



TOURISM GRADING COUNCIL
OF SOUTH AFRICA

Quality in Tourism

Alta Bay

Cape Town, Western Cape

Member Id: 8760

Four Star Bed & Breakfast

Assessor: Deborah Goveia

Visit: 11 April 2012

Score Summary

Overall Assessment	Score	Out Of	Outcome
Overall Assessment	788	1 000	Four Star
Standard Criteria			
Building Exterior	79	102	
Bedrooms	228	278	
Bathrooms	122	153	
Public Areas	68	90	
General Facilities	25	25	
	522	500	
Category Specific Criteria			
Dining Facilities	139	172	
General Services	89	113	
Housekeeping	24	30	
Additional Facilities	14	37	
	266	500	

Criteria Not Met

3	BUILDING EXTERIOR	
3.2	Grounds and Gardens	
3.2.12	Clear signage and pictograms.	Communication Bronze
3.2.12	Clear signage and pictograms.	Visual Bronze
3.2.13	Grounds and garden pathways kept clear of obstacles / obstructions.	Mobility Bronze
3.2.13	Grounds and garden pathways kept clear of obstacles / obstructions.	Visual Bronze
3.2.14	Fixed, level, matt and slip resistant ground and floor surfaces.	Visual Bronze
3.2.15	Canopy structures should not protrude into any pedestrian walkways, and should be lower than 2m.	Visual Bronze
3.2.16	No steps en-route to facilities.	Mobility Bronze
3.2.16	No steps en-route to facilities.	Visual Bronze
3.2.17	Texturized surfaces, such as roughened finishes, on all ramps, stairways and main circulation paths.	Mobility Bronze
3.2.17	Texturized surfaces, such as roughened finishes, on all ramps, stairways and main circulation paths.	Visual Bronze
3.2.18	Route surface firm and even - the surface should be hard with no gravel or cobble type finishes.	Mobility Bronze
3.2.18	Route surface firm and even - the surface should be hard with no gravel or cobble type finishes.	Visual Bronze
3.3	Parking, Driveways and Signage	
3.3.6	Clear signage and pictograms.	Communication Bronze
3.3.6	Clear signage and pictograms.	Visual Bronze
3.3.7	No steps en-route to entrance from street or parking area.	Mobility Bronze
3.3.7	No steps en-route to entrance from street or parking area.	Visual Bronze
3.3.8	Number of designated 3500mm wide parking bays.	Mobility Bronze
3.3.9	Gradient en-route to entrance from street or designated parking bay.	Mobility Bronze
3.3.10	Entrance Route surface firm and even and slip-resistant no gravel or cobble type finishes.	Mobility Bronze

3.3.10	Entrance Route surface firm and even and slip-resistant no gravel or cobble type finishes.	Visual Bronze
3.4	Safety and Security	
3.4.5	At check-in any guest functional limitation (or any guest requesting such facility) is highlighted in the system, so that in the event of an emergency, special procedures can be taken to locate and evacuate these guests.	Communication Bronze
3.4.5	At check-in any guest functional limitation (or any guest requesting such facility) is highlighted in the system, so that in the event of an emergency, special procedures can be taken to locate and evacuate these guests.	Visual Bronze
3.4.6	On request, places of accommodation should be able to provide a system for logging cellphone numbers of guests and being able to respond to sms communication sent from guests whilst accommodated.	Communication Bronze
3.4.6	On request, places of accommodation should be able to provide a system for logging cellphone numbers of guests and being able to respond to sms communication sent from guests whilst accommodated.	Visual Bronze
3.4.7	Where two-communication systems are employed for security and safety purposes, these should provide a flashing-light mechanism that lights up once confirmation has been received that the signal has been acknowledged.	Communication Bronze
3.4.8	Emergency evacuation procedures taking into account the needs of guests with functional auditory limitations (i.e. blind and sight impaired guests).	Communication Bronze
3.4.9	Emergency evacuation procedures taking into account the needs of guests with functional visual limitations (i.e. blind and sight impaired guests).	Visual Bronze
3.4.10	Emergency evacuation procedures taking into account the needs of guests with functional mobility and physical limitations (i.e. users of wheelchairs and mobility aids).	Mobility Bronze
3.4.11	Emergency evacuation procedures provided orally or by an audio system.	Communication Bronze
3.4.11	Emergency evacuation procedures provided orally or by an audio system.	Visual Bronze
3.4.12	An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress.	Communication Bronze
3.4.12	An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress.	Mobility Bronze
3.4.12	An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress.	Visual Bronze
3.4.13	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests.	Communication Bronze

3.4.13	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests.	Mobility Bronze
3.4.13	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests.	Visual Bronze
3.4.14	All guests, on request, should be provided with audio description(s) (both by staff and pre-recorded by a suitable professional) of emergency procedures and evacuation.	Communication Bronze
3.4.14	All guests, on request, should be provided with audio description(s) (both by staff and pre-recorded by a suitable professional) of emergency procedures and evacuation.	Visual Bronze
3.4.15	There must be a record of guests with a functional physical or mobility limitation, or visual limitation or auditory limitation kept at a secure and accessible place.	Communication Bronze
3.4.15	There must be a record of guests with a functional physical or mobility limitation, or visual limitation or auditory limitation kept at a secure and accessible place.	Mobility Bronze
3.4.15	There must be a record of guests with a functional physical or mobility limitation, or visual limitation or auditory limitation kept at a secure and accessible place.	Visual Bronze
4	BEDROOMS	
4.1	Bedroom Entrance, Safety and Security	
4.1.8	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide to enable guests using mobility aids to gain access.	Mobility Bronze
4.1.9	Size of unobstructed space in-front of doors	Mobility Bronze
4.1.10	Door-handles should be located at a height below 120cm.	Mobility Bronze
4.1.11	Emergency evacuation notice and door peep-hole is to be 110 cm.	Mobility Bronze
4.2	Furniture	
4.2.9	Minimum size of access space to all furniture and fittings is 80cm x 90cm - access space provides easy reach.	Mobility Bronze
4.2.10	Provision should be made for at least 10% of all seating to be located with the height of the seat at 50cm.	Mobility Bronze
4.3	Electronic Appliances	
4.3.4	Sub-titles available on television on services where available.	Communication Bronze
4.3.4	Sub-titles available on television on services where available.	Mobility Bronze
4.3.4	Sub-titles available on television on services where available.	Visual Bronze
4.3.5	Televisions to have working remote controls.	Mobility Bronze

4.3.5	Televisions to have working remote controls.	Visual Bronze
4.3.6	Bedside radio/ clock alarm within easy reach from the bed.	Communication Bronze
4.3.6	Bedside radio/ clock alarm within easy reach from the bed.	Mobility Bronze
4.3.7	Remote control for air-conditioning system.	Mobility Bronze
4.3.7	Remote control for air-conditioning system.	Visual Bronze
4.3.8	Bedside radio/ clock alarm within easy reach from the bed.	Communication Bronze
4.3.8	Bedside radio/ clock alarm within easy reach from the bed.	Mobility Bronze
4.3.9	Induction loop extensions or ear-phones linked to the television.	Visual Bronze
4.3.10	Remote control for air-conditioning system.	Mobility Bronze
4.3.10	Remote control for air-conditioning system.	Visual Bronze
4.3.11	Bedside radio/ clock alarm within easy reach from the bed.	Communication Bronze
4.3.11	Bedside radio/ clock alarm within easy reach from the bed.	Mobility Bronze
4.4	Wardrobes, Shelves and Luggage Storage	
4.4.9	Cupboard door handles height between 80cm- 120cm with handles that are easy to grasp.	Mobility Bronze
4.4.10	Cupboard hanging rail height located at 140cm height above the floor level.	Mobility Bronze
4.4.11	Wardrobe / draw handles to be easy to grip with limited twisting required.	Mobility Bronze
4.5	Curtains and Window Coverings	
4.5.10	Curtains fitted with pull-rods / closing cords.	Mobility Bronze
4.5.10	Curtains fitted with pull-rods / closing cords.	Visual Bronze
4.6	Flooring and Ceiling	
4.6.7	Fixed, level slip-resistant floor surfaces used.	Mobility Bronze
4.6.7	Fixed, level slip-resistant floor surfaces used.	Visual Bronze
4.8	Form of Bedding (Beds, Bases and Mattresses)	
4.8.18	Emergency pull cord next to bed linked to monitoring alarm / system (cord must reach floor level).	Communication Bronze
4.8.18	Emergency pull cord next to bed linked to monitoring alarm / system (cord must reach floor level).	Mobility Bronze

4.8.18	Emergency pull cord next to bed linked to monitoring alarm / system (cord must reach floor level).	Visual Bronze
4.8.19	Size of firm bed 45cm to 50cm in height and minimum 90cm in width.	Mobility Bronze
4.8.20	Unobstructed space to turn adjacent to bed.	Mobility Bronze
4.9	Temperature Control and Ventilation	
4.9.2	Height of environmental controls to enable users to comfortably reach them below 120cm in height.	Mobility Bronze
4.9.3	Remote control for air-conditioning or equivalent cooling system in designated Mobility Accessible Rooms.	Mobility Bronze
4.9.3	Remote control for air-conditioning or equivalent cooling system in designated Mobility Accessible Rooms.	Visual Bronze
4.10	Lighting, Power and Switches	
4.10.11	Bedroom lighting must be even and well lit.	Communication Bronze
4.10.12	Height of light switches and controls should be 80cm – 120cm.	Mobility Bronze
4.11	Mirror and Mirror Lighting	
4.11.4	Mirror area well lit to assist guests with minimum lighting level of 200 lux. Lights positioned so as not to create glare on surfaces.	Mobility Bronze
4.11.4	Mirror area well lit to assist guests with minimum lighting level of 200 lux. Lights positioned so as not to create glare on surfaces.	Visual Bronze
4.12	Accessories	
4.12.17	Fire extinguisher or fire blanket located between 80cm and 120cm above floor level.	Mobility Bronze
4.12.18	Bedroom accessories need to have bold labels for easy identification, with labels in large print.	Communication Bronze
4.12.18	Bedroom accessories need to have bold labels for easy identification, with labels in large print.	Visual Bronze
4.12.19	Staff assistance available to guests to assist in locating and using bedroom accessories.	Visual Bronze
4.12.20	Flashing lights and vibrating pads linked to alarm.	Communication Bronze
4.12.21	Emergency ID door hangers provided for identification of guests with functional communication/ hearing/ visual/ mobility and physical limitations, which can facilitate services that require access to the room.	Communication Bronze

4.12.21	Emergency ID door hangers provided for identification of guests with functional communication/ hearing/ visual/ mobility and physical limitations, which can facilitate services that require access to the room.	Mobility Bronze
4.12.21	Emergency ID door hangers provided for identification of guests with functional communication/ hearing/ visual/ mobility and physical limitations, which can facilitate services that require access to the room.	Visual Bronze
4.13	Spaciousness and Overall Impression	
4.13.6	Floor space clear of any obstacles which may cause injury to guests with functional visual limitations.	Visual Bronze
4.13.7	Unobstructed access widths between walls, features, furniture and fittings should be a minimum of 90cm.	Mobility Bronze
5	BATHROOMS	
5.2	Flooring and Ceiling	
5.2.1	No coat hooks or other projections that extend more than 3cm from the wall or doors. It is important to ensure that no harmful obstructions project from the walls.	Visual Bronze
5.2.2	Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm to ensure that users of mobility aids do not slip and injure themselves on a wet and slippery floor.	Mobility Bronze
5.2.2	Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm to ensure that users of mobility aids do not slip and injure themselves on a wet and slippery floor.	Visual Bronze
5.2.3	Flooring to have no design obstructions.	Communication Bronze
5.3	Fixtures and Fittings	
5.3.21	Flashing light linked to alarm.	Communication Bronze
5.3.21	Flashing light linked to alarm.	Visual Bronze
5.3.22	Bathroom instructions must be provided in large print.	Communication Bronze
5.3.22	Bathroom instructions must be provided in large print.	Visual Bronze
5.3.23	Emergency pull cord linked to monitoring alarm / system (cord must reach floor level).	Mobility Bronze
5.3.23	Emergency pull cord linked to monitoring alarm / system (cord must reach floor level).	Visual Bronze
5.3.24	Use of colour contrasting surfaces.	Visual Bronze
5.3.25	Hot pipes must be well insulated.	Visual Bronze

5.3.26	The access door should be fitted with an emergency release lock.	Communication Bronze
5.3.26	The access door should be fitted with an emergency release lock.	Visual Bronze
5.3.27	No coat hooks or other obstructions to extend more than 3cm from the wall or doors.	Visual Bronze
5.3.28	Audio and visual emergency warning and evacuation systems.	Communication Bronze
5.3.28	Audio and visual emergency warning and evacuation systems.	Visual Bronze
5.7	Lighting and Ventilation	
5.7.7	All areas in bathroom must be well and evenly lit.	Communication Bronze
5.7.7	All areas in bathroom must be well and evenly lit.	Mobility Bronze
5.7.7	All areas in bathroom must be well and evenly lit.	Visual Bronze
5.8	Accessories	
5.8.10	Bathroom toiletries/accessories need to have bold labels for easy identification.	Communication Bronze
5.8.10	Bathroom toiletries/accessories need to have bold labels for easy identification.	Visual Bronze
6	DESIGNATED MOBILITY ACCESSIBLE BATHROOMS	
6.1	Fixtures and Fittings	
6.1.21	Flashing light linked to alarm.	Communication Bronze
6.1.22	Bathroom instructions must be provided in large print.	Communication Bronze
6.1.22	Bathroom instructions must be provided in large print.	Visual Bronze
6.1.23	Emergency pull cord linked to monitoring alarm / system (cord must reach floor level).	Mobility Bronze
6.1.23	Emergency pull cord linked to monitoring alarm / system (cord must reach floor level).	Visual Bronze
6.1.24	Use of colour contrasting surfaces.	Visual Bronze
6.1.25	Hot pipes must be well insulated.	Visual Bronze
6.1.26	Minimum size of unobstructed floor space is to be 80cm x 110cm.	Visual Bronze
6.1.27	The access door should be fitted with an emergency release lock.	Communication Bronze
6.1.27	The access door should be fitted with an emergency release lock.	Visual Bronze

6.1.28	No coat hooks or other obstructions to extend more than 3cm from the wall or doors.	Visual Bronze
6.1.29	Audio and visual emergency warning and evacuation systems.	Communication Bronze
6.1.29	Audio and visual emergency warning and evacuation systems.	Visual Bronze
6.1.30	Clear opening width of doors - there must be a clear opening width of at least 76cm measured with the door in the 90-degree open position.	Mobility Bronze
6.1.31	Minimum size of unobstructed space in-front of doors required is a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing.	Mobility Bronze
6.1.32	Minimum requirement for access space at the side of the bath is 80cm.	Mobility Bronze
6.1.33	Height of the edge of the bath between 45cm and 50cm.	Mobility Bronze
6.1.34	Lever action bath mixer with hand shower.	Mobility Bronze
6.1.35	Provision must be made for a removable bath-seat and/ or a seating space at one-end of the bath such that the lever-action mixer taps are reachable from that position.	Mobility Bronze
6.1.36	90cm long vertically-orientated grab-bar positioned on wall adjacent to shower-seat and transfer space with lowest fitting at least 60cm from floor.	Mobility Bronze
6.1.37	Cranked grab-bar positioned at 80cm above floor.	Mobility Bronze
6.1.38	Lever action mixer with hand shower.	Mobility Bronze
6.1.39	Soap dish and other accessories can be reached from a seated-position on the shower-seat.	Mobility Bronze
6.1.40	Shower-seat located between 48 - 50cm from the floor, with minimum dimensions 40cm x 40cm and securely and firmly attached to wall.	Mobility Bronze
6.1.41	Roll-in shower entry of at least a width of 80cm, with provision for an 80cm transfer space.	Mobility Bronze
6.2	Mirror and Mirror Lighting	
6.2.2	Where provided, full length mirrors must be a minimum height of 40cm above the ground and have a minimum top height of a 180cm	Mobility Bronze
6.3	Hand Basin and Toilet Areas	
6.3.6	WC (toilet) seat height between 48cm – 50cm.	Mobility Bronze
6.3.7	80cm wide transfer space to side of pan.	Mobility Bronze
6.3.8	Front edge of pan to project at least 69cm from the rear wall.	Mobility Bronze

6.3.9	Centreline of toilet not more than 48cm from wall opposite transfer space.	Mobility Bronze
6.3.10	Extended flush handle located on side of transfer space of cistern.	Mobility Bronze
6.3.11	Cranked grab-bar should be located 80cm above floor finish.	Mobility Bronze
6.3.12	Horizontal grab bar located at 80cm above the floor finish.	Mobility Bronze
6.3.13	The back rest of the toilet, when raised to an upright position, shall remain in such position.	Mobility Bronze
6.3.14	Wash-hand basin provided in the correct configuration related to the WC (toilet) pan, and located no more than 30cm from the edge of the toilet pan seat.	Mobility Bronze
6.3.15	Mirror positioned above wash-hand basin with lowest edge 5cm above edge of basin, and extending to a minimum top height of 180cm from the floor.	Mobility Bronze
6.3.16	Basin adjacent to WC (toilet) set at 80cm height with 72cm clear space under basin.	Mobility Bronze
6.5	Lighting and Ventilation	
6.5.7	All areas in bathroom must be well and evenly lit.	Communication Bronze
6.5.7	All areas in bathroom must be well and evenly lit.	Mobility Bronze
6.5.7	All areas in bathroom must be well and evenly lit.	Visual Bronze
6.6	Accessories	
6.6.10	Bathroom toiletries/accessories need to have bold labels for easy identification.	Visual Bronze
6.6.11	Accessories/toiletries need to be within easy reach from a sitting position.	Mobility Bronze
7	PUBLIC AREAS - Including dining area, bars, lounges and recepti	
7.1	Decoration	
7.1.1	End of corridor highlighted by colour, tone or light contrast between walls and floor coverings.	Communication Bronze
7.1.1	End of corridor highlighted by colour, tone or light contrast between walls and floor coverings.	Visual Bronze
7.1.2	Public areas should have clearly demarcated areas providing information for guests to navigate.	Visual Bronze
7.2	Furnishings and Fixtures	
7.2.6	Background music in public areas avoided or kept at a low level.	Communication Bronze

7.2.6	Background music in public areas avoided or kept at a low level.	Visual Bronze
7.2.7	Voice amplification option linked to public telephone in the lobby / reception.	Communication Bronze
7.2.8	Where televisions are provided subtitles must be shown.	Communication Bronze
7.2.8	Where televisions are provided subtitles must be shown.	Visual Bronze
7.2.9	A selection of chairs to be with and without arm-rests.	Visual Bronze
7.2.10	At least 10% of chairs should have a seat height of 50cm.	Visual Bronze
7.2.11	All relevant emergency information and escape route maps available in large print & provision should be made for Braille mapping.	Communication Bronze
7.2.11	All relevant emergency information and escape route maps available in large print & provision should be made for Braille mapping.	Visual Bronze
7.2.12	Emergency evacuation signage and pictograms.	Visual Bronze
7.2.13	Public telephones to be fitted with a raised pip on button number 5.	Visual Bronze
7.2.14	The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees.	Mobility Bronze
7.2.15	Where revolving doors, turnstiles or other barriers have been installed in the establishment, an alternative means of access should be installed.	Mobility Bronze
7.2.16	Height of emergency equipment, switches and controls located between 80cm and 120cm.	Mobility Bronze
7.3	Bar, Lounge and Sitting Areas	
7.3.10	Bars should have a lowered counter at 80cm above floor level.	Mobility Bronze
7.3.11	There should be provision for table-orientated assistance.	Communication Bronze
7.3.11	There should be provision for table-orientated assistance.	Mobility Bronze
7.3.11	There should be provision for table-orientated assistance.	Visual Bronze
7.4	Public Area WCs (Toilets)	
7.4.4	No coat hooks or other obstructions to extend more than 3cm from the wall or doors.	Visual Bronze
7.4.5	Fixed slip-resistant floor surface.	Mobility Bronze
7.4.5	Fixed slip-resistant floor surface.	Visual Bronze
7.4.6	Flooring to have no design obstructions.	Communication Bronze

7.4.7	Flashing light linked to alarm.	Communication Bronze
7.4.7	Flashing light linked to alarm.	Visual Bronze
7.4.8	Bathroom instructions must be provided in large print.	Communication Bronze
7.4.8	Bathroom instructions must be provided in large print.	Visual Bronze
7.4.9	Emergency pull cord linked to monitoring alarm / system (cord must reach floor level).	Visual Bronze
7.4.10	Use of colour contrasting surfaces.	Visual Bronze
7.4.11	Hot pipes must be well insulated.	Visual Bronze
7.4.12	The access door should be fitted with an emergency release lock.	Communication Bronze
7.4.12	The access door should be fitted with an emergency release lock.	Visual Bronze
7.4.13	No coat hooks or other obstructions to extend more than 3cm from the wall or doors.	Visual Bronze
7.4.14	Audio and visual emergency warning and evacuation systems.	Communication Bronze
7.4.14	Audio and visual emergency warning and evacuation systems.	Visual Bronze
7.4.15	All areas in bathroom must be well and evenly lit.	Communication Bronze
7.4.15	All areas in bathroom must be well and evenly lit.	Mobility Bronze
7.4.15	All areas in bathroom must be well and evenly lit.	Visual Bronze
7.4.16	Bathroom toiletries/accessories need to have bold labels for easy identification.	Communication Bronze
7.4.16	Bathroom toiletries/accessories need to have bold labels for easy identification.	Visual Bronze
7.5	Flooring and Ceiling	
7.5.1	End of corridors highlighted by colour, tone or light contrast.	Visual Bronze
7.5.2	Fixed, slip-resistant floor surface. This is a precautionary measure and applies to almost all people with functional physical and mobility limitation. With or without a mobility device there is a potential of being out of balance as a result of the way that the environment is organised.	Mobility Bronze
7.6	Lighting, Heating/Cooling & Ventilation	
7.6.12	Directional and informational signage related to physical and environmental access must be well lit.	Communication Bronze
7.6.12	Directional and informational signage related to physical and environmental access must be well lit.	Mobility Bronze

7.6.12	Directional and informational signage related to physical and environmental access must be well lit.	Visual Bronze
7.6.13	Lighting must be even and effective, with minimum lighting levels of 200 lux.	Communication Bronze
7.7	Ramps	
7.7.1	Gradient en-route to facilities (internal and external). Gradients en-route to facilities must be at least 1:15 and preferably not steeper than 1:12.	Mobility Bronze
7.7.2	There should be a landing at the top of ramps with minimum dimensions: 90cm x 90cm.	Mobility Bronze
7.7.3	Unobstructed width of not less than 90cm (to allow for easy access for mobility aids):	Mobility Bronze
7.7.4	Ramps should have a strong texturized surface that is easily differentiable from surrounding surfaces.	Visual Bronze
7.7.5	Ramps should have handrails on both sides at a height of between 85-95cm.	Mobility Bronze
7.7.5	Ramps should have handrails on both sides at a height of between 85-95cm.	Visual Bronze
7.7.6	Fixed, slip-resistant floor surface.	Mobility Bronze
7.7.6	Fixed, slip-resistant floor surface.	Visual Bronze
7.8	Other public areas including Passages and Staircases	
7.8.4	Protected soffits to underside of the stairs below the height of 210cm.	Visual Bronze
7.8.5	Fixed slip-resistant floor surface.	Mobility Bronze
7.8.5	Fixed slip-resistant floor surface.	Visual Bronze
7.8.6	Desire lines and main circulation path should have strongly texturized surfaces.	Visual Bronze
7.8.7	Unobstructed width of not less than 90cm to facilitate access for guests using mobility aids.	Mobility Bronze
7.8.8	Stairs fitted handrails at a height of 85-95cm.	Mobility Bronze
7.8.8	Stairs fitted handrails at a height of 85-95cm.	Visual Bronze
7.8.9	Stairs fitted non-slip treads.	Mobility Bronze
7.8.9	Stairs fitted non-slip treads.	Visual Bronze
7.8.10	Provision for unobstructed landing of 90cm x 90cm (clear of door swings etc.).	Mobility Bronze
8	PUBLIC TOILETS - Where provided MOBILITY DESIGNATED TOIL	

8.1	Flooring and Ceiling	
8.1.1	Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm to ensure that users of mobility aids do not slip and injure themselves on a wet and slippery floor.	Mobility Bronze
8.2	Fixtures and Fittings	
8.2.1	Clear opening width of doors - there must be a clear opening width of at least 76cm measured with the door in the 90-degree open position, this enables a guest using a wheelchair or mobility aid to access the toilet/ bathroom.	Mobility Bronze
8.2.2	Size of unobstructed space in-front of doors needs to be a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing.	Mobility Bronze
8.3	Mirror and Mirror Lighting	
8.3.1	Where provided, full length mirrors must be a minimum height of 40cm above the ground and have a minimum top height of a 180cm.	Mobility Bronze
8.4	Hand Basin and Toilet Areas	
8.4.1	WC (toilet) seat height between 48cm and 50cm.	Mobility Bronze
8.4.2	Basin adjacent to WC (toilet) set at 80cm height with 72cm clear space under basin.	Mobility Bronze
8.4.3	Basin located no more than 30cm from the toilet seat.	Mobility Bronze
8.4.4	80cm wide transfer space to side of pan.	Mobility Bronze
8.4.5	Front edge of pan to project at least 69cm from the rear wall.	Mobility Bronze
8.4.6	Centreline of toilet not more than 48cm from wall opposite transfer space.	Mobility Bronze
8.4.7	Extended flush handle located on side of transfer space of cistern.	Mobility Bronze
8.4.8	Cranked grab-bar should be located 80cm above floor finish.	Mobility Bronze
8.4.9	Horizontal grab bar located at 80cm above the floor finish.	Mobility Bronze
8.4.10	The back rest of the toilet, when raised to an upright position, shall remain in such position.	Mobility Bronze
8.5	Lighting and Ventilation	
8.5.1	All areas in bathroom must be well and evenly lit.	Mobility Bronze
8.6	Accessories	

8.6.1	Accessories/toiletries need to be within easy reach from a sitting position.	Mobility Bronze
9	DINING FACILITIES	
9.2	Furnishings	
9.2.1	Provision of handles on doors which should be located between 80cm and 120cm, this handle must be at least 12cm in length and be easy to grasp so that a seated user can easily open and close doors.	Mobility Bronze
9.2.1	Provision of handles on doors which should be located between 80cm and 120cm, this handle must be at least 12cm in length and be easy to grasp so that a seated user can easily open and close doors.	Visual Bronze
9.2.2	All relevant emergency information and escape route maps available in large print and provision for Braille mapping.	Communication Bronze
9.2.2	All relevant emergency information and escape route maps available in large print and provision for Braille mapping.	Visual Bronze
9.2.3	Size of opening leaf of all doors the clear opening must be measured with door in 90-degree open position and must measured at least 76cm to enable a mobility aid user to gain access.	Mobility Bronze
9.2.4	Adjacent alternative route to revolving doors, gates or turnstiles which these form part of the entry into the facility.	Mobility Bronze
9.2.4	Adjacent alternative route to revolving doors, gates or turnstiles which these form part of the entry into the facility.	Visual Bronze
9.2.5	Clear un-obstructed access between furniture & fittings no less than 90cm in width, this ensures that a guest using a mobility aid (e.g. wheelchair) can pass through without obstruction.	Mobility Bronze
9.3	Flooring and Ceiling	
9.3.1	Fixed, slip-resistant floor surface with no changes in level or thresholds greater than 1.3cm.	Mobility Bronze
9.3.2	Critical areas such as reception counters, buffet tables, exits and entrances should have strongly texturized surfaces to provide information to guests.	Communication Bronze
9.3.2	Critical areas such as reception counters, buffet tables, exits and entrances should have strongly texturized surfaces to provide information to guests.	Visual Bronze
9.4	Lighting	
9.4.1	Lighting must be even and well lit with minimum lighting levels of 200 lux.	Communication Bronze
9.4.1	Lighting must be even and well lit with minimum lighting levels of 200 lux.	Mobility Bronze

9.4.1	Lighting must be even and well lit with minimum lighting levels of 200 lux.	Visual Bronze
9.5	Menu Presentation	
9.5.1	Clear and plain language should be employed on menus.	Communication Bronze
9.5.1	Clear and plain language should be employed on menus.	Visual Bronze
9.5.2	On request, audio description(s) of all menus should be made available.	Visual Bronze
9.5.3	Information and menus to be printed in large print and Braille.	Communication Bronze
9.5.3	Information and menus to be printed in large print and Braille.	Visual Bronze
9.6	Table Appointments	
9.6.6	Staff provide orientation for table setting and the food position on plate.	Visual Bronze
9.7	Atmosphere and Ambience	
9.7.1	Background music should be avoided or kept at a low level.	Communication Bronze
9.7.1	Background music should be avoided or kept at a low level.	Visual Bronze
9.8	Dinner Quality and Presentation	
9.8.10	Labels on buffet stations and on containers must be clear and in large print.	Communication Bronze
9.8.10	Labels on buffet stations and on containers must be clear and in large print.	Visual Bronze
9.8.11	Staff assistance must be provided at buffets	Mobility Bronze
9.8.11	Staff assistance must be provided at buffets	Visual Bronze
9.8.12	Provide a warning sign for hot elements at buffet tables and similar services to provide a basic level of warning to all guests.	Communication Bronze
9.8.12	Provide a warning sign for hot elements at buffet tables and similar services to provide a basic level of warning to all guests.	Visual Bronze
9.8.13	Menu items modified to take account of dietary requirements (e.g. food allergies, diabetic-food requirements).	Communication Bronze
9.8.13	Menu items modified to take account of dietary requirements (e.g. food allergies, diabetic-food requirements).	Mobility Bronze
9.8.13	Menu items modified to take account of dietary requirements (e.g. food allergies, diabetic-food requirements).	Visual Bronze

9.9	Breakfast Quality and Presentation	
9.9.11	Labels on buffet stations and on containers must be clear and in large print.	Communication Bronze
9.9.11	Labels on buffet stations and on containers must be clear and in large print.	Visual Bronze
9.9.12	Staff assistance must be provided at buffets	Communication Bronze
9.9.12	Staff assistance must be provided at buffets	Mobility Bronze
9.9.12	Staff assistance must be provided at buffets	Visual Bronze
9.9.13	Provide a warning sign for hot elements at buffet tables and similar services to provide a basic level of warning to all guests.	Communication Bronze
9.9.13	Provide a warning sign for hot elements at buffet tables and similar services to provide a basic level of warning to all guests.	Visual Bronze
9.9.14	Menu items modified to take account of dietary requirements (e.g. food allergies, diabetic-food requirements).	Communication Bronze
9.9.14	Menu items modified to take account of dietary requirements (e.g. food allergies, diabetic-food requirements).	Mobility Bronze
9.9.14	Menu items modified to take account of dietary requirements (e.g. food allergies, diabetic-food requirements).	Visual Bronze
10	GENERAL SERVICES AND SERVICE	
10.1	Welcome, Friendliness and Attitude	
10.1.1	Mobility, communication, blind and sight impaired awareness training for managers and staff who interface with customers.	Communication Bronze
10.1.1	Mobility, communication, blind and sight impaired awareness training for managers and staff who interface with customers.	Mobility Bronze
10.1.1	Mobility, communication, blind and sight impaired awareness training for managers and staff who interface with customers.	Visual Bronze
10.1.2	On arrival, the guest is offered an orientation tour.	Visual Bronze
10.1.3	Guests should be offered an emergency remote to be used to summon assistance when required.	Communication Bronze
10.1.3	Guests should be offered an emergency remote to be used to summon assistance when required.	Visual Bronze
10.1.4	On arrival, guests are offered an audio-description package, providing information on facilities, movement through the hotel and the ilk.	Mobility Bronze
10.1.4	On arrival, guests are offered an audio-description package, providing information on facilities, movement through the hotel and the ilk.	Visual Bronze

10.1.5	Re-positioning of furniture, and other obstructions in the room to meet guest requirements.	Mobility Bronze
10.1.5	Re-positioning of furniture, and other obstructions in the room to meet guest requirements.	Visual Bronze
10.3	Reception	
10.3.10	Usage of non-reflective glass partitions.	Communication Bronze
10.3.11	Reception, and other public areas, must be provided with appropriate signage.	Communication Bronze
10.3.11	Reception, and other public areas, must be provided with appropriate signage.	Mobility Bronze
10.3.11	Reception, and other public areas, must be provided with appropriate signage.	Visual Bronze
10.3.12	Entrance should be adequately illuminated with a minimum lighting level of 200 lux.	Communication Bronze
10.3.12	Entrance should be adequately illuminated with a minimum lighting level of 200 lux.	Visual Bronze
10.3.13	Clear glass panels and doors should be clearly marked.	Communication Bronze
10.3.13	Clear glass panels and doors should be clearly marked.	Mobility Bronze
10.3.13	Clear glass panels and doors should be clearly marked.	Visual Bronze
10.3.14	Level threshold across the main entrance door.	Mobility Bronze
10.3.14	Level threshold across the main entrance door.	Visual Bronze
10.3.15	Door mats should be firmly fixed or located.	Mobility Bronze
10.3.15	Door mats should be firmly fixed or located.	Visual Bronze
10.3.16	Any canopy structure should not protrude in a pedestrian route.	Mobility Bronze
10.3.16	Any canopy structure should not protrude in a pedestrian route.	Visual Bronze
10.3.17	No high gloss and simple backgrounds.	Communication Bronze
10.3.17	No high gloss and simple backgrounds.	Visual Bronze
10.3.18	Fixed, slip-resistant floor surface.	Mobility Bronze
10.3.18	Fixed, slip-resistant floor surface.	Visual Bronze
10.3.19	Threshold at the main entrance not to exceed 1.3cm difference in level.	Mobility Bronze
10.3.19	Threshold at the main entrance not to exceed 1.3cm difference in level.	Visual Bronze

10.3.20	Size of opening leaf of entrance door at least 76cm with the door in a 90-degree open position.	Mobility Bronze
10.3.21	Unobstructed level entry space on either side of main entrance door 90cm x 120cm distance measured clear of the door swing.	Mobility Bronze
10.3.22	Size of unobstructed clear space in-front of check-in counter or reception desk at least 90cm x 140cm.	Mobility Bronze
10.3.23	Size of unobstructed clear space in-front of check-in counter or reception desk at least 90cm x 130cm.	Mobility Bronze
10.4	Reservation, Check In and General Efficiency	
10.4.2	Orientation provided / offered to guest.	Visual Bronze
10.4.3	Guests briefed on emergency and evacuation procedures.	Communication Bronze
10.4.3	Guests briefed on emergency and evacuation procedures.	Visual Bronze
10.4.4	All relevant emergency information and escape route maps available in large print & Braille mapping should be available in rooms.	Communication Bronze
10.4.4	All relevant emergency information and escape route maps available in large print & Braille mapping should be available in rooms.	Visual Bronze
10.4.5	Reception to have a pen and pad available for easier communication with guests.	Communication Bronze
10.4.5	Reception to have a pen and pad available for easier communication with guests.	Visual Bronze
10.4.6	Audio-description packages, as described above, should be offered to all guests.	Communication Bronze
10.4.6	Audio-description packages, as described above, should be offered to all guests.	Visual Bronze
10.4.7	SMS facilitated communication through cellular technology employed at switchboard/ reception/ reservations.	Communication Bronze
10.4.7	SMS facilitated communication through cellular technology employed at switchboard/ reception/ reservations.	Visual Bronze
10.4.8	At check-in, guests are given the option of being received at a separate counter, or ideally in a break-away room.	Communication Bronze
10.4.8	At check-in, guests are given the option of being received at a separate counter, or ideally in a break-away room.	Mobility Bronze
10.4.8	At check-in, guests are given the option of being received at a separate counter, or ideally in a break-away room.	Visual Bronze
10.4.9	Awareness training on the various range of human limitation(s) should be provided.	Communication Bronze
10.4.9	Awareness training on the various range of human limitation(s) should be provided.	Mobility Bronze

10.4.9	Awareness training on the various range of human limitation(s) should be provided.	Visual Bronze
10.4.10	Rooms allocated to guests with functional hearing/ communication limitations, visual/sight limitations and physical/mobility limitations are logged through the rooming system so that in the event of an emergency special procedures are employed to locate and evacuate these guests.	Communication Bronze
10.4.10	Rooms allocated to guests with functional hearing/ communication limitations, visual/sight limitations and physical/mobility limitations are logged through the rooming system so that in the event of an emergency special procedures are employed to locate and evacuate these guests.	Mobility Bronze
10.4.10	Rooms allocated to guests with functional hearing/ communication limitations, visual/sight limitations and physical/mobility limitations are logged through the rooming system so that in the event of an emergency special procedures are employed to locate and evacuate these guests.	Visual Bronze
10.4.11	Website provides sufficient pre-booking information on all services and facilities, to minimize the need to explain information by telephone.	Communication Bronze
10.4.11	Website provides sufficient pre-booking information on all services and facilities, to minimize the need to explain information by telephone.	Mobility Bronze
10.4.11	Website provides sufficient pre-booking information on all services and facilities, to minimize the need to explain information by telephone.	Visual Bronze
10.4.12	During reservation and check-in, staff should ask the guest whether additional services are required.	Communication Bronze
10.4.12	During reservation and check-in, staff should ask the guest whether additional services are required.	Mobility Bronze
10.4.12	During reservation and check-in, staff should ask the guest whether additional services are required.	Visual Bronze
10.6	Meal & Beverage Services	
10.6.9	Awareness training for managers and staff who interface with customers at meal times, understanding the options that exist to communicate with deaf and hard of hearing guests.	Communication Bronze
10.6.10	Awareness training for managers and staff who interface with customers at meal times, understanding the options that exist to communicate menus and table setting with blind and partially sighted guests.	Visual Bronze

10.7 **Check Out Efficiency**

10.7.2	Communication assistance provided with check-out procedure.	Communication Bronze
10.7.3	Check-out staff trained to request satisfaction feedback from guests with functional limitations on existing facilities & services.	Communication Bronze
10.7.3	Check-out staff trained to request satisfaction feedback from guests with functional limitations on existing facilities & services.	Mobility Bronze
10.7.3	Check-out staff trained to request satisfaction feedback from guests with functional limitations on existing facilities & services.	Visual Bronze
10.7.4	Assistance provided with reading of bills and other check-out procedure, with signature template.	Visual Bronze
10.7.5	Portage assistance and check-out procedure conducted at dropped counter or separate station.	Mobility Bronze
10.7.5	Portage assistance and check-out procedure conducted at dropped counter or separate station.	Visual Bronze

Executive Summary

Summary

A mountain side retreat, set amongst the trees. Well maintained accommodation that has received much attention and improvements over the past year, since the new owners took over.

Building Exterior: Strengths

High standards of maintenance observed. New wooden decks provided. Excellent directional signage provided.

Bedrooms: Strengths

Very spacious and comfortable rooms, all with kitchenettes. Plasma TVs with built in DVD and CD players. 45 TV channels. All rooms interlead, ideal for families.

Bathrooms: Strengths

Beautiful bathrooms with high quality fixtures and fittings. Excellent vanity space. High quality range of toiletries.

Public Areas: Strengths

Modern, attractive public areas. High quality decor and furnishings. A new office is to be provided to facilitate prompt and efficient arrivals and departures procedures.

Public Toilets: Strengths

Excellent facilities provided, particularly for early arrivals or late departures, as a spacious shower is provided.

General Facilities: Strengths

All rooms with well equipped kitchenettes with provision of tea, coffee, milk, juice.

Dining Facilities: Strengths

Breakfasts served mostly to the rooms as all have dining arrangements, indoors and out. Groups accommodated on a veranda or indoors. Full continental breakfast provided. Hot breakfast per order.

General Services: Strengths

Brilliant service provided by owners Stefan and Beulah. Positive guest feedback recorded on tripadvisor.

Housekeeping: Strengths

High standards of housekeeping noted, throughout the property.

Additional Facilities: Strengths

Hands on style of service from owners who are hugely knowledgeable about activities in and around Cape Town. Nearby hikes and mountain climbing available. Owners host cocktail parties for guests. Lovely new plunge pool and decking provided.