

Namibia

Namibia Tourism Board Act, 2000

National Star Grading Regulations relating to Accommodation Establishments, 2012

Government Notice 204 of 2012

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National Star Grading Regulations relating to Accommodation Establishments, 2012
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Republic of Namibia
Annotated Statutes

Namibia Tourism Board Act, 2000

National Star Grading Regulations relating to Accommodation Establishments, 2012

Government Notice 204 of 2012

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1. Definitions

In these regulations a word or expression has the meaning as assigned to it in the Act, and unless the context otherwise indicates-

“**Board**” means the Namibia Tourism Board referred to in section 2 of the Namibia Tourism Board Act, 2000 (Act [No. 21 of 2000](#));

“**grading criteria and requirements**” means the minimum grading criteria and requirements set out in the Star Grading Criteria in relation to a star grading award;

“**operator**” in relation to an accommodation establishment, means the person-

- (a) by whom or which or on whose behalf the accommodation establishment is conducted or is to be conducted, regardless of the nature or extent of that person’s interest in the accommodation establishment; or
- (b) who for the time being receives or is entitled to receive the proceeds of the profits arising from the accommodation establishment;

“**quality inspector**” means a quality inspector designated under regulation 5;

“**star grading award**” means a symbol allocated in terms of regulation 4 to an accommodation establishment indicating the quality standards and level of facilities and services that can be expected to be provided by such establishment;

“**Star Grading Criteria**” means the Star Grading Criteria set out in Annexure B;

“**the Act**” means the Namibia Tourism Board Act, 2000 (Act [No. 21 of 2000](#)).

2. Application of regulations

The following classes of accommodation establishments, registered under the Act, may upon application to the Board, be assessed for a star grading award, in accordance with the Star Grading Criteria:

- (a) Bed and breakfast establishments;
- (b) Guest farms;
- (c) Guest Houses;
- (d) Hotel Pensions;
- (e) Hotels;
- (f) Lodges (other than tented lodges);
- (g) Rest camps;
- (h) Self catering establishments;
- (i) Tented camps; and
- (j) Tented lodges.

[Please note: numbering missing as in original. Should be subsection (1).]

- (2) An operator of an accommodation establishment which was awarded a star grading award under the Accommodation Establishments and Tourism Ordinance, 1973 ([Ordinance No. 20 of 1973](#)), is given a period of 12 months from the date on which these regulations become effective to apply for re-grading in terms of these regulations.
- (3) Any star grading award that was awarded to an accommodation establishment or the provision of any specified facility or service under the Ordinance of 1973, referred to in subregulation (2), ceases to be of force.
- (4) An operator of an accommodation establishment who fails to apply for regrading, within the period referred to in subregulation (3) and who continues to display or advertise such establishment as having a star grading award, commits an offence and is liable on conviction to a fine not exceeding N\$4000 or to a period of imprisonment not exceeding one year or to both such fine and such imprisonment.

3. Star Grading Criteria

- (1) The grading assessment of an accommodation establishment is to be carried out in accordance with the criteria and requirements determined by the Board for purposes of a star grading award and contained in the Star Grading Criteria set out in Annexure B.
- (2) A person may, upon application and on payment of a fee, obtain a copy of the Star Grading Criteria or any relevant part thereof, from the Chief Executive Officer, Namibia Tourism Board, Private Bag 13244, Windhoek, Namibia or on the 1st floor, Channel Life Tower, 39 Post Street Mall, Windhoek.
- (3) The Board must make a copy of the Star Grading Criteria available for inspection free of charge at the Board's offices during office hours.

4. Allocation of star grading awards

The following star grading awards may be allocated by the Board in respect of an accommodation establishment referred to in regulation 2:

- (a) **5-star:**
Exceptional quality and luxurious accommodation.
Highest standard of furnishings, flawless service and meticulous guest care;
- (b) **4-star:**
Superior and excellent comfort and quality with a high standard of furnishings, service and guest care;
- (c) **3-star:**
Very good quality in the overall standard of furnishing, service and guest care;
- (d) **2-star:**
Good quality in the overall standard of furnishing, service and guest care;
- (e) **1-star:**
Fair to good and acceptable or modest quality in the overall standard of furnishings, service and guest care. Clean, comfortable and functional accommodation.

5. Quality inspector

The Board must designate one or more suitably qualified employees of the Board, or such other person it considers appropriate to perform the functions assigned to a quality inspector by these regulation.

6. Pre-application advisory visit

- (1) A person who wishes to apply for a star grading award, or for the re-grading of a graded accommodation establishment as contemplated in regulation 2, may request the Board for an advisory visit by a quality inspector to be carried out on the accommodation establishment for purposes of determining improvements to be made, if any, to that establishment.
- (2) A request for an advisory visit in terms of subregulation (1) must be made in a form approved by the Board and be accompanied by the advisory visit application fee set out in Annexure A.
- (3) After the quality inspector has conducted an advisory visit as contemplated in this regulation, the quality inspector must submit a report setting out his or her observations and suggestions based on the Star Grading Criteria to the Board and the Board must then provide such report to the concerned operator.

7. Application for star grading award

- (1) Subject to subregulation 2(1), an application for the allocation of a star grading award in respect of an accommodation establishment must be made in a form approved by the Board and must be accompanied by-
 - (a) a certified copy of the certificate of registration granted in terms of section 20 of the Act, and held in respect of the accommodation establishment;
 - (b) the appropriate application fee set out in Annexure A; and
 - (c) an accommodation voucher referred to in subregulation (2).

- (2) For the purposes of subregulation (1)(c) “accommodation voucher” means a written undertaking by or on behalf of the operator of an accommodation establishment to be assessed, whereby the operator agrees -
 - (a) to provide to a quality inspector, during the course of the assessment, without charge to such inspector or to the Board, overnight accommodation and services as agreed between the Chief Executive Officer and the operator or the operator’s representative; and
 - (b) to refund to the Board any amount paid as a reservation deposit in respect of the quality inspector’s accommodation at the accommodation establishment for the purpose of carrying out the assessment.

8. Conduct of assessment

- (1) The inspection of an accommodation establishment and assessment for purposes of a star grading award is to be carried out by a quality inspector in accordance with the grading criteria and requirements for the class of accommodation establishment in question and such inspector must mark such establishment on a scale of 1 to 10 on the basis of innate quality and current condition.
- (2) The operator of an accommodation establishment to be assessed must ensure that the quality inspector is at all reasonable times given free access to every part of the premises of the establishment, including any room occupied by a person to whom accommodation is provided at the accommodation establishment at the time of the assessment.
- (3) Upon completion of the assessment, the quality inspector’s assessment report and recommendation in relation to the grading application must be submitted to the Board.

9. Determination of application for grading award

When considering an application for a star grading award in respect of an accommodation establishment and after consideration of the quality inspector’s assessment report, the Board may-

- (a) grant the application for the star grading award applied for by the applicant, if the Board considers that the quality standards and level of facilities and services, provided for tourist accommodation by the accommodation establishment, meet the grading criteria and requirements for that star grading award; or
- (b) subject to regulation 10-
 - (i) refuse to grant the application; or
 - (ii) grant the applicant any lower star grading award which, in the opinion of the Board, reflects the quality standards and level of facilities and services provided for tourist accommodation by the accommodation establishment.

10. Procedure when Board proposes to refuse application or to grant a lower star grading award

- (1) The Board must not refuse to grant an application for a star grading award or grant a lower star grading award than applied for by the applicant, unless the Board has first given notice to the applicant of the Board’s proposed decision in writing-
 - (a) setting out the reasons for the proposed refusal or proposed grant of a lower star grading award; and
 - (b) inviting the applicant to submit to the Board, within a reasonable period specified in that notice, any written representations which the applicant may wish to make in relation to the Board’s proposed decision.

- (2) An applicant referred to in subregulation (1)(b) may, in writing, request to be granted the right to appear before the Board at a time and place determined by the Board, for the purpose of making representations in relation to the Board's proposed decision as communicated in that notice.
- (3) If the Board refuses approval to the applicant to appear before the Board, the Board must give notice in writing to the applicant of such refusal and specify a further reasonable period within which written representations, as contemplated in subregulation (1)(b), may be submitted to the Board by the applicant.
- (4) An applicant who appears before the Board, upon approval granted under subregulation (2), may be represented by any person appointed by the applicant to act as the applicant's representative.
- (5) After expiry of the period allowed in accordance with this regulation for the submission of representations to the Board, either in writing or in person, as the case may be, and after due consideration of any representations made by the applicant, the Board must make such decision in relation to the application as the Board considers appropriate, but the Board must not grant the applicant a star grading award lower than the grade applied for by, but if the applicant declines such lower star grading award, the Board may refuse to grant such application.

11. Deferment of determination of application

- (1) An applicant for a star grading award may, at any time before determination of the application by the Board, apply to the Board for deferment of such determination for a period not exceeding 6 months, if the applicant requires time to make any improvement or upgrading in respect of any aspect affecting the standard and level of facilities or services of the accommodation establishment identified during the assessment process, with a view to meeting the grading criteria and requirements applicable for the specific star grading award applied for by the applicant.
- (2) An application for deferment must be made to the Board in writing and be accompanied by the deferment fee set out in Annexure A, and by a statement setting out details of-
 - (a) the nature and extent of deficiencies of the accommodation establishment identified in relation to the grading criteria and requirements;
 - (b) the nature and extent of the improvement or upgrading proposed to be carried out;
 - (c) the time anticipated for completion of the proposed improvement or upgrading;
 - (d) the likelihood that the proposed improvement or upgrading will result in the accommodation establishment meeting the grading criteria and requirements;
 - (e) the impact which the proposed improvement or upgrading is likely to have on guests of the accommodation establishment; and
 - (f) the measures proposed to be taken by the operator of the establishment to prevent or mitigate customer dissatisfaction while the improvement or upgrading is being carried out.
- (3) Upon consideration of the application for deferment and any recommendations made in relation to the application by the quality inspector who carried out the assessment, the Board may-
 - (a) refuse the application for deferment;
 - (b) grant approval for the deferment of determination of the application for such period, not exceeding 6 months, as the Board may determine, subject to any conditions the Board may consider appropriate to impose.
- (4) An approval granted under subregulation (3) expires, if the Board-
 - (a) receives written notification from the applicant that he or she does not intend to continue with the proposed improvement or upgrading; or
 - (b) revokes the approval as contemplated under subregulation (5).

- (5) The Board may, at any time, by notice in writing to the applicant, revoke its approval granted under subregulation (3)-
 - (a) if any condition, imposed in relation to the approval, is not complied with by the applicant; or
 - (b) for any other good reason, which the Board considers appropriate.
- (6) Upon expiry of the approval for deferment, granted under subregulation (3)(b), the Board must resume the consideration of the applicant's application for a star grading award, except if the applicant withdraws the application by notice in writing to the Board.

12. Concession for alternative services and facilities

- (1) Despite the grading criteria and requirements the Board may, in exceptional circumstances for the purpose of grading any accommodation establishment, accept alternative services and facilities instead of those set out in the Star Grading Criteria as the Board may consider appropriate.
- (2) Without limiting the generality of subregulation (1), exceptional circumstances may relate to-
 - (a) the location of the accommodation establishment;
 - (b) the impact of the local environment on the ability to provide certain services or facilities;
 - (c) the availability of resources such as water or electricity;
 - (d) the nature and expectations of the establishment's normal customer base;
 - (e) restrictions defined by the architecture, structural materials or design of buildings; or
 - (f) any demonstrably negative environmental impact the provision of a service or facility would have.
- (3) Any concession of accepting alternative services or facilities under subregulation (1)-
 - (a) is subject to any condition imposed by the Board in relation to the concession;
 - (b) is of force for the duration of validity of the star grading certificate issued in respect of the accommodation establishment; and
 - (c) is subject to review by the Board, when the Board considers an application for renewal of the star grading certificate in terms of these regulations.
- (4) The Board may, at any time, after giving reasonable notice to the operator of the accommodation establishment in question, withdraw or amend the concession or any condition attaching to the concession, or impose any new condition.
- (5) A notice in terms of subregulation (4) must specify the reason for the Board's decision to withdraw or amend the concession.

13. Re-application after refusal of star grading award

- (1) The operator of an accommodation establishment, in relation to which an application for a star grading award has been refused by the Board, may apply to the Board for reassessment of that accommodation establishment for the purpose of a star grading award.
- (2) An application for re-assessment must-
 - (a) be made in the manner set out in regulation 7 for an initial application for a star grading award; and
 - (b) be accompanied by a statement setting out details of significant improvements and upgrading of quality standards and level of facilities and services for tourist accommodation

by the accommodation establishment made since the previous application was refused by the Board.

- (3) Regulations 7, 8, 9, 10, 11, and 12 apply, with the necessary changes, in respect of an application for re-assessment in terms of this regulation.

14. Application for re-grading of graded accommodation establishment

- (1) Subject to regulation 2(1), an application for the allocation of a higher star grading award than the award currently in force in relation to a graded accommodation establishment must be made in the form approved by the Board and must be accompanied by-
- (a) a certified copy of the star grading certificate in force in relation to the accommodation establishment;
 - (b) the appropriate re-grading application fee set out in Annexure A;
 - (c) a statement setting out the reason for the re-grading application;
 - (d) a statement setting out details of significant improvement and upgrading of quality standards and level of facilities and services for tourist accommodation by the accommodation establishment made since the current star grading award was allocated by the Board; and
 - (e) an accommodation voucher referred to in regulation 7(2).
- (2) Regulations 7, 8, 9, 10, 11, and 12 apply, with the necessary changes, in respect of an application for re-grading in terms of this regulation.

15. Assessment at discretion of Board

- (1) Membership of the Star Grading Scheme is not compulsory and is open for participation by the operator of any accommodation establishment, referred to in regulation 2, who elects to become a member of the Scheme.
- (2) If it appears to the Board, after such inquiry as it consider necessary, that a graded accommodation establishment is no longer being kept or managed in conformity with the grading criteria and requirements applicable in relation to the class of accommodation establishment specified in the star grading certificate in relation to that accommodation establishment, the Board may-
- (a) cause an assessment of that accommodation establishment to be carried out by a quality inspector, without prior notice to the operator of the accommodation establishment; and
 - (b) after giving the operator of the accommodation a reasonable opportunity of being heard and making representations in relation to any matter contained in the quality inspector's report-
 - (i) confirm the accommodation establishments' current star grading award, subject to compliance with any conditions which the Board may consider appropriate; or
 - (ii) re-grade the accommodation establishment to any lower grade which the Board considers appropriate; or
 - (iii) revoke the star grading award in force in relation to the accommodation establishment.
- (3) The Board must, in writing, inform the operator of any decision of the Board made under subregulation (2)(b).

- (4) The Board may, after giving the operator of an accommodation establishment a reasonable opportunity of making representations, revoke the star grading award in force in relation to that accommodation establishment if -
 - (a) access to the accommodation establishment, or any part thereof, for the purpose of an assessment in terms of subregulation (1) is unreasonably refused; or
 - (b) any condition imposed under subregulation (2)(b)(i), and notified to the operator, is not complied with.
- (5) The operator of an accommodation establishment in relation to which the Board has taken any decision, in accordance with subregulation (2)(b), is liable to reimburse the Board for the reasonable costs incurred in connection with the assessment of the accommodation establishment under this regulation.

16. Membership joining fee and issue of star grading certificate and insignia

- (1) If a star grading award is allocated by the Board under these regulations, including a higher or lower star grading in respect of an existing graded accommodation establishment, the Chief Executive Officer of the Namibia Tourism Board must issue to the operator of the graded accommodation establishment a star grading certificate and insignia upon payment of -
 - (a) in the case of an operator granted membership of the Scheme for the first time, or renewal of the membership of an operator who ceased to be a member of the Scheme for any reason, the membership joining fee set out in Annexure A; and
 - (b) the fees set out in Annexure A for the issue of a star grading certificate and insignia.
- (2) A star grading certificate and insignia issued in terms of subregulation (1) must be in the form and contain the information, approved by the Board, in relation to the star grading award allocated to the accommodation establishment concerned.
- (3) The operator of the accommodation establishment must ensure that the star grading certificate and insignia provided in terms of subregulation (2) are displayed in a prominent position as follows:
 - (a) the star grading certificate must be displayed in the reception area of the accommodation establishment; and
 - (b) the insignia must be displayed at or near the principal entrance to that accommodation establishment.
- (4) If an accommodation establishment ceases for any reason to be graded in accordance with these regulations, the operator must ensure that the star grading certificate and insignia issued to the operator in relation to that accommodation establishment are returned to the Board not later than 30 days after the star grading award of that accommodation establishment ceased to be of force.
- (5) If a star grading certificate or insignia becomes damaged, stolen or unusable, the Chief Executive Officer of the Namibia Tourism Board may, on application and payment of the fee set out in Annexure A, provide the operator with a further certificate or insignia, or both, as the case may be.

17. Duration and renewal of star grading certificate

- (1) A star grading certificate is valid for a period of 24 months from the date of issue of the certificate and is renewable, subject to inspection and assessment by a quality inspector.
- (2) The operator of an accommodation establishment in relation to which a star grading award is in force may in the form approved by the Board and on payment of the renewal fee, set out in Annexure A, apply to the Board, at least 90 days before the expiry of the star grading certificate, for the renewal of that certificate.

- (3) Despite subregulation (2), the Board may consider a late application for renewal of a star grading certificate if-
 - (a) the application is received by the Board within three months after the expiry date of the star grading certificate; and
 - (b) the applicant pays an additional renewal fee equal to 50% of the original renewal fee.

18. Restrictions on description of accommodation establishments

- (1) The operator of an accommodation establishment in relation to which a star grading award is in force must not describe or hold out that accommodation establishment as being of a grade other than the grade for the time being allocated by the Board in accordance with these regulations.
- (2) The operator of an accommodation establishment which has not been allocated a star grading award by the Board in accordance with these regulations must not describe or hold out that the accommodation establishment has a star grading award of any description.

19. Offences and penalties

A person who-

- (a) fails to comply with regulation 16(4)(a) or (b) or 16(5); or
- (b) contravenes regulation 18(1) or (2),

commits an offence and is on conviction liable to a fine not exceeding N\$4,000 or to a period of imprisonment not exceeding one year, or to both such fine and such period of imprisonment.

Annexure A**FEES**

1.	Pre-application advisory visit (regulation 6)	N\$300 per room
2.	Application for star grading award (regulation 7)	
	(a)	1-3 bedrooms N\$1350.00
	(b)	4 - 8 bedrooms N\$1690.00
	(c)	9 - 15 bedrooms N\$2112.50
	(d)	16 - 25 bedrooms N\$2640.30
	(e)	26 - 50 bedrooms N\$3300.00
	(f)	51 -75 bedrooms N\$4125.00
	(g)	76 - 100 bedrooms N\$5156.00
	(h)	101 - 150 bedrooms N\$6440.00
	(i)	151 or more bedrooms N\$8050.00
3.	The fee for application for deferment of determination of application (regulation 11) is N\$1,500.	
4.	The fees for re-application after refusal of star grading award (regulation 13) is the same as the fee for application for a star grading award under item 2 of Annexure A on Fees.	
5.	The fees for application for re-grading of graded establishment (regulation 14) is the same as the fees for application for star grading award under item 2 of Annexure A on Fees.	
6.	The joining fee payable upon admission of new member to the scheme (regulation 16)	
	(a)	1 - 3 bedrooms N\$ 50.00

	(b)	4 - 8 bedrooms	N\$150.00
	(c)	9 - 15 bedrooms	N\$200.00
	(d)	16 - 25 bedrooms	N\$250.00
	(e)	26 - 50 bedrooms	N\$300.00
	(f)	51 - 75 bedrooms	N\$350.00
	(g)	76 - 100 bedrooms	N\$400.00
	(h)	101 - 150 bedrooms	N\$450.00
	(i)	151 or more bedrooms	N\$500.00
7.	The fee for the renewal of a star grading certificate (regulation 17(2)) is the same as the joining fees under item 6 of Annexure A on Fees.		
8.	The additional fee for the late renewal of a star grading certificate (Regulation 17 (3)(b)) is equal to 50% of the original renewal fee as stipulated under item 7 of Annexure on Fees.		
9.	Replacement of -		
	(a)	lost or damaged star grading certificate	N\$ 35.00
	(b)	lost or damaged insignia	N\$2500.00

Annexure B

STAR GRADING CRITERIA

Area	Scope
Exterior	
Appearance of buildings	The décor, maintenance and repair of the building. This includes stonework, woodwork, rendering, paintwork, gutters, fall pipes, external plumbing, chimneys and roofs, doors, windows and frames. External lighting is taken into account here. The structural exterior condition of any outbuildings such as lapa or boma as well as storage areas e.g. refuse areas visible to guests will be assessed here as well.
Driveway and parking	All roads, driveways and parking areas normally in use by guests which are within the curtilage of the property and under the care and control of the property owners. This will certainly include the principal guest access route to the property and may include other provision. This does not include roads or access provided exclusively for the use of escorted game drives or for staff, tradesmen and suppliers.
External signage	All external signs owned by the property from main road to reception and also including signage around the grounds e.g. to reception, guests bedrooms or other facilities.
Grounds and gardens	Includes all areas under the control/management of the hotel. In extensive rural properties consideration will be restricted to landscaped areas accessible or visible to guests or in the immediate vicinity of hotel facilities.
Bedrooms	
Decoration	The finish, quality and condition of all wall surfaces within guests' bedrooms. Will include consideration of surface preparation, any paintings, pictures or other objects placed on walls for decorative purposes.
Ceiling / Roofing	Only to be assessed where the ceiling or roof is of a significantly different type and structure to rest of décor e.g. a thatched roof. Assessment will include

	consideration of the quality, condition, finish and maintenance.
Furniture and fittings	All bedroom furniture including bedside or occasional tables, chairs, soft furnishings such as curtains, wardrobes or clothes hanging provision dressing tables
Beds and bedding	All aspects of guests beds including bed bases, frames, mattresses, headboards, linen, pillows, duvets, blankets and supplementary cushions
Flooring	All aspects of flooring and floor finishes
Temperature control	Quality, condition and efficiency of all equipment provided to enable guests control of temperature including air conditioning units, fans or heating equipment. Consideration will be taken of the available energy supply and location
Lighting	Assessment of the quality, condition and range of provision of all light fittings
Space, comfort and ease of use	Assessment of the size, design and layout of the rooms which will consider the impression of spaciousness, guests' convenience and ease of use of all facilities
Accessories	Assessment of the range, quality and condition of additional items provided for guests in bedrooms
Bathrooms	
Decoration	The finish, quality and condition of all wall surfaces within guests' bathrooms. Will include consideration of surface preparation, any paintings, pictures or other objects placed on walls for decorative purposes.
Ceiling / Roofing	Only to be assessed where the ceiling or roof is of a significantly different type and structure to rest of décor e.g. a thatched roof. Assessment will include consideration of the quality, condition, finish and maintenance.
Fixtures and fittings	All bathroom fixtures and fittings including WC's, showers, shower cubicle and base, bath, bidet, taps, mirrors and ancillary fittings such as toilet roll holder, soap dishes etc.

Towelling	All bathroom linen including towels, facecloths, bath and toilet mats, bath robes and complimentary slippers
Flooring	All aspects of flooring and floor finishes
Temperature control, lighting and ventilation	Quality, condition and efficiency of all equipment provided to enable guests control of temperature including air conditioning units, fans or heating equipment. Consideration will be taken of the available energy supply and location. Assessment of the quality, condition and range of provision of all light fittings and efficiency of ventilation
Space, comfort and ease of use	Assessment of the size, design and layout of the rooms which will consider the impression of spaciousness, guests' convenience and ease of use of all facilities
Accessories	Assessment of the range quality and condition of additional items provided for guests in bathrooms
Public areas	
Decoration	The finish, quality and condition of all wall surfaces within all public areas including reception, guest lounges, bar areas. Will include assessment of surface preparation, any paintings, pictures or other objects placed on walls for decorative purposes.
Ceiling / roofing	Only to be assessed where the ceiling or roof is of a significantly different type and structure to rest of décor e.g. a thatched roof. Assessment will include consideration of the quality, condition, finish and maintenance.
Furniture and fittings	The quality and condition of all furnishings and fittings provided in all public areas including seating, tables, bar furniture and other miscellaneous occasional pieces.
Flooring	The quality and condition of all public area flooring or floor finishes throughout reception, lounge and bar areas.
Lighting	Assessment of the quality, condition and range of provision of all light fittings

Atmosphere and ambience	Assessment of the size, design and layout of the public areas which will consider the impression of spaciousness, guests' convenience, comfort, range of seating and sitting areas and the ambience created
Dining area(s)	
Decoration	The finish, quality and condition of all wall surfaces within all dining areas. Will include assessment of surface preparation, any paintings, pictures or other objects placed on walls for decorative purposes.
Ceiling / Roofing	Only to be assessed where the ceiling or roof is of a significantly different type and structure to rest of décor e.g. a thatched roof. Assessment will include consideration of the quality, condition, finish and maintenance.
Furniture and fittings	The quality and condition of all furnishings and fittings provided in all dining areas including seating, tables, bar furniture and other miscellaneous occasional pieces.
Flooring	The quality and condition of all dining area flooring or floor finishes.
Ceiling/ Roofing	Only to be assessed where the ceiling or roof is of a significantly different type and structure to rest of décor e.g. a thatched roof. Assessment will include consideration of the quality, condition, finish and maintenance.
Lighting	Assessment of the quality, condition and range of provision of all light fittings
Table appointment	Assessment of the quality, condition, presentation and range of dressed dining tables including all aspects of crockery, cutlery, glassware, linen and napery and additional items such as flowers or table decorations.
Menu presentation	The quality and standard of menu and wine list presentation whether hand written, printed hard copy, on blackboard or similar.
Atmosphere and ambience	Assessment of the size, design and layout of the dining areas which will consider the impression of spaciousness, guests' convenience, comfort, the

	suitability of dining furniture and the ambience created
Food and beverage	
Breakfast presentation	The quality of food presentation of both individual dishes and any buffet. Includes consideration of the appropriate use of display facilities, maintenance of buffets or chilled displays, use of appropriate crockery of the correct temperature, garnishes and presentation of plated dishes.
Breakfast quality	The quality of ingredients used and range of menu choices available
Dinner and room service	The quality of food presentation of both individual dishes and
Presentation	any buffet. Includes consideration of the appropriate use of display facilities, maintenance of buffets or chilled displays, use of appropriate crockery of the correct temperature, garnishes and presentation of plated dishes.
Dinner and room service quality	The quality of ingredients used and range of menu choices available
Service and hospitality	
Reservation	The quality, efficiency and professionalism of all aspects of the booking process as appropriate for the booking method used (e.g. telephone, email, on-line)
Check-in and reception services	The professional skills, efficiency, attitude, customer focus and product knowledge of all staff involved in aspects of the check-in and guest registration process together with consideration of all other reception services which may be offered
Porter service	The professionalism, availability and efficiency of Porter Services
Public area and bar service	The professional skills, efficiency, attitude, customer focus and product knowledge of all staff providing public area or bar services

Dinner and breakfast service	The professional skills, efficiency, attitude, customer focus and product knowledge of all staff providing dinner or breakfast service.
Wine and restaurant drinks service	The professional skills, efficiency, attitude, customer focus and product knowledge of all staff providing drink or wine services in restaurant or dining areas
Room service	The professional skills, efficiency, attitude, customer focus and product knowledge of all staff providing room service
Check-out	The professional skills, efficiency, attitude, customer focus and product knowledge of all staff involved in aspects of the check-out, bill presentation and payment processes.
General	
Staff appearance	The quality and professional appearance of the dress and personal presentation of all customer facing staff
Tourist information	Assessment of Tourist Information will take into consideration the range and quality of Tourist Information provided and available for guests, additional personal touches, artifacts, collections, books etc. are also considered.
Leisure facilities	Assessment of this aspect will normally include any additional recreational facilities provided for guests' use. This may include, for example only and not definitively or exclusively: Quality, range and maintenance of additional recreational facilities such as Swimming pools, Gym or Gym equipment, sauna, Spa treatments or Wellness centres etc.
Housekeeping	
	Assessment of all aspects of cleanliness and housekeeping services throughout the publicly accessible areas of the property.