswa evuliwe nanye nokuthosa okungavuthiswa. Konke ukudla kwenziwe kahle futhi kuphakwe esimeni sokushisa esifanele. Imihlinzeko yenzelwe ukudla okwahlukene	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	* * * * * * * * *	* * * * * * * * *	* * * * * * * * *	* * * * * * * * *	* * * * * * * * *
<b>IH: izisiza ezejwayekile kanye nonsebenzi</b>								
51	Ukwamukela, Ubungani kanye Nendlela Yokuziphatha Umsebenzi wenziwa ngokwezifiso kanye nokubekwa kwayo yonke iminingwane kulindlekile.	✓	✓	* *	* *	* *	* *	* *
52	Ukubukeka Kwabasebenzi Izisebenzi ezisebenzayo kumele zibukeke njengochwepheshe futhi zihlanzekile. Izisebenzi ezisebenzayo zigqoka amabheji anamagama azo ngazo zonke izikhathi	✓ ✓	✓ ✓	* *	* *	* *	* *	* *
53	Indawo yokwamukela izivakashi / Ukubingelelana & Nokuhlangana Izivakashi zihlangabezwa omele isakhwi ongunya Ukuhlangana kanye nokulungiselela okuhluzelwa egaisi nemi noma ekuptatameni, iniawo yokwamukela izivakashi. Ukusebenza amalora angaphezu kwajwayekile kuyahluzekwa.	✓ ✓	✓ ✓	* *	* *	* *	* *	* *
54	Ukugcina, Ukugcina, Ukuphuma & Nonsebenzi wenjwayelo Ukugcina kwakhiwa esifanele sokugcina indawo kanye nokugcina, okuhlanganisa ukuthatha amarekhodi esilalashi kanye nokuphendula imibuzo yezivakashi. Lonke ulwazi oluhlinzekwe ezivakashini okuhlanganisa isakhwi sempahla, izakhiwo ezikhona kanye nenqubo yokuphuma ngezimo eziphuthumayo, njl. Iphapha lesikweletu kumele libe neminingwane efanele futhi libhalwe ngokugqamile futhi lichazwe.	✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓	* * * * *	* * * * *	* * * * *	* * * * *	* * * * *

Core Requirements

Self-Catering Accommodation

Ulondolo	Kukhethekile	Kuhlanganyel we	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3
Izakhiwo zikalondolo zihlinzekiwe kanye nezakhiwo zokomisa (egatsheni noma endaweni yomphakathi)	✓	✓	✓		*	
Umsihini wokuhlamba izimpahla esiqophelweni eliphezulu kanye nomshini wokomisa izimpahla kuyadingeka egatsheni ngalinye NOMA ezokuhlamba zihlinzekiwe NOMA isakhiwo somphakathi esiseqophelweni eliphezulu (okunemishini yokuhlamba izimpahla ayanele)	✓	✓	✓			*

I: Ukuginwa kwendlu

Ukusebenza ngokohlotshana						
	Kukhethekile	Kuhlanganyel we	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3
56 Amagumbi okulala kanye namagumbi okugazela						
Izivakashi zizoshiwa ngesikhathi/ngaphambi kokuqalwa kwenqubo yokuhlamba	✓	✓		*	*	*
Abahlanzayo bakhona egatsheni njalo	✓	✓				*

J: Ilondolo yomphakathi kanye Nendawo Zokomisa Izimpahla (uma kukhona)

Ukusebenza ngokohlotshana						
	Kukhethekile	Kuhlanganyel we	Akungeni	Inkanyezi e-1	Inkanyezi ezi-2	Inkanyezi ezi-3
57 Uhlolo Lolondolo kanye Nezindawo Zokomisa Izimpahla						
Lolondolo kumde babe nendawo eyanele ukuvumela ukuhlamba kwezivakashi kanye nokukwazi ukufinyelela kuyo yonke indawo		✓	✓	*	*	*
Indawo yolondolo ifihlekile ayibonwa umphakathi jikelele futhi ivaliwe.		✓	✓	*	*	*
58 Ukulungiswa kanye Nokufaka						
Umsihini wokuhlamba izimpahla kuyadingeka egatsheni ngalinye NOMA ezokuhlamba zihlinzekiwe NOMA isakhiwo somphakathi esiseqophelweni eliphezulu (okunemishini yokuhlamba izimpahla ayanele)		✓	✓	*	*	*
Imyale o ezacile yokusebenza yonke imishini kanye nempahla okunemishini yokuhlamba izimpahla kuyadingeka egatsheni ngalinye NOMA ezokuhlamba zihlinzekiwe ngokucacile.		✓	✓	*	*	*
Isichamlilo esifanele esiqokoke futhi esifanele imililo yasekhisini kumde sibekwe eduze noma endaweni yokungena esakhiweni.		✓	✓	*	*	*
Okungenani ingaphezulu elilodwa lokusebenza lokulungisa kanye nokugqoka izimpahla kumde lihlinzekwe		✓	✓	*	*	*
Amandla kagesi akhona endaweni kalondolo		✓	✓	*	*	*
Amabhodi oku-ayina ahlinzekiwe endaweni kalondolo		✓	✓	*	*	*
Amapayipi angaphansi kukasinki wokuhlamba izimpahla kumde asikrinwe ngokufanele futhi amapayipi amanzi kumde engabonakali.		✓	✓	*	*	*
59 Ukushayisa ngomoya kanye nokukhanyisa						
Okokukhanyisa okufanele kuzo zonke izindawo		✓	✓	*	*	*
Amaswishi okukhanyisa abekwe endaweni yokungena esakhiweni		✓	✓	*	*	*
Uma ebekwe endaweni ezalekile, kumde kube nendawo yangaphandle yokuvula iwindi. Noma, ukushayisa ngomoya kwesakhiwo kumde kuhlinzekwe		✓	✓	*	*	*
59 Izindonga: ukuthayela kanye nokupenda						
Zonke izindonga zipendiwe noma zifakwe amathayili		✓	✓	*	*	*

Core Requirements

Self-Catering Accommodation

	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyesi e-1	Inkanyesi ezi-2	Inkanyesi ezi-3	Inkanyesi ezi-4
60	Ukwenziwa kwaphansi kanye nesilingi						
	Ingaphezulu elivimbela amanzi ihlinzekiwe ezindongeni kanye nakumasingi. Ukwenziwa kwaphansi kuzofakwa into eyenza ukuthi kungashibiliki.	✓	✓	*	*	*	*
	Isilingi ifakiwe. Indlu efuleliwe ngotshani ayihlengi ohlwini lwezindlu ezidinga isilingi	✓	✓				
<b>K: izindawo zomphakathi zokushisa inyama kanye namabhoma (uma kukhona)</b>							
<b>Ukusebenza ngokholotshana</b>							
61	Ukulungiswa kanye nokufaka	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyesi e-1	Inkanyesi ezi-2	Inkanyesi ezi-3
	Indawo yokushisa inyama kanye namabhoma kumele kubonakale futhi Braai kube nento yokumboza indawo yokushisa inyama efanele		✓	✓	*	*	*
	Indawo yokushisa inyama ihlanzwa njalo ngosuku		✓	✓	*	*	*
	Amagridi okushisa inyama ahlinzekiwe		✓	✓	*	*	*
	Izinsiza zokushisa inyama zihlinzekiwe (amathongi, izimfologo, amarekhe amalahle, njll.)		✓	✓	*	*	*
	Izinto zokuhlala zihlinzekiwe (zanele usayizi wendawo yokushisa inyama/ibhoma)		✓	✓	*	*	*
	Itarfula/ ingaphezulu lokusebenza kuhlinzekiwe (kwanele usayizi wendawo yokushisa inyama/ ibhoma)		✓	✓	*	*	*
62	Ukushayisa ngomoya kanye nokukhanyisa	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyesi e-1	Inkanyesi ezi-2	Inkanyesi ezi-3
	Ukwakhiwa kwebhoma kanye nemidawo yokushisa inyama kumele kuvumele ukushayisa ngomoya okwanele kanye nokuphuma kwenutshu yenyama eshisiwe		✓	✓	*	*	*
	Ukukhanya okwanele kuzo zonke izindawo		✓	✓	*	*	*
	Amaswishi yokukhanyisa abekwe endaweni yokungena esakhiweni		✓	✓	*	*	*
63	Ukwenziwa kwaphansi	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyesi e-1	Inkanyesi ezi-2	Inkanyesi ezi-3
	Ukwenziwa kwaphansi kumele kuba okufanele inhloso		✓	✓	*	*	*
<b>L: Izakhiwo zokuzijabulisa (isb. igumbi lemidlalo, igumbi le-TV, njll. okuhlanganisa nemishini) (uma kukhona)</b>							
<b>Ukusebenza ngokholotshana</b>							
64	Ukulungisa, Ukufaka kanye Nempahla	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyesi e-1	Inkanyesi ezi-2	Inkanyesi ezi-3
	Uma izakhiwo zokuzijabulisa zikhona, kumele zibe nempahla efanele		✓	✓	*	*	*
	Izakhiwo kumele zibekwe endaweni eseduze futhi zibe sesimeni esihle		✓	✓	*	*	*
	I-TV esebenzayo yesthombe esimbalabala enerimothi		✓	✓	*	*	*
	Umabonakude ongusayizi ofanele igumbi/ indawo yokuhlala		✓	✓	*	*	*
	Ukutholekala kwendawo yokudonsa yamashaneli		✓	✓	*	*	*
	Amashaneli amaningi (okungenani amashaneli ayi-9 ubuncane) atholakayo ku-TV. Ukuqokwa kwamashaneli kumele kuhambisane nezezimakethe		✓	✓	*	*	*
	Amashaneli amaningi okungenani amashaneli ayi-12 ubuncane atholakayo ku-TV ngayinye. Ukuqokwa kwamashaneli kumele kuhambisane nezezimakethe ezihlinzekwayo		✓	✓	*	*	*
	Amashaneli amaningi (amashaneli ayi >12) atholakayo ku-TV ngayinye. Ukuqokwa kwamashaneli kumele kuhambisane nezezimakethe ezihlinzekwayo		✓	✓	*	*	*



## Self-Catering Accommodation

## Core Requirements

	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1
70 Ukushayisa umoya kanye nokukhanyisa zonke izindawo zokuhlala, amabhonilela-31010, nj. Kumele kushayiswe ngomoya ngo-1/anelengo luwulwa kwamawindif maqonilana nomoya ovulelelile noma uhlelo lokushayisa ngomoya olufanele kumele luhlirzekwe		✓	✓	*	*	*	*	*	*
Ukukhanyisa okufanele kuzo zonke izindawo		✓	✓	*	*	*	*	*	*
71 Izindonga: Amathayili kanye nokupenda Zonke izindonga zipendiwe futhi/noma zifakwe amathayela	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1
		✓	✓	*	*	*	*	*	*
72 Ukwenziwa kwaphansi kanye nesilingi Kumele phansi kwenziwe ngendlela efanele inhliso	Kukhethekile	Kuhlanganyelwe	Akungeni	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1	Inkanyezi e-1
		✓	✓	*	*	*	*	*	*



## planning, monitoring & evaluation

Department:  
Planning, Monitoring and Evaluation  
REPUBLIC OF SOUTH AFRICA

### SOCIO-ECONOMIC IMPACT ASSESSMENT AND QUALITY ASSURANCE SIGN- OFF FORM

This is to confirm that:

1. The Department of Planning, Monitoring and Evaluation (DPME) has assessed the Socio-Economic Impact Assessment (SEIAS) Report as per the following:
  - \* Initiating Department : Tourism
  - \* Name : National Grading System for Tourism
  - \* Type of Assessment : Final Impact Assessment
2. The initiating department has been given feedback and incorporated all inputs as contained in the Final Socio-Economic Impact Assessment Report.
3. Permission is granted to proceed with submission of the above proposed National Grading System for Tourism for further authorisations within the Department.
4. Verified and signed off by DPME-SEIAS Unit:

#### Official Stamp and Date







# planning, monitoring & evaluation

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Department:  
Planning, Monitoring and Evaluation  
**REPUBLIC OF SOUTH AFRICA**

**SOCIO-ECONOMIC IMPACT ASSESSMENT SYSTEM (SEIAS)**  
**FINAL IMPACT ASSESSMENT TEMPLATE (PHASE 2)**  
**JULY 2016**

## The Final Impact Assessment on Tourism Grading System

The Final Impact Assessment provides a more detailed assessment of the ultimately policy/legislative/ regulations/ other proposal. In addition, it identifies (a) mechanisms for monitoring, evaluation and modification as required; and (b) a system for managing appeals that could emerge around the implementation process.

### 1. The problem Statement/ Theory of Change

1.1. Give summary of the proposal, identifying the problem to be addressed and the root (causes) of the problem that will be addressed by the new rule.

a) Summary of the proposal (Summary Background of the proposed policy/bill/ regulations/ other)

Section 28 (1) of the Tourism Act, 2014 requires the Minister to develop a national grading system for tourism with a view to maintain or enhance the standards and quality of tourism services, facilities and products. The Tourism Grading Council of South Africa was established in terms of Section 29 of the Tourism Act to implement and manage the national grading system for tourism. The Tourism Grading Council is the only recognized organization that authorizes accommodation establishments to display Quality Stars.

As the tourism industry is competing globally, the grading system thus ensures South Africa's international competitiveness as a tourism destination of choice. Furthermore, the grading system ensures that South African accommodation that is benchmarked for global competitiveness is of high quality and standard.

The problem that we are trying to address is review of the grading criteria to ensure the grading system's upkeep with international system for benchmarking. Furthermore the Tourism Grading Council of South Africa wants to increase the number of graded establishments to ensure quality standards is adhered to by all establishments in South Africa in turn we are seen as value for money destination.

b) Problem/s and root causes that the proposal is trying to address

Identified Problem	Root causes
Relevance of the star grading system within the Tourism. There is an inherent need of the star grading status in South Africa to ensure that South Africa offers quality accommodation. Absence of a star grading	The current Grading Criteria is out dated. The Criteria guides the sector on minimum standards applicable in order for destination South Africa to remain competitive. The grading criteria is reviewed every 3 years, this

Identified Problem	Root causes
<p>system in South Africa will therefore compromise the of the hospitality sector in South Africa.</p>	<p>is to ensure that the criteria remains relevant with international system for benchmarking. The effects of globalization on the hospitality industry trends, consistent changes to world economies affects the quality of accommodation and relevance therefore of the grading system.</p>
<p>Absence of grading system as well as outdated grading criteria that has no relevance to the current trends and current traveller.</p>	<p>Irrelevance of the current Grading Criteria to both travellers and hospitality establishments. The grading systems have to adopt new models that integrates both guest reviews as well as attributes that are reflective of the traveller demands.</p>
<p>Emergence of new establishment types relevant to today's traveller are not catered for in the old criteria which is currently in use. Emergence therefore of the new demand for these types of establishments is therefore attributed due to traveller demand.</p> <p>The emergence of new establishments need for criteria review as the current offering does not cater for the traveller demand therefore criteria review is vital to ensure relevance to other categories.</p>	<p>New properties with new categories are not catered for with the current criteria however are accommodated with the new criteria to ensure competitive advantage, as establishments are incorporating unique experiences that attract their desired target audience. These include further market segmentation of accommodation establishments with niche offerings such as wedding venues, providing child friendly facilities, cycling routes, spa's etc.</p>
<p>Consumer demand for sustainable practices by hospitality establishment, the current criteria does not encourage this demand. Certain sustainability practices could be considered universal in the hospitality</p>	<p>Lack of support to these initiatives and educating graded establishments on this will affect the meeting demand of consumers.</p> <p>There is an increase in traveller demand for tourism establishments that practice</p>

Identified Problem	Root causes
<p>industry; it is common practice to conserve water and ensuring that eco-friendly initiatives are practiced.</p>	<p>responsible tourism. Most source markets as defined by South African Tourism Strategic Research and Insights Unit, note that responsible tourism is a high priority for travellers from these markets. The current criteria does not recognize environmental sustainability efforts however the new criteria does recognize responsible practices by establishments. Cape Town and other parts of South Africa is currently experiencing water crises as well as energy provision are current challenges that could be minimised if more accommodation establishment practiced responsive business practices.</p>
<p>Rampant illegal use of stars by ungraded and previously graded establishments.</p>	<p>Star grading in South Africa is a voluntary system. Due to the levy required to participate in the system, establishments seek notable value in order to warrant participation in the system.</p>

1.2. Describe the intended outcomes of the proposal

- a) Implementation of the new grading criteria to confirm to international standards.
- b) Graded properties in South Africa will benefit as they will have competitive advantage to ungraded properties.
- c) The implementation of new grading criteria will conform with the emerging accommodation forms.

1.3. Describe the groups that will benefit from the proposal, and the groups that will face the cost. These groups could be described by their role in the economy or in society. As a minimum, consider if there will be specific benefits or costs for the poorest households (earning R 7000 a month or less); for black people, youth or women; for

small and emerging enterprise; and /or for rural development. Add more rows if required

<b>Groups that will benefit</b>	<b>How will they benefit?</b>
Tourists (Domestic and International)	Tourists demand for a variety of categories, unique experiences and quality accommodation will be catered for.
Graded establishments	Properties will be able to keep up to international standards; properties will also have the ability to position their establishments in niche sectors using accolades as an additional benefit.
Graded establishments (SMMEs)	Properties will remain relevant with the latest traveller demands and are able to also to position the offering to what is also offered by more established properties.
Establishments with niche offerings such as wedding venues, cycling facilities	The additional grading segmentation allows for recognition of niche quality experiences for travellers. This introduction will assist travellers in sourcing more specific establishments to meet very specific needs. The introduction of accolades will widen the appeal of grading to more consumers.
Responsible associations	Best practice practices are addressed, recognition of environmentally friendly initiatives will be introduced.

<b>Groups that will bear the cost or lose</b>	<b>How will they incur the costs or lose?</b>
Ungraded establishments Graded properties	Ungraded properties will miss out on the opportunity to attract more travellers and meet traveller demands and upkeep to the latest standards and trends. Graded properties that wish to change categories will incur costs, properties that wish to apply for Responsible grading will also incur costs to qualify.

1.4. Describe the behaviour that must be changed, main mechanisms to achieve the necessary changes. These mechanisms may include modifications in decision making process systems; changes in procedures; educational work; sanctions; and or incentives. Also identify groups inside or outside government whose behaviour will have to change to implement the proposal. Add more rows if required.

<b>Groups inside Government</b>	<b>Behaviour that must be changed (Current Behaviour)</b>	<b>Main mechanism to achieve the necessary changes</b>
All government departments Travel booking agencies private and public sector.	Continued partial or non-use of graded establishments.	Ungraded properties on the Central Supplier Database to be used as leads for TGCSA and search for graded properties would be easier when they will be flagged as graded on CSD.

1.5. Report on consultations on the proposal with the affected government agencies, business and other groupings. What do they see as the main benefits, costs and risks? Do they support or oppose the proposal? What amendments do they propose? And have these amendments been incorporated in your proposal?

Table on consultations:

Affected Stakeholders	What do they see as main <u>benefits</u> , <u>costs</u> and <u>risks</u> ?	Do they <u>support</u> or <u>oppose</u> the proposal?	What <u>amendments</u> do they propose?	Have these amendments been <u>incorporated</u> in your proposal?
1. Government Departments and Agencies (Name them)	Access to quality establishments at affordable government rates.	Support	None Received	N/A
2. Business (Graded properties)	Investment in upgrading the new criteria remain relevant to international standards and have competitive advantage over ungraded properties.	Support	None Received	N/A
3. Organised Labour (Name them)	N/A	N/A	N/A	N/A
4. Civil Society	Access to variety of quality establishments	Support	None received	N/A

Affected Stakeholders	What do they see as main <u>benefits</u> , <u>costs</u> and <u>risks</u> ?	Do they <u>support</u> or <u>oppose</u> the proposal?	What <u>amendments</u> do they propose?	Have these amendments been <u>incorporated</u> in your proposal?
5. The Public (Tourists domestic and international)	Access to variety of unique quality experiences	Support	None received	N/A
6. Other groupings (Tourism Associations)	Access to variety of quality establishments and exposure and support of environmental awareness business practices.	Support	Minimal proposed changes and/or enhancements to the criteria made	Yes



- 1.6. Describe possible disputes arising out of the implementation of the proposal, and system for settling and appealing them. How onerous will it likely be for members of the public to lodge a complaint and how burdensome and expeditious is the proposed dispute-settlement procedure?
- 1.7. Implementation by graded properties should not be much as consultation, provision of public comment was done, and minimal changes to the criteria was received. However properties are afforded an opportunity in the grading process to dispute and such matters are addressed internally with the assessor. The public is able to lodge complaints to the Tourism Grading Council through the Feedback mailer and investigation is conducted through the assessor and Provincial Quality Assurance Specialist that are able to travel extensively to the provinces for post audit assessments.
- a) The criteria was gazetted for public comments for 30days and various measures were taken to update the provinces to also provide comment. Lengthy stakeholder consultation was done when revisions of the new grading criteria was undertaken.

## 2. Impact Assessment

- 2.1. Describe the costs and benefits of implementing the proposal to the groups identified in point 1.5 above, using the following chart. Add more rows if required

Group	Implementation Costs	Costs of changing behaviour	Costs/Benefits from achieving desired outcome	Comments
Government departments	N/A	None	N/A	No direct costs
Businesses (Graded establishments)	Minimal	Minimal (Awareness) Provincial roadshows will be conducted to	Enhanced criteria will encourage investments in upgrading and maintaining	The new criteria may involve some limited investments from establishments to

<b>Group</b>	<b>Implementation Costs</b>	<b>Costs of changing behaviour</b>	<b>Costs/Benefits from achieving desired outcome</b>	<b>Comments</b>
		educate the stakeholders on the changes. Travel, accommodation and venue will be the costs that TGCSA will incur.	establishments by owners.	ensure compliance with new criteria
Civil Society	N/A	N/A	Greater variety of establishments with improved segmentation	
The Public (Tourists domestic and international)	N/A	N/A	Greater variety of establishments with improved segmentation	
Other groupings (Tourism Associations)	N/A	Advertising of the new changes on website. Roadshow costs	Minimal due to digital nature of enhancements. Some stakeholder engagement will be required to familiarise trade with new implemented criteria.	

2.2. Describe the changes required in budgets and staffing in government in order to implement the proposal. Identify where additional resources would be required for implementation. It is assumed that existing staff are fully employed and cannot simply absorb extra work without relinquishing other tasks.

a) There is no direct impact to budget affecting government.

2.3. Describe how the proposal minimises implementation and compliance costs.

a) The requirement will be to update the current system, to train assessors through roadshow regionally however there are no additional costs over and above the annual training costs budgeted for by the TGCSA.

### 3. Managing Risk

3.1. Describe the main risks to the achievement of the desired ends of the policy/bill/regulations/other and/ or to the national priorities (aims) that could arise from adoption of the proposal. Also describe the measures taken to manage the identified risks. Add more rows if necessary.

Identified Risk	Mitigation Measures
Continued illegal usage of stars compromising the standard of accommodation in South Africa	<p>Efforts from TGCSA through Quality Protection Manager to address the matter with the support of the Regional Consumer protection agencies.</p> <p>The following penalties can be implemented if a non-graded property continues to advertise its expired grading plaque, after a process whereby 2 written notices re advertising have already been sent to the property from the TGCSA:</p> <ul style="list-style-type: none"> <li>• Four-stage TGCSA in-house reprovng and effectuation process, in line with Quality Protection Manager's standard operating procedures.</li> <li>• PR blacklisting</li> </ul>

	<ul style="list-style-type: none"> <li>• Handing the case over to the Tourism Complaints Officer at NDT to follow certain defined disciplinary procedures. [Section 45 of Tourism Act 3 of 2014]</li> <li>• Handing the case over to the National Prosecuting Authority, which could result in a fine or imprisonment not exceeding one year, if the person is found guilty and is convicted. [Section 59 of Tourism Act 3 of 2014]</li> </ul>
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3.2. Describe the mechanisms **included in your proposal** for monitoring implementation, evaluating the outcomes, and modifying the implementation process if required. Estimate the minimum amount of time it would take from the start of the implementation process to identify a major problem and remedy it.

- a) Assessments to be carried out by assessors to ensure that establishments comply to the requirements of the new grading criteria. There are no additional costs to the process as assessors do evaluation of properties as part of the grading process Tourism Grading Council's feedback mechanism is a great tool that provides the TGCSA with feedback received from the travelling public this is inclusive of complaints on ungraded properties. TGCSA assessors also on behalf of the TGCA, TGCSA stakeholders through stakeholder engagements.

## 4. Summary

4.1. Summarise the impact of the proposal on the main national priorities

National Priority	Impact
1. Social Cohesion	Graded establishments will encourage social integration and inclusion in communities and society at large, and the extent to which mutual solidarity finds expression among individuals and communities.
2. Security (Safety, Financial, Food, Energy and etc.)	Ungraded facilities will compromise protection, safety and security of travellers/tourism from abuse by Tourism Businesses in the country.

National Priority	Impact
3. Economic Growth	The increase in travellers has an impact establishments means more travellers get to experience quality products in South Africa therefore recommend to their peers and family or they themselves become repeat visitors/travellers to/in South Africa.
4. Economic Inclusion (Job Creation and Equality)	The increase in travellers has an impact on job creation. Tourism contributes 9% to South Africa's GDP.
5. Environmental Sustainability	Responsible Tourism criteria incorporates SANS 1162 which are the 41 criteria for tourism establishments. This encourages tourism establishments to practice and apply responsible business practices.  Sustainable business practices will include the following, water saving fittings, energy saving light bulb, solar power/heating initiatives etc.

4.2. Identify the social and economic groups that would **benefit most** and that would **bear the most cost**. Add more rows if required.

Main Beneficiaries	Main Cost bearers
Tourism establishments	Ungraded properties that do not wish to comply with TGCSA grading criteria
Domestic and international travellers	Department of Tourism

4.3. In conclusion, summarise what should be done to reduce the costs, maximise the benefits, and mitigate the risks associated with the policy/bill/regulations/other. Note supplementary measures (such as educational campaigns or provision of financing) as well as amendments to the draft itself, if appropriate. Add more lines if required.

- a) Education drive annually with the National Department as well as Provincial departments.

- b) Implementation of updated standard operating procedures and continuation of membership audits.
- 4.4. Please identify areas where additional research would improve understanding of the costs, benefits and/ or risks of the policy/bill/regulations/other
- a) Continued use of Monthly Impact surveys as well as a follow up Perception Study on the importance of star grading, the costs implications will affect the travel for training of assessors regionally on the new criteria.

**For the purpose of building SEIAS body of knowledge please complete the following:**

<b>Name of Official/s</b>	<b>Mmaditsonki Setwaba/Motshedise Pitse</b>
<b>Designation</b>	<b>Chief Director: Legal Services</b>
<b>Unit</b>	<b>Legal Services</b>
<b>Contact Details</b>	<b>(012) 444 6312</b> <b>(012) 444 6306</b>
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