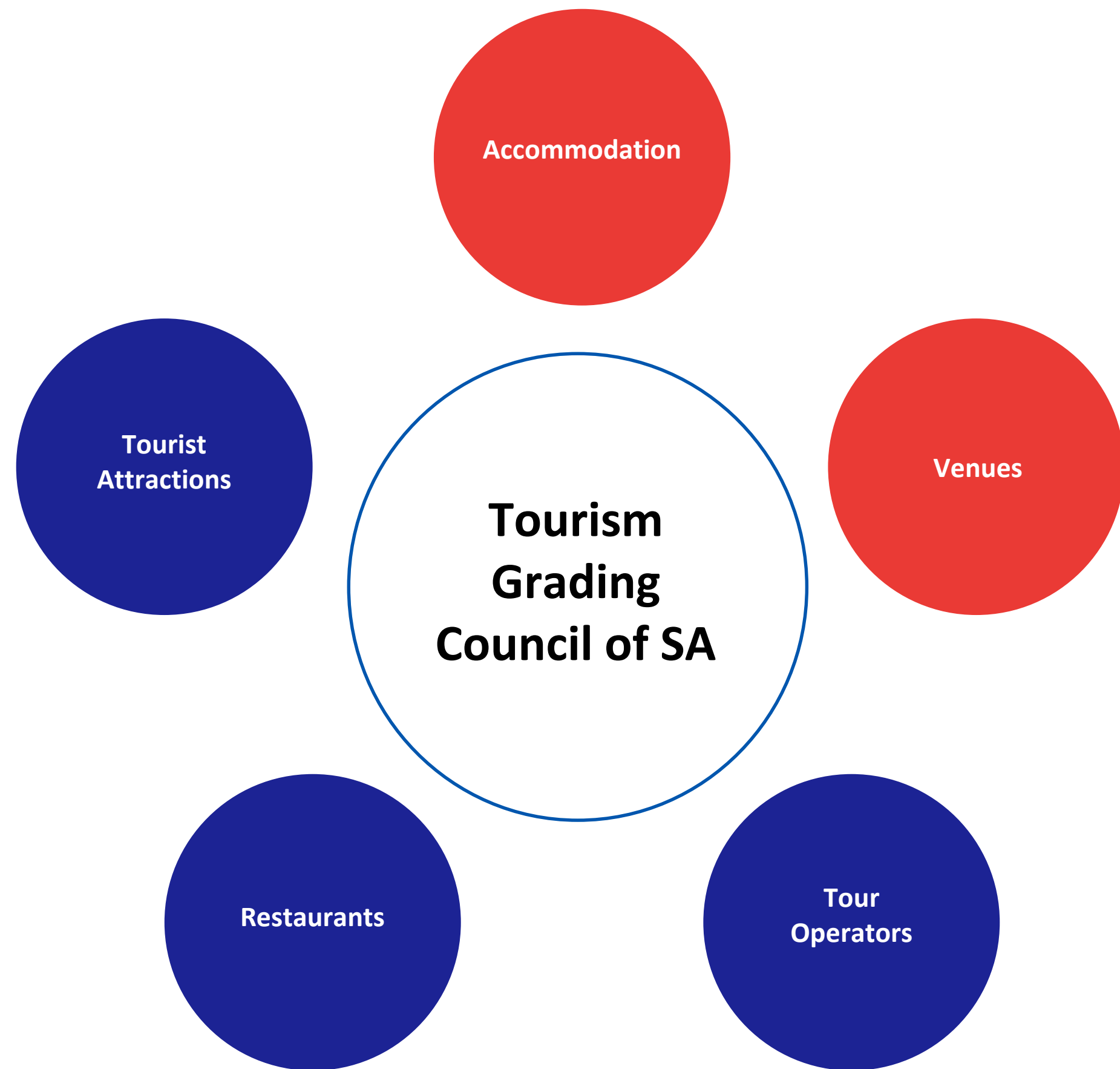


# Tourism Grading Council of South Africa

## Provincial Tourism Statistics Workshop

### 25 to 27 July

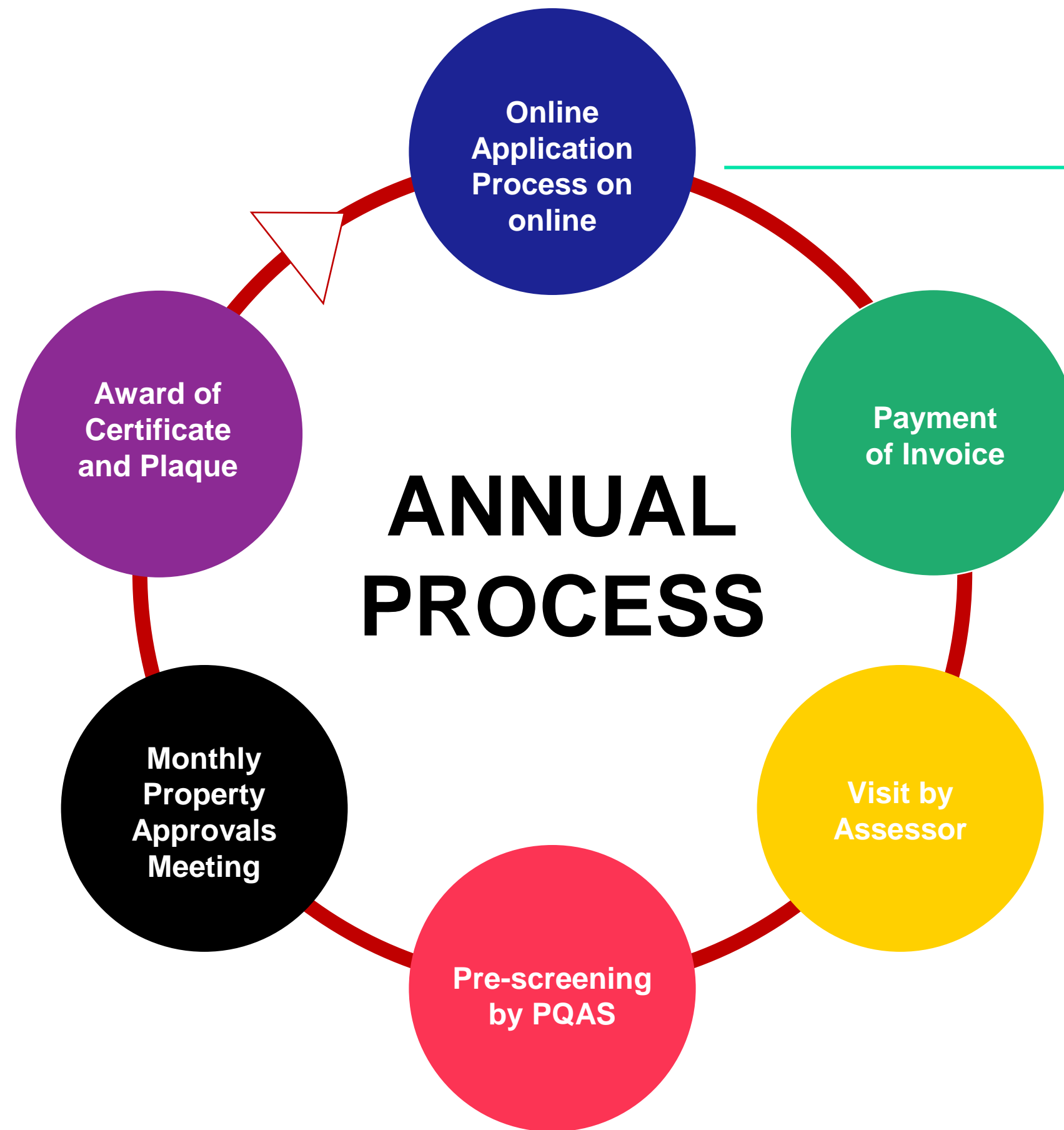
# TOURISM ACT 3 OF 2014 – TGCSA MANDATE



“The establishment of one or more schemes in terms of which tourism **Services, Facilities and Products** are graded and classified.”

**Tourism Act 3 of 2014.**

# THE GRADING PROCESS



## FUNDING OPPORTUNITIES

- Provincial Tourism Authority Funding
- Discounts for TOMSA Levy collectors

# THE GRADING ANNUAL FEES

		NEW MEMBERS ONLY		MEMBERSHIP FEES							
The average achieved daily accommodation rate <u>per person per night</u> , inclusive of VAT.		JOINING FEE		R1-500	R501-1 000	R1 001-1 500	R1 501-2 000	R2 001-2 500	R2 501-3 500	R3 501-5 000	>R5 000
Number of rooms	1	R 295	+	R 2 268	R 2 603	R 3 127	R 3 242	R 3 491	R 3 578	R 3 680	R 4 365
	2-3	R 295		R 2 444	R 3 376	R 3 856	R 3 928	R 3 999	R 4 160	R 4 218	R 4 872
	4-6	R 295		R 3 419	R 3 491	R 4 057	R 4 073	R 4 145	R 4 407	R 4 510	R 5 032
	7-10	R 295	+	R 3 463	R 3 812	R 4 218	R 4 290	R 4 510	R 4 655	R 4 786	R 5 136
	11-20	R 295		R 3 812	R 5 180	R 5 324	R 5 381	R 5 455	R 5 527	R 5 571	R 5 601
	21-50	R 295		R 4 073	R 5 934	R 6 343	R 6 430	R 6 661	R 6 850	R 7 172	R 7 273
	51-75	R 295	+	R 6 502	R 7 418	R 7 782	R 7 826	R 8 320	R 8 450	R 8 596	R 8 843
	76-100	R 295		R 6 909	R 8 014	R 8 160	R 9 498	R 9 640	R 9 906	R 10 037	R 10 400
	101-150	R 295		R 7 026	R 9 674	R 10 254	R 10 415	R 10 472	R 10 880	R 11 491	R 11 928
	151-250	R 295	+	R 8 712	R 10 183	R 11 811	R 11 855	R 11 928	R 11 999	R 12 044	R 12 117
	251-350	R 295		R 11 230	R 11 505	R 12 290	R 12 364	R 12 466	R 12 582	R 12 669	R 12 728
	>350	R 295		R 11 389	R 12 086	R 12 509	R 12 656	R 12 801	R 13 091	R 13 236	R 13 644

Example:

An establishment with 5 Rooms who charges patrons R750 per night per room will pay R3491 Annual Fee prior to any discounts.

If a new application, a joining fee of R295 will also apply.







# CORE REQUIREMENTS

B. BEDROOMS (note: assessment will apply to the room with the lowest rating)	APPLICABILITY PER SUB-CATEGORY								
	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
5. Bedroom Entrance, Safety and Security									
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 alternate energy, torch, solar lights, etc. Candles not acceptable	✓	✓	✓		★	★	★	★	★
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 such as bolt/flip latch 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)	✓	✓	✓				★	★	★

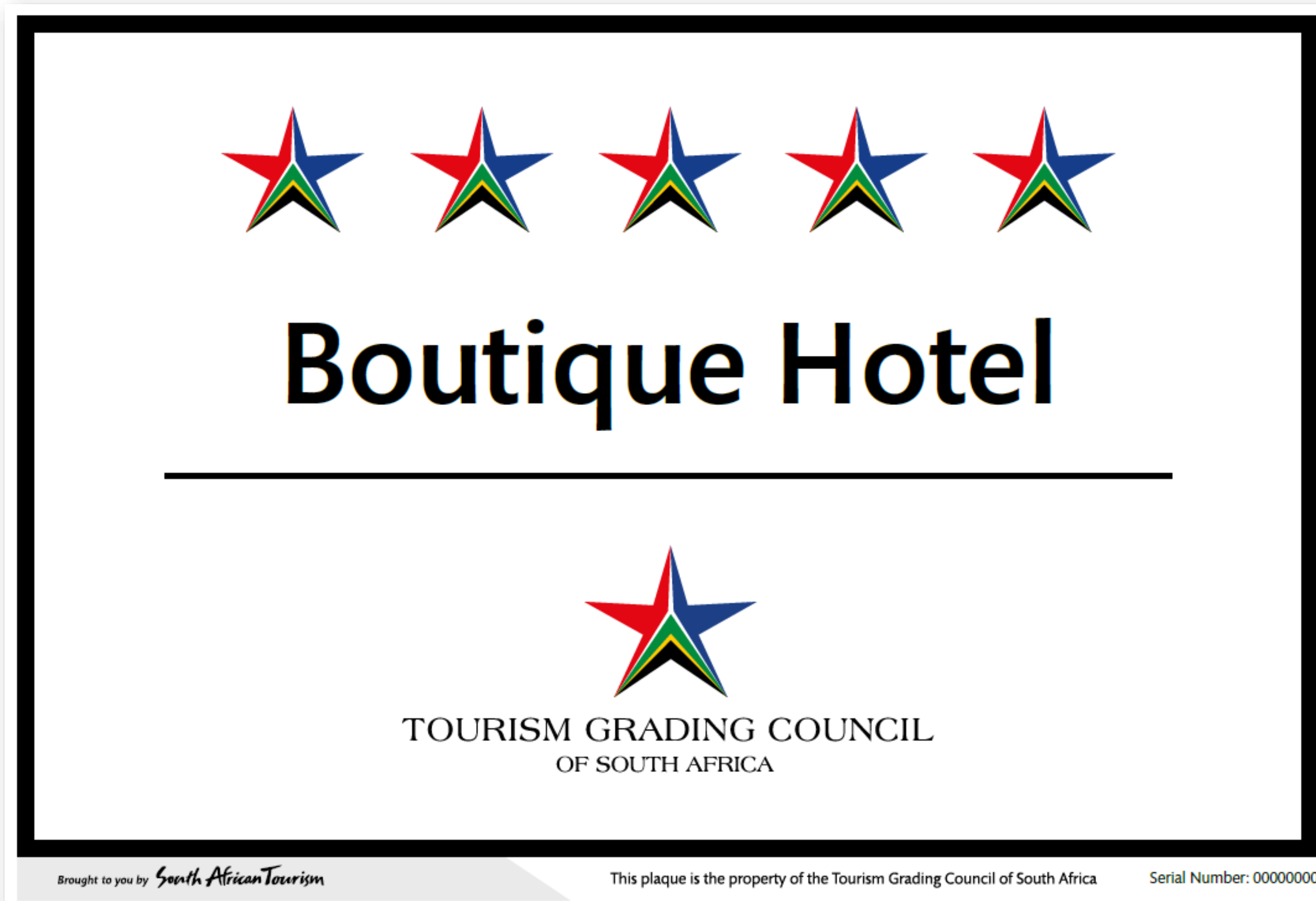
# THE SCORE SHEET

<u>Hotel</u>	
	<b><u>Standard Criteria</u></b>
Building Exterior	69
Bedrooms	225
Bathrooms	136
Public Areas	80
General Facilities	26
	<b>536</b>
	<b><u>Category Specific Criteria</u></b>
Dinning Facilities	155
General Services and Service	160
Housekeeping Services	70
Additional Facilities	28
Responsible Tourism Practices	51
	<b>464</b>
	<b>1000</b>

# THE GRADING LEVELS

	300 - 439	30% to 43%	Acceptable
	440 - 579	44% to 57%	Good
	580 - 739	58% to 73%	Very Good
	740 - 879	74% to 87%	Excellent
	880 - 1000	88 to 100%	Outstanding
 <b>PREMIUM</b>	950 - above	Premium Eligibility at over 95%	

# TGCSA APPROVED PLAQUE





# TGCSA CERTIFICATION



# CATEGORISATIONS OF ESTABLISHMENTS

# FORMAL SERVICED ACCOMMODATION

## HOTEL

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

## SMALL HOTEL

A small hotel provides accommodation with full or limited service to the travelling public and has up to approximately 80 rooms. These types of hotels have a reception area and offer dining facilities.

## BOUTIQUE HOTEL

A Boutique hotel is a small hotel that achieves a 4- or 5- star grading with each room designed and decorated differently.

## APARTMENT HOTEL

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

# GUEST ACCOMMODATION

## COUNTRY HOUSE

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

## GUEST HOUSE

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

## BED & BREAKFAST

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

# NATURE AND GAME LODGE

## NATURE LODGE

A nature lodge (incl. private nature reserves) is a formal accommodation facility, located in natural surroundings beyond that of an immediate garden area and, but not always, away from human settlements. At least one guided experience and or activity is provided, i.e. natural or cultural experiences

Guests should have a reasonable probability of seeing/experiencing/viewing specific species of animal or experiences as stated in the marketing of the establishment

## GAME LODGE

A game lodge is an accommodation facility, located in natural surroundings beyond that of an immediate garden area and, but not always, away from human settlements. At least one guided experience and/or activity is provided i.e. natural or cultural experiences. Guests should have a reasonable probability of viewing specific species of animal or experiencing cultural experiences as stated in the establishment's marketing collateral

If the lodge is a 'game lodge', then the wild animals accessible to guests need to be free roaming and not contained in enclosures

# SELF-CATERING

## SELF-CATERING EXCLUSIVE

One or more exclusive use self-catering units, with no or very limited shared public facilities

## SELF-CATERING SHARED VACATION

Multi self-catering accommodation units located on one property with shared public facilities (minimum of reception) and recreational amenities

# CARAVAN AND CAMPING/ CAMPSITE

## CARAVAN AND CAMPING

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.

A camping facility that specifies that caravans can be accommodated

## CAMPSITE

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

A camping facility that does not specify that caravans can be accommodated

# BACKPACKER AND HOSTELS

## BACKPACKER AND HOSTELS

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



TOURISM GRADING COUNCIL  
OF SOUTH AFRICA  
*Quality in Tourism*



SOUTH AFRICAN TOURISM



# VENUES

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.

# VENUES

## IN- HOTEL CONFERENCE VENUE

A hotel provides accommodation with full or limited service to the travelling public. A hotel has a reception area and offers a dining facility. A hotel must have a minimum of 10 rooms in order to be graded in this category, the meeting facilities should be greater than 50 pax and must be graded separately.

## CONFERENCE VENUE

Conference centre is a facility that provides a dedicated environment for meetings, especially small to medium sized events. Dedicated meeting and breakaway rooms are designated for maximum productivity.

## CONVENTION OR EXHIBITION VENUE

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

## EVENTS VENUE

An indoor or outdoor multi-purpose facility designed for hosting an event e.g. sports, concerts, religious or other special events

## HISTORICAL VENUE

A building that reflects historical/heritage 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.

## FUNCTION VENUE

A venue that provides space for smaller, special events.

# STATISTICS OF GRADED ESTABLISHMENTS AS AT JULY 2023

# GRADED ESTABLISHMENTS OVER THE PAST THREE YEARS

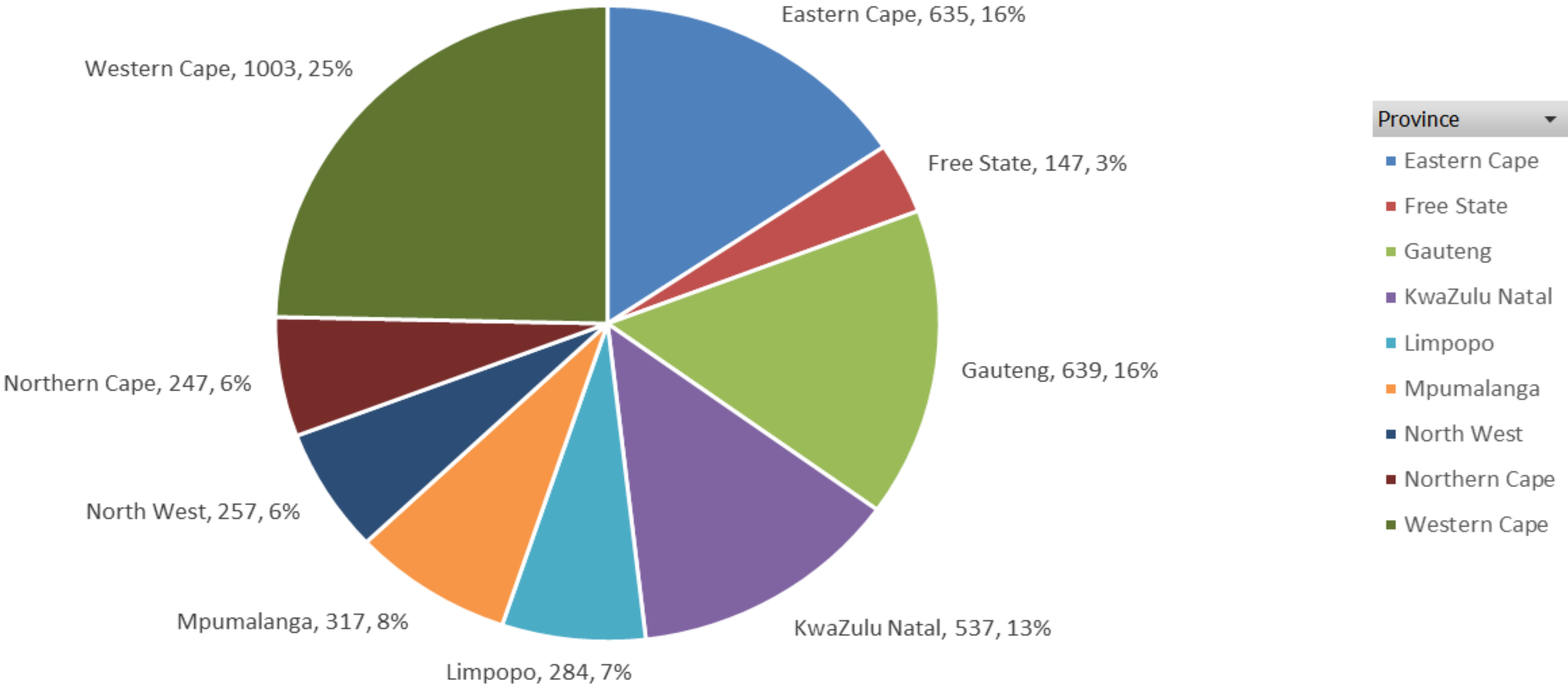
2020-21	2021-22	2022-23
5034	3645	4787

# PROVINCIAL DISTRIBUTION

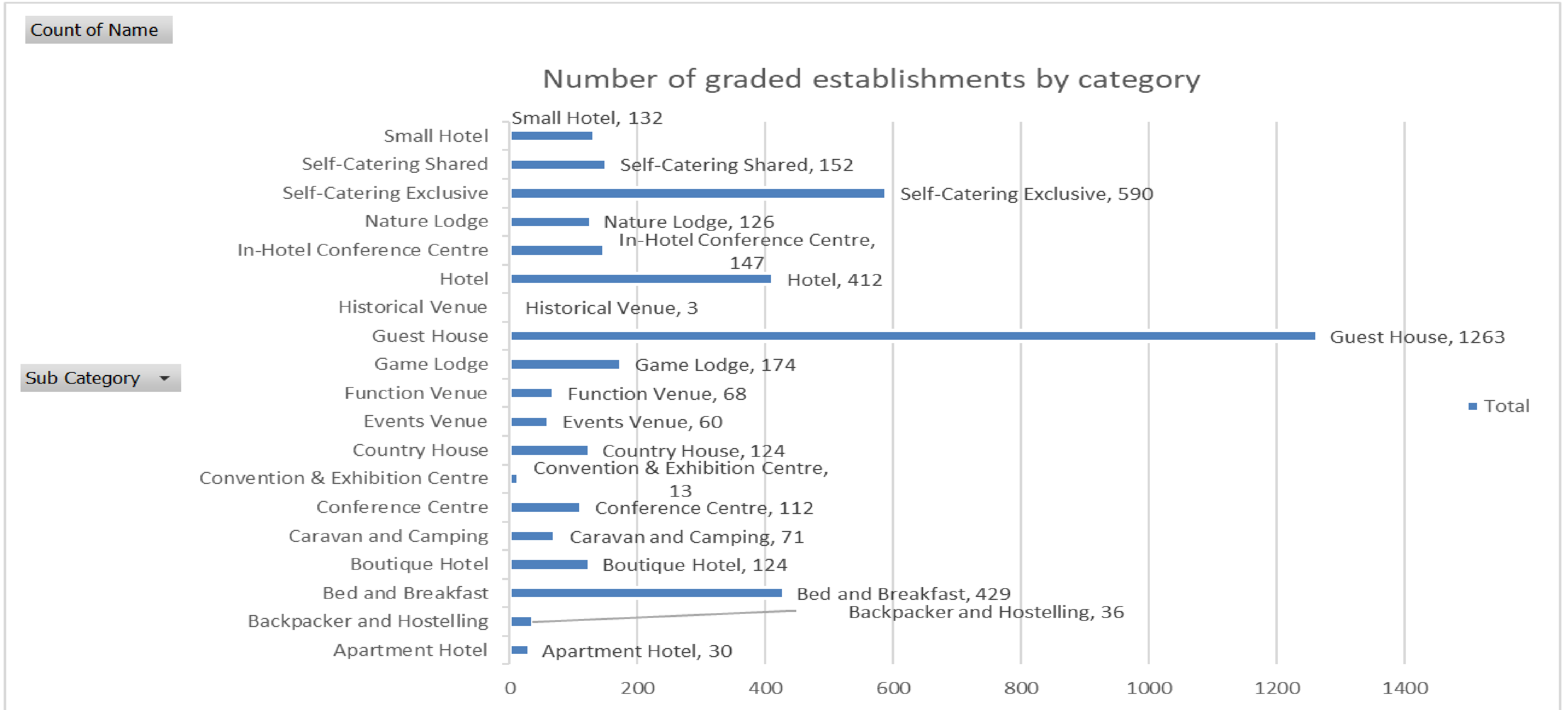
Total number of graded establishments is 4066  
Western Cape has the highest number of graded establishments with 1003 followed by Gauteng with 639 and Eastern Cape with 635.

Provinces with the least number of graded properties are Free State with 147, Northern Cape with 247 and North West with 257.

Number of graded establishments by Province

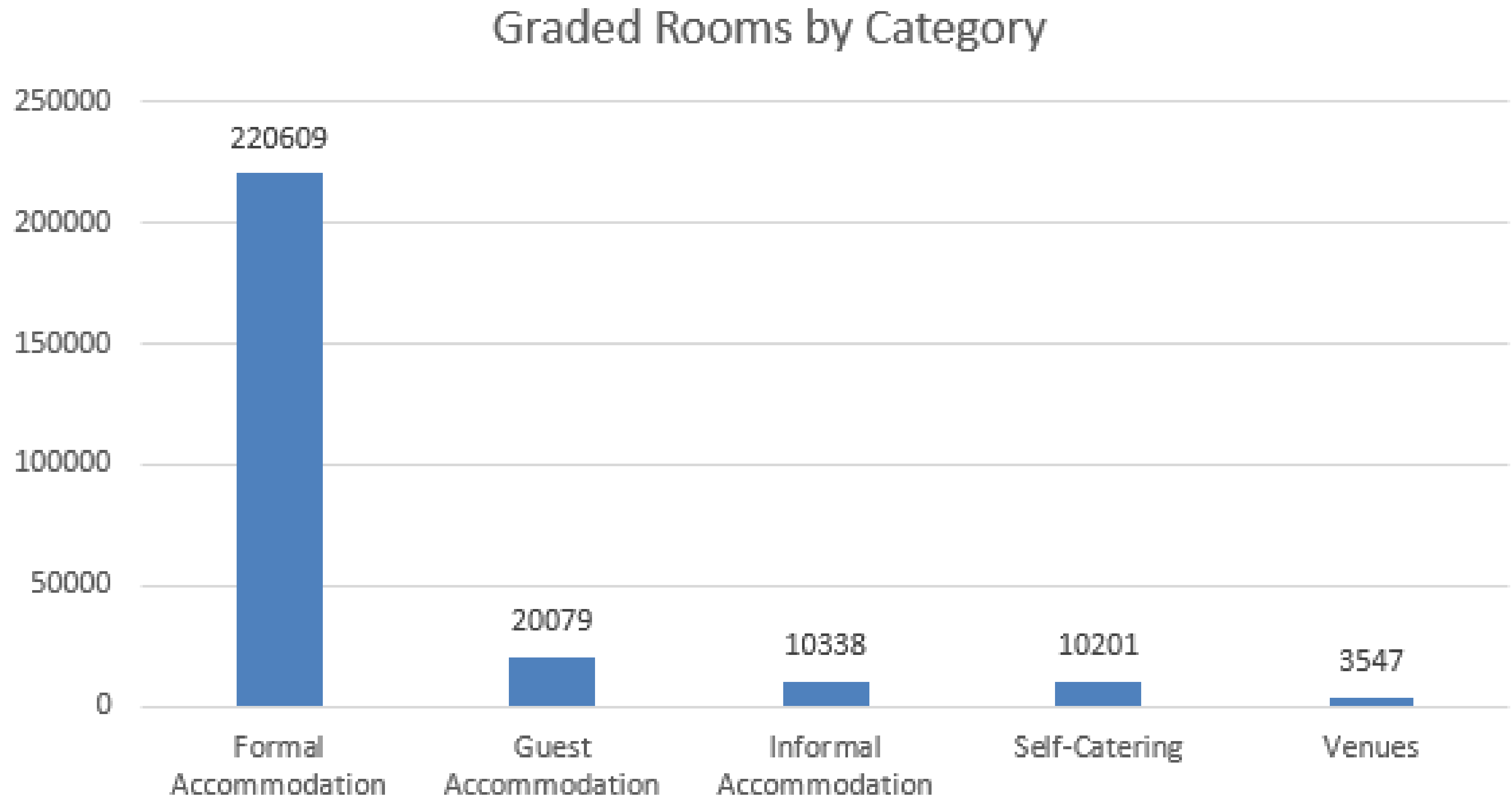


# GRADED ESTABLISHMENTS BY CATEGORY



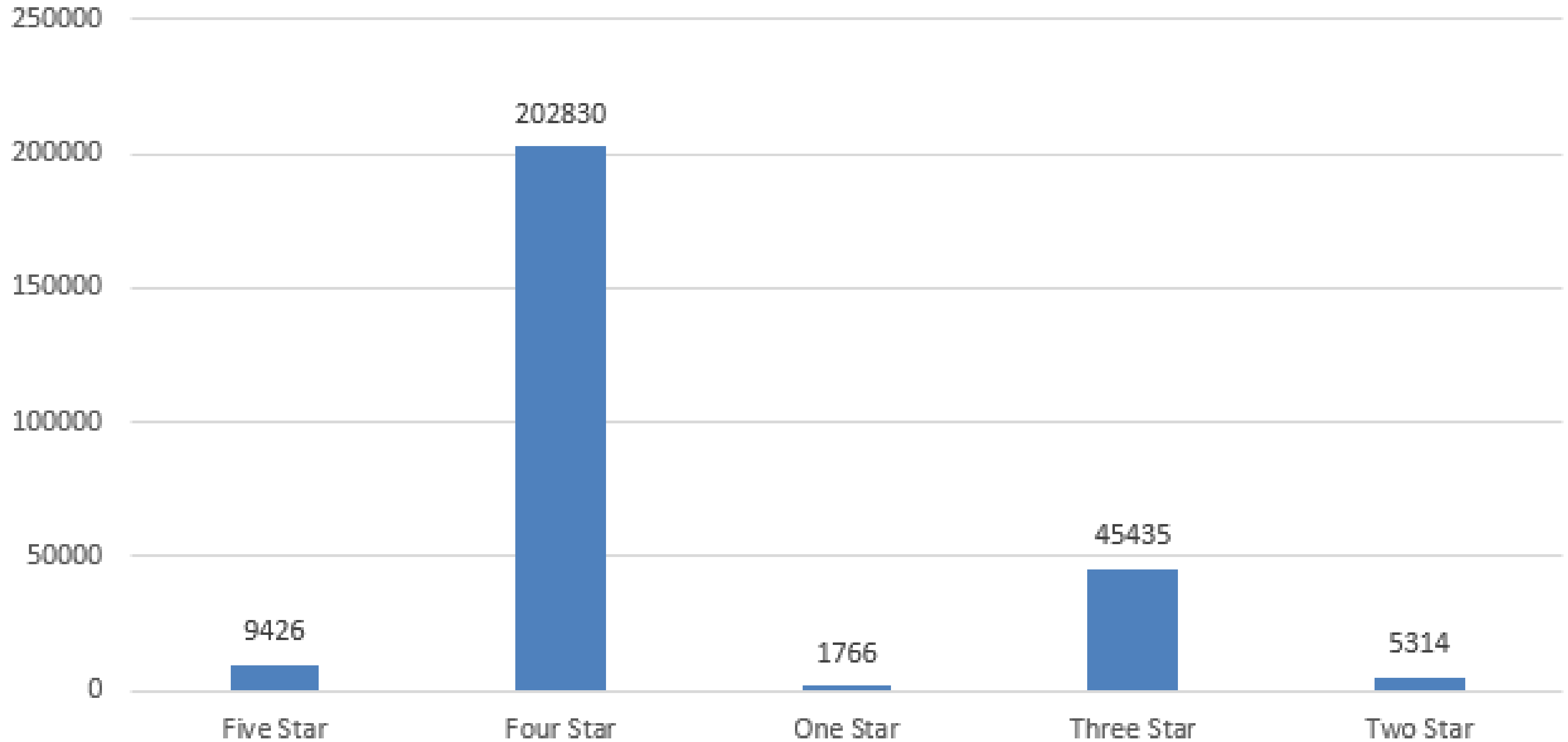
The highest number of the graded establishments are within the guest house with more than 1263. Followed by Self catering Exclusive with 590, then Bed and Breakfast with 429 and Hotels with 412. The least number of graded categories are in the Venues, Backpacker and hostelling as well as Apartment Hotels.

# NUMBER OF GRADED ROOMS BY CATEGORY



# GRADED ESTABLISHMENTS BY STAR RATING

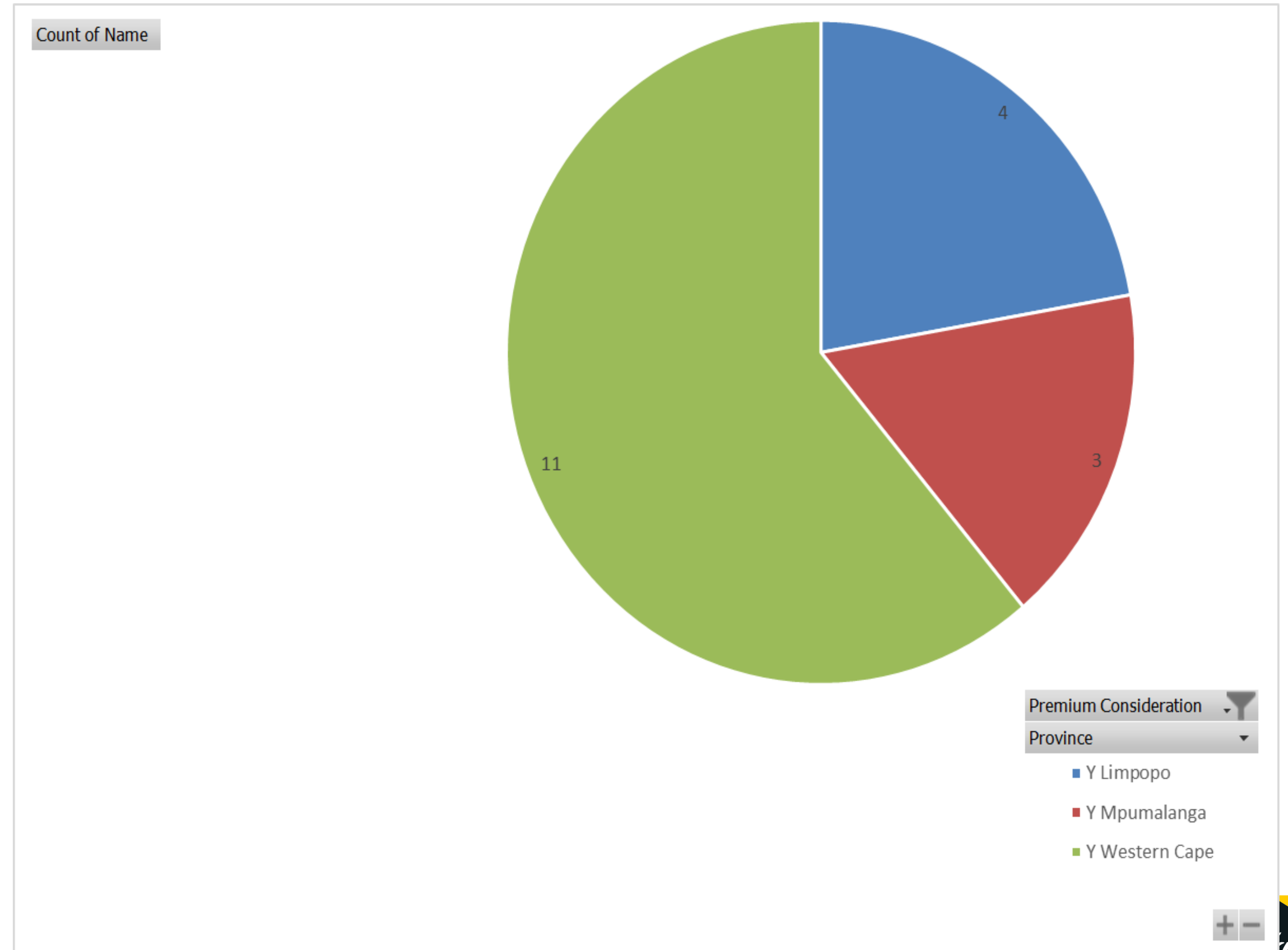
## Graded Rooms by Star Grading





# 5 STAR PREMIUM ESTABLISHMENTS

There are 18 Five Star Premium graded establishments in the country. Western Cape has 11, Limpopo 4 and Mpumalanga 3



# BENEFITS OF TGCSA GRADING

The establishment is immediately seen as being part of a legitimate and credible organisation. This offers substantial consumer confidence

1. **Graded establishments may use the Official TGCSA logo (star) in all their marketing material**
2. All graded establishments get a free listing on the website [www.tourismgrading.co.za](http://www.tourismgrading.co.za)
3. South African Tourism endorses and uses star graded establishments on the official South African Tourism website [www.southafrica.net](http://www.southafrica.net)
4. **Grading assists organisations in positioning their products**
5. **Government departments are required to procure accommodation from graded establishments only**
6. Grading is a constant quality control tool as customers can log all feedback online through the email address, [feedback@tourismgrading.co.za](mailto:feedback@tourismgrading.co.za)
7. The Grading Council actively markets star grading directly to consumers, tour operators and travel agents
8. **Government assistance i.e. Covid Relief Funding**
9. Entry for Lilizela Tourism Awards
10. Participation at SPEED MARKETING platforms
11. Access to Welcome Toolkit and training which is a South African Tourism initiative that aims to create and sustain engagement with industry stakeholders, and encourage information sharing
12. Global Hosting pool

# CONNECT WITH US



**@tgcsa\_**



**Tourism Grading Council of South Africa**



**feedback@tourismgrading.co.za**



**www.tourismgrading.co.za**

# QUESTIONS



**THANK YOU**