

CAPE TOWN TOURISM

MINIMUM REQUIREMENTS FOR ACCOMMODATION ESTABLISHMENTS

	CATEGORY	Y/N	Comments
1	GENERAL		
1.1	Comply with all necessary regulatory condition at all levels of government specifically:		
1.1.1	Business registration		
1.1.2	Zoning conditions		
1.1.3	Other (state)		
1.1.4	Other (state)		
1.2	Public liability insurance – stipulate amount.		
1.3	All areas are neat, tidy and hygienic.		
1.4	Staff are clean and neat.		
1.5	Evidence that descriptions of all facilities and services on marketing material are accurate – check copies.		
1.6	Information on reservation, payment and cancellation policies are clear – check copies		
1.7	Management are contactable at all times.		
1.8	Guests have access to establishment at all times.		
1.9	Staff training is adequate in relation to services provided as per company description and marketing material.		
1.10	Establishment contact details and address are clearly displayed		
1.11	Capacity to deal with disabled visitors must be in accordance with marketing material.		
1.12	Smoking / Non-smoking areas are clearly demarcated.		
2	SAFETY AND SECURITY		
2.1	Evidence of a safety and security plan that includes fire, medical emergencies, equipment and theft.		
2.2	Visitor safety and security information and emergency numbers are clearly displayed.		
2.3	Staff members have received adequate training in fire protection and first aid – appropriate certificate available.		
2.4	Emergency exits are clearly marked.		
2.5	A safe and secure storage area is provided for valuables.		
2.6	Each unit / room shall be fitted with a serviceable lock & key or equivalent.		
3	ENVIRONMENTAL FACTORS (4 out of 8 required)		
3.1	Evidence of an environmental statement or policy. (required)		
3.2	Evidence of a staff awareness programme or training on the statement or policy		
3.3	Evidence of energy saving lighting		
3.4	Evidence of water saving mechanisms		
3.5	Evidence of an environmentally friendly linen policy and procedures		
3.6	Evidence of recycling of recyclable material.		
3.7	Evidence of the promotion of biodiversity and water-wise gardening		
3.8	Evidence of support of staff to use collective and/or non-motorised transport.		
4	COMMUNITY ENGAGEMENT		
4.1	Evidence of a local procurement statement or policy		
4.2	Evidence of a community engagement statement or policy		
4.3	Evidence of providing visitors with information about local attractions, shops, restaurants etc. so that they can optimize spend in the local economy.		
4.4	Evidence of informing visitors about appropriate interaction with the community (e.g. protocol for taking photos, etc.)		

5	BUILDINGS AND SURROUNDS		
5.1	The exterior of building is well maintained.		
5.2	All grounds and gardens are neat.		
5.3	There is clear visible signage from the road according to local bylaws.		
5.4	All paths are well lit and suitably surfaced. (if providing special facilities for persons with disabilities refer to CapeAble Accommodation Assessment May 2005)		
5.5	There is adequate and safe parking for guests. (if providing special facilities for persons with disabilities refer CapeAble Accommodation Assessment May 2005)		
6	VEHICLES		
6.1	Vehicles for guests use must have a current license and be roadworthy.		
6.2	Drivers driving guests must have a public drivers permit.		
6.3	There must be a public liability insurance – state amount per vehicle.		
7	BEDROOMS		
7.1	All linen must be replaced after each stay or after every 3 nights stayed		
7.2	All beds to be of sound condition.		
7.3	All bedding must be clean.		
7.4	The ventilation and lighting must be fit for purpose – there should be at least one window for adequate lighting or a ventilation system provided.		
7.5	Flooring must be fit for purpose and appropriate.		
7.6	Suitable luggage storage should be available.		
7.7	Each room must have a waste bin.		
7.8	Each room must have a power socket.		
8	ABLUTION FACILITIES		
8.1	One bath or shower, toilet and washbasin per 4 guests		
8.2	All facilities cleaned after each stay.		
8.3	Facilities to be of adequate size to allow freedom of movement and access to all fittings.		
8.4	Privacy is provided in showers, washing areas and toilets.		
8.5	Each bathroom shall be appropriately equipped. See Annexure A for recommendations. (if providing special facilities for persons with disabilities refer Document CapeAble Accommodation Assessment May2005)		
9	PUBLIC AREAS		
9.1	A suitable reception area or means of summoning attention is available.		
9.2	All public areas are neat and tidy.		

ADDITIONAL MINIMUM REQUIREMENTS FOR ESTABLISHMENTS AS RELEVANT

10	FOOD AND BEVERAGE		
10.1	There is an appropriate dining area.		
10.2	Dining area is clean, tidy and hygienic.		
10.3	Dinner should be made available if facility is located in area where no alternative meals can be obtained, unless guests are informed at time of booking.		
10.4	All food is hygienically stored, prepared and presented.		
11	SELF-CATERING		
11.1	All units to be self contained and serviced at least once a week.		
11.2	There is a suitable cooking area or braai facility.		

11.3	A refrigerator must be provided, if there is electricity.		
11.4	There must be at least a sink, draining board and running water available.		
11.5	There must be at least one hygienic working surface and storage space suitable for food and cleaning materials.		
11.6	A window that can open or appropriate ventilation.		
11.7	A covered waste disposal bin.		
11.8	There must be a suitable (serviced) fire extinguisher readily available.		
11.9	Units must be appropriately equipped. See Annexure B for recommendations.		
12	CARAVAN AND CAMPING		
12.1	A responsible person is on site and/or on call 24-hours a day.		
12.2	Cleanliness is maintained throughout the caravan and camping park.		
12.3	Adequate levels of lighting for guest safety in all public areas.		
12.4	Controlled access and appropriate security.		
12.5	Sites are demarcated and signposted.		
12.6	Taps with running water are easily accessible.		
12.7	Refuse bins are provided.		
12.8	Easy access to communal facilities.		
12.9	Permanent campers are separate from transient campers.		
13	BACKPACKERS AND YOUTH HOSTELS		
13.1	Safe keeping facilities are available for guests.		
13.2	Procedures for summoning assistance are available 24 hours a day.		
13.3	After registration, the guest has access to the establishments at all times.		
13.4	Establishment is fit for purpose intended.		
13.5	Establishment policies are communicated to guests at the time of booking.		
13.6	All amenities, facilities and services are clearly described.		
13.7	Dormitory rooms have sufficient space to allow freedom of movement and access to all furniture.		
13.8	At least one bath/shower to every 12 guests and 1 toilet with washbasin to every 10 guests.		
13.9	Self-catering facilities or a dining room is available.		
13.10	Lounge and / or relaxing area for guest available.		

ANNEXURE A ABLUTION REQUIREMENTS

Each should have:

- | | |
|--|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> A bath or shower <input type="checkbox"/> Washbasin <input type="checkbox"/> Toilet | <ul style="list-style-type: none"> <input type="checkbox"/> Adequate ventilation (e.g. an extractor fan or opening window) <input type="checkbox"/> A towel rail, hooks, towel shelf or equivalent <input type="checkbox"/> Running, water for bathing should be available at all reasonable times |
| <ul style="list-style-type: none"> <input type="checkbox"/> Soap dish / dispenser <input type="checkbox"/> Toilet roll holder and toilet paper <input type="checkbox"/> Sanitary bin in each bathroom | <ul style="list-style-type: none"> <input type="checkbox"/> Clean towels (if applicable) <input type="checkbox"/> New soap |

**ANNEXURE B
KITCHEN INVENTORY (MINIMUM)**

Per Person:

Per Unit:

1	Knife	Chopping board
1	Fork	Kettle
1	Tea spoon	Bread knife
1	Dessert spoon	Carving/sharp knife
1	Small plate	Wooden spoon (stirring spoon)
1	Large plate	Frying pan
1	Teacup and saucer (or mug)	Saucepan
1	Bowl	Oven roasting tray (if oven present)
1	Tumbler	Dish cloth
		Table spoon

General Comments:

This establishment:

PASSED / FAILED

.....
Name of establishment

.....
Owner/Manager

.....
Date of inspection

.....
Visitor Information Centre

.....
Tourism official

.....
Assessor