



# **Monkey Thorn Guest Lodge**

White River, Mpumalanga

Member Id: 823890156

## **Five Star Country House**

Assessor: Judith Sevenster

Visit: 3 March 2020

# Executive Summary

## Summary

Monkey Thorn Guest Lodge is situated in the picturesque town of White River in the heart of the Lowveld. Designed and built with complete comfort and relaxation in mind for the guests whilst creating a true traditional feel of the Lowveld. The establishment has nine free standing suites set on a six hectares of indigenous gardens and a outdoor boma, that gives a feeling of being in the bush. The main lodge building has a restaurant where guests can dine enjoying home grown produce and a beautiful sparkling blue swimming pool. International guests mainly occupy this establishment. I recommend a 5 star grading in the Country House category.

## Exterior: Strengths

The property is secured with electric fencing, a security guard at the gate, a intercom system for entering the property and a night guard. Covered and shaded parking provided. The manager on duty is available 24 hours, and a night bell is provided at the reception area. a Assembly point is set close to the main gate with clear signage. a Back-up generator is provided for power failures. Emergency information are provided in each room, and a briefing is done with all new guests checking in. Outstanding signage inside the property. The quality of the grounds, gardens and buildings is outstanding and very well maintained.

## Exterior: Areas for Improvement

Ongoing maintenance throughout the year.  
All areas on the property is extremely neat and well maintained.

## Bedrooms: Strengths

The establishment has 9 private guest suites, all with a private patio and a stunning garden view. The quality of the furniture, fittings, flooring, ceiling and linen is outstanding. Each bedroom has full block-out curtains and airconditioning. Each bedroom has a TV lounge, with a comfortable couch and a flatscreen television with a large variety of DSTV channels. Free Wifi are provided throughout the establishment. All rooms has a very well equipped coffee station, with complimentary coffee, tea, sugar, rusks, milk pods, and fresh milk on request. a Mini-bar fridge are provided, with fresh still water. All rooms has a dining area. All beds has mattress and pillow protectors. All rooms has a large desk/dresser, with a large mirror and excellent lighting. a Full lenght mirror are provided in each room. All rooms has large cupboards and drawers, with 10 non-theft hangers, a safe and a sealed extra blanket. Each room has a well appointed information folder, and emergency info.

## Bedrooms: Areas for Improvement

No areas for improvement identified.  
The bedrooms has outstanding facilities.

### **Bathrooms: Strengths**

All the bathrooms is en-suite with outstanding quality flooring, ceilings, lighting and fittings. Extraction fans are provided in all bathrooms. All bathrooms only has showers, with a extra lenth bath mat. a Large hand basin are provided with a large vanity space and drawers. a Medium sized mirror are provided at the hand basin. a Variety of personal amenities, sanitary bags and tissues are provided. Two drinking glasses are provided at the hand basin. Outstanding quality towels are provided. Swimming towels are provided at the pool. a Closed bin and toilet brush are provided at the toilet. Clothes hooks are provided in all bathrooms. Slippers and bathgowns are provided in each room.

### **Bathrooms: Areas for Improvement**

The owner was in the process of buying new magnifying mirrors for each bathroom/room.

### **Kitchens: Strengths**

Not applicable.

### **Kitchens: Areas for Improvement**

Not applicable.

### **Shared/Public Areas: Strengths**

The public areas at the establishment includes the formal reception area, indoor lounges, a bar, the restaurant, outdoor lounges and the swimming pool. The quality of the flooring, furniture, fittings, decor and lighting is outstanding. Background music are provided at the main building. Public toilets are provided at the main building with outstanding facilities. Free Wifi are provided in all areas of the Lodge. Summer chairs are provided at the pool.

### **Shared/Public Areas: Areas for Improvement**

Outstanding facilities are provided.

### **Breakfast and Dining Facilities : Strengths**

The Lodge has a Restaurant, also open for the public only on private bookings. Breakfast is included in the rate. Breakfast starts with a cold spread, fresh fruits, yogurt, cereals, pastries etc, and then followed by a full hot breakfast prepared by a professional chef. Dietary requirements are taken into consideration. Lunch and dinner is also available at the restaurant. Light lunches are provided, and three course meals are provided at the restaurant on the menu. They also have a wine list and beverage list available. Based on reviews, the food's quality looks outstanding. The restaurant has outstanding, modern wooden tables with wooden and metal chairs. Beautiful decor and lights are provided in the restaurant. Excellent lighting are provided at the buffet area. a Boma is also provided for special dinners under the stars. The quality of the crockery, cuterly and glassware is outstanding.

### **Breakfast and Dining Facilities : Areas for Improvement**

Outstanding dining facilities offered.

### **General Services & Service: Strengths**

- Friendly and professional staff welcomes guests upon arrival.
- All staff has professional uniforms and name badges.
- Outstanding check-in and check out service are provided.
- a Full briefing are done by the host upon arrival of all guests.
- Tourist information are provided at the reception.
- a Full laundry service are provided, laundry list and bags are provided in the rooms.
- Free Wifi are provided throughout the establishment.
- Excellent meal and table service provided at the restaurant area.
- Basic business facilities are provided on request at the reception area.

### **General Services & Service: Areas for Improvement**

Outstanding services provided at the Lodge.

### **Housekeeping: Strengths**

All the areas are very neat, clean and tidy. The housekeepers has professional uniforms and name badges. a Full turn down service are provided.

### **Housekeeping: Areas for Improvement**

All requirements met.

### **UA: Strengths**

The establishment do not want to go ahead with the UA grading.

### **UA: Areas for Improvement**

If this establishment wish to do the UA grading, they will need to change the following:

- No rails at the swimming pool.
- No rails at the toilets.
- Mirrors and hand basins are too high.
- No D-shape door handles.
- Get ramps where steps are present.
- They will need to lower the hangers in the cupboards.

## Score Summary

<b>Overall Assessment</b>	<b>Score</b>	<b>Outcome</b>
Overall Impression	96%	Five Star
<b>Criteria Scores</b>		
Building Exterior	95%	
Bedrooms	97%	
Bathrooms	94%	
Public Areas	95%	
General Services & Service	92%	
Housekeeping Service	100%	
<b>Category Specific Criteria</b>		
Food & Beverage	97%	

## UA Criteria Not Met

17	<b>Level 1 Universal Access</b>	
17.1	<b>Building Exterior and Interior: All areas</b>	
17.1.1	Clear signage. Signage must incorporate symbols and pictograms.	MCV
17.1.2	Fixed, level, matt and slip resistant ground and floor surfaces with no changes in level or threshold of and carpet pile no greater than 13mm.	MV
17.1.3	Canopy structures should not protrude into any pedestrian walkways, and should not be lower than 2100mm (2.1m).	MV
17.1.4	No coat hooks or other projections to extend more than 30mm from the wall or doors. It is important to ensure that no harmful obstructions project from the walls.	MV
17.1.5	Where steps are present en-route to facilities, a route with no steps to be provided	MV
17.1.6	Textured surfaces, such as roughened finishes, on all ramps and stairways.	MV
17.1.7	Use of contrasting colours to indicate change of areas and surfaces so as to facilitate navigation around the property	V
17.1.8	All vertical glass fixtures and fittings to be non-reflective and be clearly marked.	V
17.1.9	Any ramp or series of ramps shall provide safe, comfortable and convenient route for wheelchair users with gradient not steeper than 1:12.	M
17.1.10	Any stairs and/or escalators shall provide a safe, comfortable and convenient route for users.	MV
17.1.11	Uniform height levels between landings on staircases and/or escalators. There must be an equal number of steps on each flight of stairs. Tonal contrast/ safety strips on all nosing.	MV
17.1.12	Where there are revolving doors, turnstiles or other entrance barriers, an alternative means of access should be provided.	MV
17.1.13	Size of opening leaf of all doors should be a minimum of 760mm wide when measured in the 90 degree open position. Minimum space of 900mm by 1200mm clear unobstructed turn space in front of the door.	MV
17.1.14	Door-handles must be fitted at a height of 1200mm and not lower than 1000mm.	M
17.1.15	Where sliding doors are installed, they must be easy to open with fingertip pressure and must have handles that provide at least 60mm of clear finger space.	M
17.1.16	A minimum space of 800mm to 900mm between the furniture and fittings to allow for ease of access from one to the other. Any room configuration must allow for unobstructed turning space of at least 1200mm, in at least one area.	M
17.1.17	Provide chairs at a minimum height of 500mm (50mm tolerance allowed), some with and some without arm rests.	M
17.1.18	All tables, dressing tables and desks must have a clear knee space of 760mm underneath the table top from the floor finish.	M
17.1.19	All lighting must be even and well lit at a minimum 200 lux.	V
17.1.20	Light and power switches must be easily operated.	MV
17.1.21	No complicated patterned materials to be used.	V
17.3	<b>Building Exterior: Parking, Driveways &amp; Signage</b>	
17.3.1	A designated, clearly indicated, 3500mm (3.5m) wide parking space must be provided for each UA mobility room with a maximum gradient of 1:50 at the setting down point. Distance from designated parking bays to entrance maximum of 30m.	M
17.3.2	Gradient en-route to entrance from street or designated parking bay no steeper than 1:12	M
17.3.3	A clearly displayed contact number of an establishment representative at the setting down point.	MCV

17.4	<b>Safety &amp; Security: All areas</b>	
17.4.1	Emergency information & procedures clearly displayed in English and/ or pictograms. For guests with visual and communication limitations, signage must be in larger print and placed at a height of between 1400mm and 1700mm above finished floor level.	MCV
17.6	<b>Bedrooms: Entrance, Safety &amp; Security</b>	
17.6.1	The additional door peephole needs to be 1100mm (1.1m) and the emergency evacuation notice to be placed just above the peephole.	M
17.6.2	The bedroom door must have a lock that is easy to use with minimum effort.	MV
17.6.3	An emergency call system must be in place for each guest to contact the front desk.	MCV
17.6.4	An emergency evacuation system must be in place for the front desk to contact each guest.	MCV
17.6.5	Fire extinguisher to be located between 800mm and 1200mm above floor level and within 3000mm (3m) of door entrance (exterior).	M
17.6.6	A safe must be installed at an accessible height of between 600mm and 800mm.	M
17.7	<b>Bedrooms: Electronic Appliances</b>	
17.7.1	Televisions to have fully functional remote controls with a tactile indicator on the Number 5 button.	V
17.7.2	Accessible controls for heating and cooling system.	M
17.8	<b>Bedrooms: Wardrobes, shelves &amp; Luggage storage</b>	
17.8.1	All handles must be fitted at a height of 1200mm and not lower than 1000mm and are easy to operate with minimum effort.	M
17.8.2	Hanging rail must be fitted at a height of 1400mm (1.4m) from the floor.	M
17.9	<b>Bedrooms: Curtains and Window coverings</b>	
17.9.1	Curtains must be fitted with pull-rods / closing cords of sufficient length with a ring at the end.	M
17.10	<b>Bedrooms: Form of Bedding (Beds, Bases &amp; Mattresses)</b>	
17.10.1	Size of firm bed must be 450mm to 500mm in height.	M
17.10.2	Unobstructed turning space of at least 1200mm width on one side of the bed.	M
17.11	<b>Bedrooms: Lighting, Power &amp; Switches</b>	
17.11.1	The height of light switches and controls must be between 800mm – 1200mm from the floor.	M
17.11.2	Bedside lamps to have easily accessible switches a maximum 200mm away from the bed	M
17.12	<b>Bedrooms: Mirror &amp; Mirror Lighting</b>	
17.12.1	Full length mirror must not be more than 400mm from the floor and usable for standing and seated guests. Lights positioned so as not to create a glare on surfaces.	M
17.13	<b>Bedrooms: General Facilities</b>	
17.13.1	Tea and coffee making facilities and other accessories to be positioned at a height of no more than 800mm.	M
17.15	<b>Bathrooms, Toilets and Public Toilets: Provision</b>	
17.15.1	As per provision for rooms, each UA room to have a UA en-suite bathroom measuring no less than 1800mm by 1800mm	M
17.16	<b>Bathrooms, Toilets and Public Toilets: Accessories</b>	
17.16.1	A bin with easy to use lid must be provided.	M

17.17	<b>Bathrooms, Toilets and Public Toilets: Fixtures and Fittings</b>	
17.17.1	Bathroom instructions must be provided in large print and/or tactile format.	V
17.17.2	Exposed hot pipes must be well insulated.	MV
17.17.3	The access door must be fitted with an external emergency release lock	MV
17.17.4	Toilet seat height must be between 480mm and 500mm.	M
17.17.5	The basin must be set at a height of 800mm, measured from the floor to the top edge of the basin. The clear space under the basin must be a minimum of 720mm measured from the floor to underneath the basin.	M
17.17.6	Sanitising hand wipes must be provided and placed within easy reach while seated	M
17.17.7	All taps must be lever action.	M
17.17.8	The mirror must be located no more than 72mm from the top of the basin and must be well lit.	M
17.17.9	The soap dispenser, hand-dryer (towel/paper) and toilet paper holder shall be easy to use and easily accessible while seated.	M
17.17.10	There must be a minimum of 800mm wide clear transfer space on one side of toilet pan.	M
17.17.11	The measurement from the front edge of the toilet pan to the rear wall must be a minimum of 690mm clear space.	M
17.17.12	The centreline of toilet bowl must not be more than 480mm from wall opposite transfer space.	M
17.17.13	The cranked grab-bar must be fitted on the wall opposite the transfer space. It must be fitted in the correct configuration - with horizontal section 800mm from the floor finish and 380mm from the rear wall. It must also have the 45 degree section facing away from the rear wall.	M
17.17.14	The Horizontal grab-bar located at the back of the toilet, must be at a height of 800mm from the floor finish.	M
17.17.15	The toilet seat lid must remain in an upright position when raised.	MV
17.17.16	The toilet flush control must be positioned on the outer side or behind the toilet, operable from the transfer space, with ease.	M
17.17.17	All towel rails positioned at height of 900mm to 1000mm.	M



17.19	<b>Bathrooms, Toilets and Public Toilets: Shower</b>	
17.19.1	A Roll-in shower must be provided with a clear, unobstructed 1200mm x 1200mm space in front of the shower seat in the upright position. In addition, the gradient of the shower floor must be configured to drain towards the shower trap.	M
17.19.2	A 500mm by 500mm fold-down shower seat, professionally manufactured and fitted at a height of between 450mm to 500mm from floor finish must be provided.	M
17.19.3	The soap dispenser/holder shall be easy to use and easily accessible while seated on the shower seat.	M
17.19.4	There must be a minimum of 800mm wide transfer space on one side of the shower seat.	M
17.19.5	The centreline of the shower seat must be not more than 480mm from the wall opposite the transfer space.	M
17.19.6	The cranked grab-bar must be fitted on the wall opposite the transfer space. It must be fitted in the correct configuration - with the horizontal section 800mm from the floor finish, and 380mm from the rear wall. It must also have the 45degree section facing away from the rear wall.	M
17.19.7	A vertical grab-bar, of at least 600mm long, located on the transfer side of the shower seat, fitted at a minimum height of 800mm from the floor finish to the underneath of the vertical bar - must be provided.	M
17.19.8	If shower screens are installed, the width of the entrance to the roll-in shower must be at least 800mm and there must be sufficient turning space of 1100mm by 1200mm inside the shower cubicle.	M
17.19.9	A fixed shower head must be installed at the height of 2100mm above the floor finish and/or, an adjustable shower head on a vertical bar with the top of the bar at the height of 2100mm from the floor finish. The shower hose length must be 1500mm (1.5m).	M
17.19.10	The shower taps must be mounted on the same wall as the cranked-bar, easy to use and accessible from the shower seat.	M
17.20	<b>Shared Areas: Provision</b>	
17.20.1	Background music should be appropriate or kept at a low level.	C
17.21	<b>Shared Areas: Electronic appliances</b>	
17.21.1	Sub-titles to be provided on television services where available.	C
17.22	<b>Shared Areas: Furnishings &amp; Fixtures</b>	
17.22.1	Public telephones, if provided, to be fitted with a raised pip on button number 5.	C
17.23	<b>Shared Areas: Bar, Lounge &amp; Sitting Areas</b>	
17.23.1	Bars must have a lowered counter at 800mm above floor level or there must be provision for table orientated assistance.	M
17.25	<b>Dining Facilities: Table Appointments</b>	
17.25.1	A staff member must provide orientation for table setting and the food position on the plate.	V
17.26	<b>Dining Facilities: Meal quality &amp; Presentation</b>	
17.26.1	Labels on buffet stations, containers and menus must be clear and in large print.	V
17.26.2	Staff assistance must be provided at buffets and tables.	MV
17.26.3	Provide a warning sign for hot elements at buffet tables and similar services to provide a basic level of warning to all guests.	MV

17.27	<b>General Services &amp; Service: Welcome, Friendliness and Attitude</b>	
17.27.1	UA sensitivity training for managers and staff who interface with guests.	MCV
17.27.2	On arrival, guests are provided with an orientation on their navigation around the facilities and information on emergency procedures.	MV
17.27.3	Website and other forms of marketing collateral provides sufficient pre-booking information on all UA services and facilities.	MCV
17.28	<b>General Services &amp; Service: Reception/ Lobby</b>	
17.28.1	Size of unobstructed clear space in front of check-in counter or reception desk at least 900mm x 1400mm. A section of the reception counter must be lowered to 800mm or provision must be made for check-in at desk or table	M
17.29	<b>General Services &amp; Service: Porterage, Concierge and Luggage Handling</b>	
17.29.1	Porterage to be provided by staff or owner to guests with functional visual and mobility/ physical limitations.	MV
17.30	<b>General Services &amp; Service: Check Out Efficiency</b>	
17.30.1	Staff must be available to assist with check-out procedures.	MCV
17.31	<b>General Services &amp; Service: Communications and Business Facilities</b>	
17.31.1	At least one workstation with counter-height of not more than 800mm from floor.	M
17.31.2	Provision for well-spaced, accessible electrical outlets.	MV
17.32	<b>Housekeeping Services: All areas</b>	
17.32.1	Housekeeping staff to ensure all room accessories and equipment are within easy reach for guests. Care to be taken to ensure that everything remains in the same place.	MV
17.33	<b>Additional Facilities: Swimming pool</b>	
17.33.1	Safe access to swimming pool area	MV
17.41	<b>Additional Facilities: Braai/Boma Area</b>	
17.41.1	Safe access into the Braai/ Boma area	MV
17.43	<b>Additional Facilities: Emergency lighting</b>	
17.43.1	Emergency lighting to be provided	MV

## UA Deficiencies Report

### 17 Level 1 Universal Access

#### 17.1 Building Exterior and Interior: All areas

- 17.1.1 Clear signage. Signage must incorporate symbols and pictograms.
- 17.1.2 Fixed, level, matt and slip resistant ground and floor surfaces with no changes in level or threshold of and carpet pile no greater than 13mm.
- 17.1.3 Canopy structures should not protrude into any pedestrian walkways, and should not be lower than 2100mm (2.1m).
- 17.1.4 No coat hooks or other projections to extend more than 30mm from the wall or doors. It is important to ensure that no harmful obstructions project from the walls.
- 17.1.5 Where steps are present en-route to facilities, a route with no steps to be provided
- 17.1.6 Textured surfaces, such as roughened finishes, on all ramps and stairways.
- 17.1.7 Use of contrasting colours to indicate change of areas and surfaces so as to facilitate navigation around the property
- 17.1.8 All vertical glass fixtures and fittings to be non-reflective and be clearly marked.
- 17.1.9 Any ramp or series of ramps shall provide safe, comfortable and convenient route for wheelchair users with gradient not steeper than 1:12.
- 17.1.10 Any stairs and/or escalators shall provide a safe, comfortable and convenient route for users.
- 17.1.11 Uniform height levels between landings on staircases and/or escalators. There must be an equal number of steps on each flight of stairs. Tonal contrast/ safety strips on all nosing.
- 17.1.12 Where there are revolving doors, turnstiles or other entrance barriers, an alternative means of access should be provided.
- 17.1.13 Size of opening leaf of all doors should be a minimum of 760mm wide when measured in the 90 degree open position. Minimum space of 900mm by 1200mm clear unobstructed turn space in front of the door.
- 17.1.14 Door-handles must be fitted at a height of 1200mm and not lower than 1000mm.
- 17.1.15 Where sliding doors are installed, they must be easy to open with fingertip pressure and must have handles that provide at least 60mm of clear finger space.
- 17.1.16 A minimum space of 800mm to 900mm between the furniture and fittings to allow for ease of access from one to the other. Any room configuration must allow for unobstructed turning space of at least 1200mm, in at least one area.
- 17.1.17 Provide chairs at a minimum height of 500mm (50mm tolerance allowed), some with and some without arm rests.
- 17.1.18 All tables, dressing tables and desks must have a clear knee space of 760mm underneath the table top from the floor finish.
- 17.1.19 All lighting must be even and well lit at a minimum 200 lux.
- 17.1.20 Light and power switches must be easily operated.
- 17.1.21 No complicated patterned materials to be used.

#### 17.3 Building Exterior: Parking, Driveways & Signage

- 17.3.1 A designated, clearly indicated, 3500mm (3.5m) wide parking space must be provided for each UA mobility room with a maximum gradient of 1:50 at the setting down point. Distance from designated parking bays to entrance maximum of 30m.
- 17.3.2 Gradient en-route to entrance from street or designated parking bay no steeper than 1:12
- 17.3.3 A clearly displayed contact number of an establishment representative at the setting down point.

#### 17.4 Safety & Security: All areas

17.4.1 Emergency information & procedures clearly displayed in English and/ or pictograms. For guests with visual and communication limitations, signage must be in larger print and placed at a height of between 1400mm and 1700mm above finished floor level.

#### 17.6 **Bedrooms: Entrance, Safety & Security**

17.6.1 The additional door peephole needs to be 1100mm (1.1m) and the emergency evacuation notice to be placed just above the peephole.

17.6.2 The bedroom door must have a lock that is easy to use with minimum effort.

17.6.3 An emergency call system must be in place for each guest to contact the front desk.

17.6.4 An emergency evacuation system must be in place for the front desk to contact each guest.

17.6.5 Fire extinguisher to be located between 800mm and 1200mm above floor level and within 3000mm (3m) of door entrance (exterior).

17.6.6 A safe must be installed at an accessible height of between 600mm and 800mm.

#### 17.7 **Bedrooms: Electronic Appliances**

17.7.1 Televisions to have fully functional remote controls with a tactile indicator on the Number 5 button.

17.7.2 Accessible controls for heating and cooling system.

#### 17.8 **Bedrooms: Wardrobes, shelves & Luggage storage**

17.8.1 All handles must be fitted at a height of 1200mm and not lower than 1000mm and are easy to operate with minimum effort.

17.8.2 Hanging rail must be fitted at a height of 1400mm (1.4m) from the floor.

#### 17.9 **Bedrooms: Curtains and Window coverings**

17.9.1 Curtains must be fitted with pull-rods / closing cords of sufficient length with a ring at the end.

#### 17.10 **Bedrooms: Form of Bedding (Beds, Bases & Mattresses)**

17.10.1 Size of firm bed must be 450mm to 500mm in height.

17.10.2 Unobstructed turning space of at least 1200mm width on one side of the bed.

#### 17.11 **Bedrooms: Lighting, Power & Switches**

17.11.1 The height of light switches and controls must be between 800mm – 1200mm from the floor.

17.11.2 Bedside lamps to have easily accessible switches a maximum 200mm away from the bed

#### 17.12 **Bedrooms: Mirror & Mirror Lighting**

17.12.1 Full length mirror must not be more than 400mm from the floor and usable for standing and seated guests. Lights positioned so as not to create a glare on surfaces.

#### 17.13 **Bedrooms: General Facilities**

17.13.1 Tea and coffee making facilities and other accessories to be positioned at a height of no more than 800mm.

#### 17.15 **Bathrooms, Toilets and Public Toilets: Provision**

17.15.1 As per provision for rooms, each UA room to have a UA en-suite bathroom measuring no less than 1800mm by 1800mm

#### 17.16 **Bathrooms, Toilets and Public Toilets: Accessories**

17.16.1 A bin with easy to use lid must be provided.

17.17 **Bathrooms, Toilets and Public Toilets: Fixtures and Fittings**

- 17.17.1 Bathroom instructions must be provided in large print and/or tactile format.
- 17.17.2 Exposed hot pipes must be well insulated.
- 17.17.3 The access door must be fitted with an external emergency release lock
- 17.17.4 Toilet seat height must be between 480mm and 500mm.
- 17.17.5 The basin must be set at a height of 800mm, measured from the floor to the top edge of the basin. The clear space under the basin must be a minimum of 720mm measured from the floor to underneath the basin.
- 17.17.6 Sanitising hand wipes must be provided and placed within easy reach while seated
- 17.17.7 All taps must be lever action.
- 17.17.8 The mirror must be located no more than 72mm from the top of the basin and must be well lit.
- 17.17.9 The soap dispenser, hand-dryer (towel/paper) and toilet paper holder shall be easy to use and easily accessible while seated.
- 17.17.10 There must be a minimum of 800mm wide clear transfer space on one side of toilet pan.
- 17.17.11 The measurement from the front edge of the toilet pan to the rear wall must be a minimum of 690mm clear space.
- 17.17.12 The centreline of toilet bowl must not be more than 480mm from wall opposite transfer space.
- 17.17.13 The cranked grab-bar must be fitted on the wall opposite the transfer space. It must be fitted in the correct configuration - with horizontal section 800mm from the floor finish and 380mm from the rear wall. It must also have the 45 degree section facing away from the rear wall.
- 17.17.14 The Horizontal grab-bar located at the back of the toilet, must be at a height of 800mm from the floor finish.
- 17.17.15 The toilet seat lid must remain in an upright position when raised.
- 17.17.16 The toilet flush control must be positioned on the outer side or behind the toilet, operable from the transfer space, with ease.
- 17.17.17 All towel rails positioned at height of 900mm to 1000mm.

17.19 **Bathrooms, Toilets and Public Toilets: Shower**

- 17.19.1 A Roll-in shower must be provided with a clear, unobstructed 1200mm x 1200mm space in front of the shower seat in the upright position. In addition, the gradient of the shower floor must be configured to drain towards the shower trap.
- 17.19.2 A 500mm by 500mm fold-down shower seat, professionally manufactured and fitted at a height of between 450mm to 500mm from floor finish must be provided.
- 17.19.3 The soap dispenser/holder shall be easy to use and easily accessible while seated on the shower seat.
- 17.19.4 There must be a minimum of 800mm wide transfer space on one side of the shower seat.
- 17.19.5 The centreline of the shower seat must be not more than 480mm from the wall opposite the transfer space.
- 17.19.6 The cranked grab-bar must be fitted on the wall opposite the transfer space. It must be fitted in the correct configuration - with the horizontal section 800mm from the floor finish, and 380mm from the rear wall. It must also have the 45degree section facing away from the rear wall.
- 17.19.7 A vertical grab-bar, of at least 600mm long, located on the transfer side of the shower seat, fitted at a minimum height of 800mm from the floor finish to the underneath of the vertical bar - must be provided.
- 17.19.8 If shower screens are installed, the width of the entrance to the roll-in shower must be at least 800mm and there must be sufficient turning space of 1100mm by 1200mm inside the shower cubicle.
- 17.19.9 A fixed shower head must be installed at the height of 2100mm above the floor finish and/or, an adjustable shower head on a vertical bar with the top of the bar at the height of 2100mm from the floor finish. The shower hose length must be 1500mm (1.5m).
- 17.19.10 The shower taps must be mounted on the same wall as the cranked-bar, easy to use and accessible from the shower seat.

- 17.20 **Shared Areas: Provision**
- 17.20.1 Background music should be appropriate or kept at a low level.
- 17.21 **Shared Areas: Electronic appliances**
- 17.21.1 Sub-titles to be provided on television services where available.
- 17.22 **Shared Areas: Furnishings & Fixtures**
- 17.22.1 Public telephones, if provided, to be fitted with a raised pip on button number 5.
- 17.23 **Shared Areas: Bar, Lounge & Sitting Areas**
- 17.23.1 Bars must have a lowered counter at 800mm above floor level or there must be provision for table orientated assistance.
- 17.25 **Dining Facilities: Table Appointments**
- 17.25.1 A staff member must provide orientation for table setting and the food position on the plate.
- 17.26 **Dining Facilities: Meal quality & Presentation**
- 17.26.1 Labels on buffet stations, containers and menus must be clear and in large print.
- 17.26.2 Staff assistance must be provided at buffets and tables.
- 17.26.3 Provide a warning sign for hot elements at buffet tables and similar services to provide a basic level of warning to all guests.
- 17.27 **General Services & Service: Welcome, Friendliness and Attitude**
- 17.27.1 UA sensitivity training for managers and staff who interface with guests.
- 17.27.2 On arrival, guests are provided with an orientation on their navigation around the facilities and information on emergency procedures.
- 17.27.3 Website and other forms of marketing collateral provides sufficient pre-booking information on all UA services and facilities.
- 17.28 **General Services & Service: Reception/ Lobby**
- 17.28.1 Size of unobstructed clear space in front of check-in counter or reception desk at least 900mm x 1400mm. A section of the reception counter must be lowered to 800mm or provision must be made for check-in at desk or table
- 17.29 **General Services & Service: Porterage, Concierge and Luggage Handling**
- 17.29.1 Porterage to be provided by staff or owner to guests with functional visual and mobility/ physical limitations.
- 17.30 **General Services & Service: Check Out Efficiency**
- 17.30.1 Staff must be available to assist with check-out procedures.
- 17.31 **General Services & Service: Communications and Business Facilities**
- 17.31.1 At least one workstation with counter-height of not more than 800mm from floor.
- 17.31.2 Provision for well-spaced, accessible electrical outlets.
- 17.32 **Housekeeping Services: All areas**
- 17.32.1 Housekeeping staff to ensure all room accessories and equipment are within easy reach for guests. Care to be taken to ensure that everything remains in the same place.
- 17.33 **Additional Facilities: Swimming pool**
- 17.33.1 Safe access to swimming pool area
- 17.41 **Additional Facilities: Braai/Boma Area**
- 17.41.1 Safe access into the Braai/ Boma area

17.43 **Additional Facilities: Emergency lighting**

17.43.1 Emergency lighting to be provided

- 18 **Level 2 Universal Access**
- 18.1 **Building Exterior and Interior: All areas**
- 18.1.1 Well lit, clear and legible signage with a font size of minimum 120mm on a contrasting background.
- 18.1.2 Further use of integrated décor features to indicate change of areas and surfaces so as to facilitate navigation around the property.
- 18.1.3 All ramps must be a minimum 1:12 gradient and a width of no less than 1100mm (1.1m), and maximum camber of 1:50. All ramps must have a landing at the top and bottom with additional landings every 10 000mm (10m). The landings must not be less than 1200mm (1.2m) in length and clear of any door swing.
- 18.1.4 Ramps must have handrails on one side at a height of between 900mm to 1000mm and tapping rails on the open side of at least 100mm. Handrails must extend 300mm before and beyond the end of the ramp.
- 18.1.5 All Staircases and/or escalators must have handrails on one side at a height of between 900mm to 1000mm and tapping rails on the open side of at least 100mm. Handrails must extend 300mm before and beyond the end of the staircase and escalator.
- 18.1.6 Handles must measure at least 120mm in length and easy to grasp, D-type handle must be used.
- 18.1.7 A minimum space of 900mm to 1000mm between the furniture and fittings to allow for ease of access from one to the other. Any room configuration must allow for unobstructed turning space of at least 1200mm, in at least one area.
- 18.1.8 Immediately inside the entrance door there should be a lighting transition zone from outdoors to indoors.
- 18.2 **Building Exterior: Parking, Driveways & Signage**
- 18.2.1 Distance from designated parking bays to entrance of between 10m and 20m
- 18.2.2 Gradient en-route to entrance from street or designated parking bay no steeper than 1:15
- 18.2.3 An entrance phone should have amplification of sound and visual indication of connection.
- 18.3 **Safety & Security: All areas**
- 18.3.1 All emergency information provided to guest must be in large font
- 18.4 **Bedrooms: Entrance, Safety & Security**
- 18.4.1 Bedroom door must have easy to use electronic locking system.
- 18.5 **Bedrooms: Wardrobes, shelves & Luggage storage**
- 18.5.1 D- Type handles to be provided
- 18.6 **Bedrooms: Form of Bedding (Beds, Bases & Mattresses)**
- 18.6.1 Unobstructed space of at least 1200mm width on one side of the bed without rearranging the furniture.
- 18.7 **Bedrooms: Lighting, Power & Switches**
- 18.7.1 Power sockets located between 800mm - 1000mm above floor surface. Close to headboard and at desk.
- 18.8 **Bedrooms: Mirror & Mirror Lighting**
- 18.8.1 An available portable magnifying vanity mirror.
- 18.9 **Bathrooms, Toilets and Public Toilets: Accessories**
- 18.9.1 Labels in large print
- 18.10 **Bathrooms, Toilets and Public Toilets: Fixtures and Fittings**
- 18.10.1 Pull handles on the inside of the door, 300mm from the hinged side and vertically mounted.
- 18.10.2 Hot water temperature must be set at 55 degrees maximum
- 18.10.3 Basin must be adjacent to toilet and located no more than 300mm from the toilet seat to enable user to wash hands while seated. All towel rails positioned adjacent the basin at a height of 900mm to 1000mm.
- 18.10.4 Lever action mixer taps.



18.11 **Shared Areas: Electronic appliances**

18.11.1 Where televisions are provided listening devices are made available.

18.13 **Dining Facilities: Service**

18.13.1 Offer a choice of seating away from the noise.

18.14 **General Services & Service: Welcome, Friendliness and Attitude**

18.14.1 Consistent expertise available for each shift.

18.15 **Additional Facilities: Swimming pool**

18.15.1 Safe access into swimming pool

18.15.2 An accessible changing room and toilet must be provided in close proximity to the swimming pool.

- 19 **Level 3 Universal Access**
- 19.1 **Building Exterior and Interior: All areas**
- 19.1.1 All ramps must be a minimum 1:15 gradient and a width of no less than 1100mm (1.1m), and maximum camber of 1:50. All ramps must have a landing at the top and bottom with additional landings every 10 000mm (10m). The landings must not be less than 1200mm (1.2m) in length and clear of any door swing.
- 19.1.2 Ramps must have handrails on both sides at a height of between 900mm to 1000mm and tapping rails on the open side of at least 100mm. Handrails must extend 300mm before and beyond the end of the ramp.
- 19.1.3 All Staircases and/or escalators must have handrails on both sides at a height of between 900mm to 1000mm. OR stair-lifts must be provided, handrails must extend 300mm before and beyond the end of the staircase and escalator.
- 19.1.4 All staircases must have tapping rails on both sides of at least 100mm.
- 19.1.5 The wider leaf of double doors must all be located on the same side throughout the length of corridor
- 19.1.6 A space greater than 1000mm between the furniture and fittings to allow for ease of access from one to the other.
- 19.1.7 Furniture should have rounded edges to prevent injury to guests
- 19.2 **Building Exterior: Parking, Driveways & Signage**
- 19.2.1 Distance from designated parking bays to entrance of less than 10m
- 19.2.2 Entry phones or intercoms should have a relay and inductive loop to allow communication with all guests
- 19.2.3 Garage parking with direct access to the entrance.
- 19.3 **Safety & Security: All areas**
- 19.3.1 Signage and relevant information for guests with visual limitations must be displayed in large font and braille.
- 19.4 **Bedrooms: Curtains and Window coverings**
- 19.4.1 Curtains and window coverings fitted with electronic closer mechanism
- 19.5 **Bedrooms: Form of Bedding (Beds, Bases & Mattresses)**
- 19.5.1 Unobstructed access widths of 90cm between walls, features, furniture and fittings - It is essential that the room be free of any obstructions which might cause a guest to be unable to access certain provisions within the room
- 19.6 **Bedrooms: Lighting, Power & Switches**
- 19.6.1 All main light controls or sound and motion sensors accessible from the bed.
- 19.7 **Bathrooms, Toilets and Public Toilets: Provision**
- 19.7.1 As per provision for rooms, each UA room to have a UA en-suite bathroom measuring more than 1800mm by 1800mm
- 19.7.2 There must be a minimum of two bathrooms, one with transfer from the left and the other with transfer from the right.
- 19.8 **Bathrooms, Toilets and Public Toilets: Accessories**
- 19.8.1 A bin with motion sensor lid provided.
- 19.9 **Shared Areas: Electronic appliances**
- 19.9.1 Where television are provided listening devices are made available.
- 19.11 **Dining Facilities: Service**
- 19.11.1 Tableware to contrast with the table surface or table linen.

19.12 **Dining Facilities: Meal quality & Presentation**

19.12.1 Labels on buffet stations, containers and menus must be clear and in Braille.

19.13 **General Services & Service: Welcome, Friendliness and Attitude**

19.13.1 Support system for guests with functional communication limitations.

19.13.2 Support system for guests with functional visual limitations.

19.13.3 Braille signage.

19.13.4 Assistance with information about accessible tourism products and bookings provided by staff.

19.14 **Additional Facilities: Swimming pool**

19.14.1 Hydraulic/ mechanical access into the swimming pool

Notes for Proprietors / Managers

The copy of our Visit Report provides information on our assessment of your accommodation and services. The form may be amended from time to time if we discover that this information can be presented in ways that are more helpful.

When making quality assessments the assessor is assessing each aspect against the standards of excellence established by The Tourism Grading Council. Assessors are trained to ignore their own personal preferences and prejudices when making these assessments. This report is provided in confidence and its contents may not be displayed in any printed material or via electronic media, or indeed quoted verbally. This restriction also applies to any verbal comment made by the assessor at the time of the visit.

PLEASE NOTE

The observations in the Visit Report are intended to be helpful by drawing particular points to your attention. There is no implication that it was these aspects alone that influenced the overall assessment, or that, if they are acted upon, a higher overall grade would be necessarily achieved. Should a proprietor/manager disagree with the grade given, there is an Appeal Procedure, details of which are available from [www.tourismgrading.co.za](http://www.tourismgrading.co.za). A separate charge is made for an appeal assessment.