

# LESOTHO Accommodation Star Grading Standards

Lesotho Tourism Development Corporation

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QUALStar

## Bed and Breakfast

## Introduction

The following set of standards has been prepared for a **Bed and Breakfast**. It represents one in a package of eight accommodation categories that also include:

- Hotels
- Self-Catering
- Guesthouses
- Lodges
- Camp grounds
- Youth hostels and Backpackers
- Rustic / country lodges

The standards were created in 2013, based on the **RETOSA Harmonized Accommodation Star Grading Standards** prepared by ecoplan:net in 2010.

These standards have been developed and prepared in a way that they are applicable and attainable to Bed and Breakfasts in Lesotho.

## STATUTORY OBLIGATIONS

All applicable statutory obligations in relation to local and other authorities must be fulfilled:

These may include:

- Fire precautions
- Price display orders
- Food safety
- Hygiene
- Licensing
- Health and safety
- Trade descriptions
- Water supply
- Sewage disposal
- Drainage

All premises must have adequate **public liability insurance**. If requested, a copy of the current public liability insurance cover note must be forwarded to the certifying body upon initial application and upon each renewal. All **drains** in and around the kitchen should be covered and connected to the drainage system of the build-in, and must be well maintained and kept in good condition at all times.

### **Quality**

Quality is defined as a moving target. What is good quality today may not necessarily be so a few years down. Quality is determined a lot of things in the establishment, and it ranges from space allocation, furniture and fittings, workmanship, etc. Regular maintenance and upgrades within an establishment play a significant role in Quality.

**NB:** Ergonomics is a vital component in building standards e.g. stair case, steps, ceiling height and movement space

### **Parking**

Minimum dimensions of a parking space should be 2.4m x 6m:

- 2 star – 2.65m x 6m
- 3 star – 2.75m x 6m
- 4 star – 3.0m x 6m
- 5 star – same as 4 star

### **Ceiling Height**

A room that qualifies as a habitable room should have a ceiling height of minimum of 2.44 m:

- 2 star – 2.68 m
- 3 star – 2.95 m
- 4 star – Same as 3 star
- 5 star – Same as 3 star

For public areas, the bigger and wider the place the higher the ceiling should be.

**Bathrooms**

A minimum bathroom size should be 3.57sq.m:

- 2 star – 4.46sq.m
- 3 star – 5.78sq.m
- 4 star – 7.2sq.m
- 5 star – 9.0sq.m

Guestrooms minimum requirements 11.15sq.m:

- 2 star – 14.88sq.m
- 3 star – 18.60sq.m
- 4 star – 23.25sq.m
- 5 star – 29.50sq.m

The table below details the average scores designated or obtainable under each star grade by an establishment.

Table 1 (Grading awards star averages)

Star	Average Score
*	42 - 47
**	48 - 59
***	60 - 70
*** Premium	70 - 77
****	78 - 93
*****	94 - 100

Table 2 Definition of stars

Acceptable	Good	Very Good	Excellent	Superior/Exceptional
*	**	***	****	*****

**DEFINITION**

A Bed and Breakfast provides accommodation in a family home where the owner or manager lives on the property. The guests share the public areas with the host. A Bed and Breakfast shall be at least two bedrooms and shall provide sleeping accommodation and breakfast.

GENERAL & EXTERIOR	BUILDING STRUCTURE	GUEST BEDROOMS	GUEST BATHROOMS AND SANITARY FACILITIES	DINING AREA	KITCHEN
The house shall be fenced with lockable gates	The building shall be structurally safe and in good state of physical and decorative repair internally and externally	Each bedroom shall have separate access	There shall be at least one bathroom or shower conveniently adjacent to the bedroom	Dining facilities shall be provided for meals service; and these will include: a) Dining chairs and table or stools and counter b) Table appointments of good quality (condiments, cutlery, napkins, table cloths or mats etc) c) Crockery and glassware of good quality	Kitchen shall be free of insects, flies and rodents.
The garden and open areas associated with the establishment shall be maintained in good order	The house shall have a bedroom(s), kitchen and dining facilities for preparation and service of breakfast, a bathroom and toilet	The bedroom shall be separate from other areas of the house and from each other, this shall be by a properly constructed and resistant walls, floors and ceilings	A bathroom shall have a shower and/or bath, toilet and hand wash basin	Cooked breakfast shall be provided for every guest	The kitchen shall contain proper facilities, equipment and fittings of good quality and condition. The equipment, facilities and fittings shall include: a) Cooking utensils, stoves, saucepans, cutlery, crockery and glassware. b) Cleaning materials and kitchen towels

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					<p>c) At least two sink with adequate supply of cold and hot running waters and/or dish washing machine</p> <p>d) Working table made of water resistant material</p> <p>e) Refrigerators and storage compartment for perishables.</p> <p>f) Cooking facilities using either electricity, gas or any other form of fuel</p> <p>g) Ventilation and equipment for removal of hot air and odours</p> <p>h) Cooking equipment for boiling, roasting, baking, grilling, steaming etc.</p> <p>i) Hand wash basin either in or adjacent to the kitchen door with adequate supply of hot and cold running water, soap and hand dryer/towel</p> <p>j) Sufficient artificial lighting and/or natural light</p> <p>k) The floor shall be of water resistant and non-slippery material which can be easily cleaned</p>
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					<p>l) A pantry of food-storage shall be made in the kitchen</p> <p>m) Garbage disposal bins with lids.</p>
The house shall be maintained and in good decorative order	In case of a private house where the owner still resides in the same premises, it is expected that the owner and his family still have proper accommodation, whilst also offering quality accommodation to his guests.	There shall be a single locking device from within and outside on the entrance door	There shall be hot and cold running water at all times		
Proper first aid kit shall be provided on the premises	A house to be used for guests shall have at least two bedrooms that are to be used by the guests.	<p>A bedroom shall contain furniture, fittings and equipment of good quality and in good condition for sleeping and for storage. The furniture, fittings and equipment shall include</p> <p>a) A bed complete with interior spring filled mattress</p> <p>b) A headboards with bedside table</p> <p>c) A supply of clean linen, sheets, pillows, blankets, bedspread or duvet set</p> <p>d) A wardrobe space equipped with a minimum of six wooden/plastic hangers per person</p>	The floor shall be of water resistant material and non-slippery		

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		<p>and two or more shelves</p> <p>e) A desk and chair/stool</p> <p>f) Full mirror</p> <p>g) Non-flammable waste paper bin</p> <p>h) Curtain or properly fitted blind on all windows</p> <p>i) A side lamp with a switch capable of being operated from the bed</p> <p>j) Drinking glass per guest</p>			
Firefighting appliances approved by Fire Chief shall be provided		The bed shall be made daily and bed linen shall be changed at least every third day and daily for each new guest unless where the linen has clear marks of stains.	There shall be at least one window opening to the outside		
Emergency lighting of whatever type shall be provided e.g. candles, lamps and generator		The towels shall be changed daily and soap replenished as required for each new guest	<p>The bathroom shall contain:</p> <p>a) Accessories such as mirror, towel rail, clothes hook, bath mat, soap trays for hand wash and bath shower, toilet brush, grab handle and lined bin with lid</p> <p>b) Sufficient supply of soap, towel (2 for every guest) and toilet paper</p>		

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		A guest shall be provided with keys to his room	An additional separate toilet with adequate toilet requisite shall be provided		
		Glass doors shall be clearly marked for safety purposes	A bathroom or sanitary facility shall have: a) Sufficient artificial lighting b) A door which is capable of being locked, bolted or otherwise secured		
		Each bedroom shall be numbered, lettered or otherwise designated.			

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		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>EXTERIOR (7%)</b>	<b>Design and Architectural Features</b>	Exterior décor of buildings must be maintained in a sound, clean condition and must be fit for the purpose intended.	Same as for One Star but well-maintained property and outbuildings.	Same as for Two Star, but all signage, both internal and external, must be clear, accurate, and maintained in good condition.	Same as for Three Star but with attractive architectural features and decorations. Well-maintained external material and paintwork.	Same as for Four Star with no unsightly staining on external material. Highly attractive architectural features and decorations. Signage attractive and well illuminated.	
	<b>Grounds and Gardens</b>	A good first impression, e.g. refuse bins, water tank, and storage areas discreetly positioned and tidily kept. Safe, well-maintained pathways.	Same as for One Star but evidence of effort made to make gardens more attractive. Basic but functional garden furniture provided in all garden areas.	Same as for Two Star but with more attractive overall appearance and well-maintained surface. Good quality garden furniture.	High standards of maintenance in the garden. Lawns in good condition. Tidy flowerbeds, pathways and hedges with all trees and shrubs well-tended during whole year. Evidence of attention to detail. Well-finished and excellent quality garden furniture.	Supreme standard of maintenance, with overall attempt to maintain attractive appearance. Good attention to detail, including landscaping and architectural features, e.g. gazebo, pergola, etc. Well-finished and outstanding quality garden furniture.	
	<b>Entrance and Parking</b>	The main entrance should be clearly identified. There should be at least one parking spot for every two guestrooms.	Same as for One Star but should maintain a ratio of at least three parking spots clearly marked for every four guest rooms.	There should be at least one parking spot for every guestroom. The parking spot should be clearly marked.	Same as for Three Star but with good quality paving and covered with a shade net	Same as for Four Star	
	<b>Water</b>	All water provided for guest use should be suitable for drinking. There should be emergency storage tank to last at least one day in case of supply breakdown.	Same as for One Star but there should be emergency storage tank to last at least two days	Same as for Two Star	There should be enough storage capacity to last at least three days in case of supply breakdown.	Same as for Four Star	
<b>PUBLIC AREAS (9%)</b>	<b>Corridors, Staircases, and Hallways</b>	Should allow easy passage, be well maintained, and well lit.	Same as for One Star and where applicable, side railings should be provided, with a gentle slope for staircases.	Same as for Two Star but with signage, spacious corridors and a good ambience	Same as for Three Star but with high quality finishing	Same as for Four Star	

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	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<b>Lobby/Lounge: Floors, Walls, Ceilings, and Decoration</b>	High standards of cleanliness and hygiene.	Same as for One Star but should be of good, safe and secure material and well maintained to enable high standards of cleanliness and hygiene.	Same as for Two Star but showing some degree of creativity and well-coordinated décor	Same as for Three Star but showing a higher degree of creativity.	Same as for Four Star but with distinctive creativity and impressive ambience.	All standards for the Lobby/Lounge should also take into consideration physical features of the reception area.
<b>Lobby/Lounge: Lighting, Ventilation, and Temperature Regulation</b>	Natural and artificial lighting should be provided. At least one window to provide natural light and ventilation.	Same as for One Star but with mechanical system of ventilation, light fittings, doors, and windows of better quality.	Same as for Two Star but equipment, lighting and fittings should be tasteful to provide a pleasant ambience.	Same as for Three Star but the fittings' design should match the overall style/theme of the establishment and be of higher quality. Doors and windows should be of very good quality. There should be Sufficient mechanical ventilation with good quality cooling/heating systems. (air-conditioners)	Same as for Four Star	
<b>Lobby/Lounge: Furniture and Furnishings</b>	Lounge space shall contain furniture, fittings, and equipment of good quality and condition. These should be capable of easy and flexible arrangements to cater for individuals and various groups.	Same as for One Star but of better range and quality.	Same as for Two Star but should be well coordinated and of higher quality and comfort.	Same as for Three Star but should be of wider range, more comfortable, and in excellent condition.	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance.	
<b>Safety and Security</b>	Should maintain a high degree of general safety and security. All information on emergency procedures should be kept up-to-date. A functional first aid kit should be available.	Same as for One Star but with more secure fencing e.g. solid wall, palisade.	Same as for Two Star but with higher wall and motorized gate	Same as for Three Star with a security guard	Same as for Four Star	

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		<b>ONE STAR</b>	<b>TWO STAR</b>	<b>THREE STAR</b>	<b>FOUR STAR</b>	<b>FIVE STAR</b>	<b>REMARKS</b>
	<b>Fire Protection</b>	Adequate and appropriate firefighting equipment should be provided and maintained in excellent condition at all times. Adequate fire exits/ escapes should be clearly and prominently indicated. All staff should be familiar with available firefighting equipment and their use. Statutory fire safety notices should be prominently displayed. Fire extinguisher or fire blanket should be accessible and regularly serviced	Same as for One Star	Same as for One Star but with a fire hose reel	Same as for Three Star	Same as for Four Star but with fire detection devices	
	<b>Emergency Power</b>	There should be appropriate alternative sources of power in case of failure of main supply. It should provide basic lighting in essential areas e.g. guest rooms	Same as for One star	Same as for Two Star but should provide lighting in public areas	Same as for Three Star but emergency power source should provide lighting to all areas of the B&B	Same as for Four Star	
<b>RECEPTION (11%)</b>	<b>Reservations and Pre-arrival Information</b>	Basic guest details such as names, telephone number, dates of stay, and number of single/double rooms recorded accurately when reservations are taken (either by phone or email). Information on major refurbishment work in progress should be provided to guest during this stage.	Same as for One Star but with a more competent manner (higher service quality) when taking reservations.	Same as for Two Star but must display a more professional approach for dealing with guest enquiries, reservations, and correspondence. Communication with guests should be informative, interactive and friendly.	Same as for Three Star	Same as for Four Star but with the highest degree of professionalism and outmost courtesy.	
	<b>Guest Arrival and Welcome</b>	All guests dealt with promptly and in a courteous and helpful manner. Relevant information regarding services and facilities communicated.	Same as for One Star	Same as for One Star but with a positive and friendly attitude from staff or Proprietor. Efficient service and willingness to help guest with any needs they may have.	Same as for Three Star but with more attentive, personalized service. Proactive approach to guests with effort made at social interaction and conversation. Guests made to feel at home with a warm welcome.	Same as for Four Star but guests personally greeted on arrival. Awareness and anticipation of individual guest's needs with nothing being too much trouble. Offer of complimentary refreshment upon arrival.	

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		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
					Guest shown to room with luggage assistance.		
<b>Staff</b>		The general direction of operations should be under the supervision of a competent person. All staff should be regularly medically examined and fit in line with statutory health regulations.	Same as for One Star but the owner/manager should be available for emergencies 24 hours per day. Staff should be able to communicate in English language. Staff should receive orientation training and be appropriately skilled in their area of work. They should maintain a clean and neat appearance.	Same as for Two Star but staff shall obtain valid health certificate renewable every six months	Same as for Three Star but staff must be able to speak English language well.	Same as for Four Star but staff should wear attractive uniforms and speak good English language.	
<b>Courtesy of Choice</b>		Basic options of room type should be available e.g standard room, en suite, smoking room	Same as for One Star	Same as for One Star but with variety of options should be available	Same as for Three Star	Same as for Three Star	
<b>Communication Facilities</b>		Basic means of communication should be available e.g. telephone	Internet access at least in lobby/lounge area (if available in region)	Internet access at least in lobby/lounge area (if available in region) including Wi-Fi	Same as for Three Stars, but a wider coverage of the internet reaching the guestrooms	Same as for Four Stars	
<b>Wake-up Call</b>		Should be available upon request	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
<b>Information Service</b>		Relevant information on guest services provided. This should be provided within the information pack in the guestrooms.	Same as for One Star but also covering information regarding services/activities in the destination.	Same as for Two Star	Same as for Two Star	Same as for Two Star	
<b>Safe Deposit</b>		Not applicable	Not applicable	Safe deposit box available in the reception/office	Same as for Three Star	Safe deposit box available in the guestrooms	
<b>Guest Departure</b>		Adequate service on departure. Receipt provided upon request. No undue delays for the guest on departure. Proprietors or	Same as for One Star	Staff should provide prompt attention when requested.	Same as for Three Star but with Exchange of pleasantries upon departure	Same as for Four Star	

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		<b>ONE STAR</b>	<b>TWO STAR</b>	<b>THREE STAR</b>	<b>FOUR STAR</b>	<b>FIVE STAR</b>	<b>REMARKS</b>
		staff to assist if bill is unclear or inaccurate.					
	<b>Methods of payment</b>	Cash payment and mobile payments (MPESA or ECOCASH) accepted	Same as for One Star	Same as for One Star but at least one credit and/or debit card accepted. EFT may also be used	Same as for Three Star	Same as for Three Star but with at least two credit and/or debit cards accepted	
	<b>Customer Feedback</b>	There should be a guest comment notebook, and request must be obtained from customer to get their reviews and feedback accordingly	Same as for One Star but a comment box or questionnaires must be added, where corrective actions/measures should be taken.	Same as for Two Star but the questionnaires should be delivered in person or through follow-up email). Feedback should be analyzed and corrective actions should be taken	Same as for Three Star	Same as for Three Star	
	<b>Online presence</b>	There should be at least a Social media page (facebook, twitter etc) and/or simple website containing basic and up-to-date information on Bed and Breakfast facilities, services, location, and prices.	Same as for One Star	Same as for One Star but with more information and pictures	Same as Three Star	Same as for Three Star but with highly attractive design as well as greater interactivity and range of information.	
<b>GUEST BEDROOMS (24%)</b>	<b>Safety/Privacy/ Disturbances</b>	Guest bedrooms should have a locking device from within and on the outside of the room. Rooms should be free of disturbances including loud noises, foul odors, and insects.	Same as for One Star	Same as for One Star but with double locking system	Same as for Three Star	Same as for Three Star but with a peep hole and a latch	
	<b>Housekeeping</b>	All bedrooms should be cleaned daily. All bed linen including duvet covers should be changed for each new guest and at least every 3 days (when same guest), except where there is a clearly advertised	Same as for One Star but with clear supervisor checks	Same as for Two Star but spotless condition	Same as for Three Star	Same as for Three Star	

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		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
		environmental policy that invites guests to agree to less frequent changes of linen. All beds should be made daily.					
	<b>Decoration</b>	Functional decoration	Well-finished, good quality wall coverings and well applied paint work.	Same as Two Star but with coordinated interior decoration. Use of pictures best suited to the style, design and overall theme of the establishment	Same as for Three Star but with very good standard of decoration including use of high quality pictures, prints, or artwork where applicable. Some effort made to hide surface-mounted pipes and wires.	Same as for Four Star with excellent interior design, high attention to detail and thoughtful coordination of patterns, colours and textures. High quality wall coverings with professional finish to all aspects of decoration.	Consideration may be given to historic properties and listed buildings.
	<b>Bedding</b>	Bedding should be in sufficient quantities and appropriately sized. As a guide, each bed should have: a) 2 sheets, 2 blankets and a bedspread or b) a duvet with duvet cover and two sheets. Mattress protectors should be utilized. There should be two pillows and individual pillowcases per person. Spare blankets and pillows should be available on request.	Same as for One Star but bedding should be of good quality and reasonably well coordinated.	Same as for Two Star but base covers should also be used.	Same as for Three Star but with very higher quality and very well coordinated bedding. Possibly a choice of pillows, e.g. hollow fibre or feather.	Same as for Four Star with bedding also well-coordinated with other room furnishings and décor.	
	<b>Beds</b>	All beds should be of good quality, with a secure headboard or equivalent. All mattresses should be comfortable.	Same as for One Star but beds should be of better quality, with firm mattresses and sound base.	Same as for Two Star	Same as for Two Star but with highly attractive bed set with very high quality, firm mattress and sound base.	Same as for Four Star	
	<b>Ventilation and Temperature Regulation</b>	Every bedroom must have at least one opening window or sliding door. They should be well-fitted, easy to open and close, and must be able to remain open unassisted.	Same as for One Star	Same as for Two Star but with properly fitted automatic heating/cooling unit that can be controlled by guest	Same as for Three Star	Same as for Three star	

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		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
		Adequate heating and cooling provided through fixed or free-standing units. If there is no air-conditioning unit, fans for guests' comfort available on request in hot weather.		(overhead fans are acceptable for cooling and air conditioning)			
	<b>Lighting</b>	Bedrooms should be well lit and there should be adequate natural light. Window curtains or blinds used to ensure privacy and exclusion of light. Where no power is available, provision should be made for other safe means of lighting.	Same as for One Star but all bulbs, unless decorative, should have a shade or cover	Same as for Two Star	Same as for Two Star but with well-positioned lights giving good levels of illumination, which is easily controllable at night. Style, size, and shape of the bedroom should be taken into consideration when planning the lighting levels for the room.	Same as for Four Star but with controllable lighting, giving variable levels of light as appropriate.	
	<b>Furniture and Fittings</b>	Each bedroom should have: 1) A bedside table or equivalent, cabinet or shelf for each bed although twin beds may share one (bunk beds are exempt) 2) A desk 3) A chair or a stool 4) A wardrobe or clothes hanging space with at least six hangers (wire hangers are not acceptable) 5) Sufficient, conveniently situated, power sockets 6) A full size mirror	Same as for One Star with a greater provision of furniture that is sound and fit for the purpose.	Same as for Two Star but with good quality furniture, in a sound condition showing some coordination in terms of style, design and colours. The size and amount of furnishing should be in proportion to the space available.	Same as for Three Star but with higher quality furniture and fittings.	Same as for Four Star but with a more extensive range of furniture offering a greater degree of comfort and higher quality. Excellent coordination of soft furnishings of high quality with additional features such as scatter cushions.	
	<b>Bedroom Accessories</b>	1) A waste paper container 2) One drinking glass per guest (glass or wrapped disposable) 3) 'Do Not Disturb' and 'Please Make up Room' doorknob cards	Same as for One Star	Same as for One Star but with plug adaptor available on request	Same as for Three Star but with tissues and complimentary water bottles	Same as for Four Star	
	<b>Beverage Making Facilities</b>	Tea and coffee available in a common area if not provided in guestrooms.	Same as for One Star but with tea and coffee making facilities	Same as for Two Star but with better	Same as for Three Star but with wider variety	Same as for Four Star	

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		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			provided in all bedrooms. Matching crockery and cutlery provided.	quality crockery and cutlery provided.	and better presentation of hot beverages.		
	<b>Laundry Services</b>	Iron and ironing board available on request	Same as for One Star but with laundry service available upon request (weather permitting). Prices must be communicated before order is taken. Laundry bags/baskets provided either in the room or at reception.	Same as for Two Star but available at all times.	Same as for Three Star	Same as for Three Star but with dry cleaning services also available upon request	
	<b>Information in Bedrooms</b>	Literature should be provided covering Bed and Breakfast services, hours for meals and check-out, emergency/fire procedures as well as destination activities.	Same as for One Star but with more detail on Bed and Breakfast services	Same as for Two Star but presented within an attractive directory.	Same as for Three Star	Same as for Three Star	
<b>GUEST BATHROOM (16%)</b>	<b>General Requirements</b>	Bathrooms can be ensuite, private, or shared. Ensuite bathrooms should include a toilet, hand basin and a bath or a shower. Establishments with private or shared facilities must offer at least one lockable bath or shower room with wash basin for every <b>six</b> guests and at least one lockable toilet for every <b>six</b> guests. All bathrooms must : 1) Be in hygienic conditions at all times 2) Have sufficient space to allow for easy movement 3) Have an effective system of direct or mechanical ventilation 4) Have hot water for bathing at least in the morning (6-10am) and evening (6-10pm)	Same as for One Star	Same as for One Star	Same as for One Star but all guest bedrooms must have ensuite bathrooms. Plus, hot water must be available throughout the day.	Same as for Four Star but with elegant fittings.	Separate private bathrooms need a lock and key so that the guest has sole use and can confidently leave their belongings in the bathroom.

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		<b>ONE STAR</b>	<b>TWO STAR</b>	<b>THREE STAR</b>	<b>FOUR STAR</b>	<b>FIVE STAR</b>	<b>REMARKS</b>
	<b>Housekeeping</b>	Bathrooms should be cleaned daily. All towels should be changed daily (unless guests opts out of this service)	Same as for One Star but with clear supervisor checks	Same as for Two Star but spotless condition	Same as for Three Star	Same as for Three Star	
	<b>Fixtures and Fittings</b>	All bathrooms must have: 1) Covered light providing good illumination 2) A hook and a towel rail or equivalent 3) Splash screens or shower curtains free of stains, tears, holes and mold 4) An adequately sized mirror 5) Shelf space close to the washbasin 6) Opaque, adequately sized curtains, blinds, or shutters to ensure privacy (if there are windows)	Same as for One Star	Same as for One Star but with solid, well-fitted, and coordinated appliances (sink, shower/bath, toilet) of good quality.	Same as for Three Star but shower must have a well-fitted screen rather than shower curtains. Excellent maintenance and condition of fixtures and fittings (i.e. no cracks, chips, stains or discoloration). High quality taps and showers with strong water pressure and that are easy to control, and good-excellent workmanship	Same as for Four Star but with exclusive fittings	
	<b>Flooring</b>	Good water-resistant, non-slip materials should be used.	Same as for One Star	Same as for One Star but with attention to detail (workmanship and quality)	Same as for Three Star but containing professionally fitted, high quality tiles with grouting and sealant in excellent order.	Same as for Four Star but with exclusive material	
	<b>Supplies in the Bathroom</b>	All bathrooms must have: 1) Bath towel for each guest 2) A clean hand towel or hand drying facility 3) Fresh soap for each new guest (a liquid soap dispenser is acceptable) 4) Adequate amount of toilet paper 5) Toilet brush with holder 6) Lined waste bin 7) Water glass for each guest	Same as for One Star but towels slightly thicker and matching	Same as for Two Star but with good quality toilet paper and a range of quality toiletries including wrapped soap, shampoo etc. Large refillable bottles are acceptable but should be kept topped up.	Same as for Three Star but with high quality, soft, and fresh towels. Toiletries of a good quality with better packaging and presentation – perhaps all part of the same range.	Same as for Four Star but greater range of quality towels, e.g. bath sheets and bathrobes. Luxury toilet paper and a good range of well presented, quality toiletries, e.g. high quality soap, shampoo, shower gel, conditioner, tissues, cotton wool balls/pads cotton buds, etc.	
<b>GUEST MEALS (10%)</b>	<b>Breakfast</b>	Breakfast must be served for a period of time rather than at one specific time. It must be	Same as for One Star but should include seasonal fruits	Same as for Two Star but with a minimum of three hot cooked	Same as for Three Star but with more upmarket	Same as for Four Star but with greater effort in terms of presentation.	

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		<b>ONE STAR</b>	<b>TWO STAR</b>	<b>THREE STAR</b>	<b>FOUR STAR</b>	<b>FIVE STAR</b>	<b>REMARKS</b>
		properly cooked and carefully prepared and presented. A minimum of two hot cooked items must be offered, and a choice of hot drinks. It is acceptable to offer a buffet-style cooked breakfast.		items and wider selection of offerings.	products and greater creativity.		
	<b>Dinner (on request)</b>	All food must be properly cooked and carefully prepared and presented. May be buffet or a-la-carte. Food and beverages served at the right temperature. Bed and Breakfast may reserve the right to only serve dinner upon request	Same as for One Star but with wider variety of dishes offered. Should use good quality fresh ingredients. There must be at least one vegetarian option available. A-la-carte option must be available.	Same as for Two Star but with obvious use of fresh, local ingredients cooked with a high level of care and attention to detail. Regional specialties and/or home-made items encouraged.	Same as for Three Star but excellent cooking with an emphasis on fresh, seasonal, local ingredients and cooked skillfully. Strong emphasis on consistent food quality. Obvious care and attention to detail and appearance with attractive garnishes and decorations as appropriate, making the food look appetizing.	Same as for Four Star	
	<b>Meal Service Quality</b>	Guests greeted upon arrival. Wait staff must exhibit professionalism and proper knowledge of their work (social and service skills). Tables laid appropriately for the meal being served. Correct service and removal of dishes.	Same as for One Star	Same as for One Star but wait staff more polite and courteous, exhibiting helpful attitude and competent service. Staff has reasonable food and drink knowledge. Menu delivered promptly (when applicable). Sufficient number of staff to provide efficient service.	Same as for Three Star	Same as for Three Star but with wait staff demonstrating excellent service skills and high levels of food and beverage knowledge. Attentive yet unobtrusive service, including satisfaction checks.	
<b>DINING SPACE OR RESTAURANT (10%)</b>	<b>Space, Comfort and Ease of Use</b>	The dining space shall have adequate circulation space. It should contain at least one window to provide ventilation.	Same as for One Star but with cross ventilation	Same as for Two Star but with mechanical system of ventilation.	Same as for Three Star but with well-planned layout of furniture to maximize free space and a climatic controlled	Same as for Four Star	

LESOTHOBED AND BREAKFAST GRADING STANDARDS

		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
					system (air conditioning)		
	<b>Decoration</b>	Functional decoration.	Well-finished, good quality wall coverings and paint work.	Same as for Two Star but with coordinated interior decoration and well-finished.	Same as for Three Star but with very good standard of decoration with use of high quality pictures and prints where applicable. Some effort made to hide surface-mounted pipes and wires.	Same as for Four Star but with excellent interior design and high attention to detail. Thoughtful co-ordination of patterns, colors and textures. Attractive use of pictures, prints and other decorative relief.	
	<b>Table Setting</b>	Table setting of an acceptable standard with condiments, cutlery, napkins, crockery, table cloths or mats etc	Same as for One Star but with crockery and cutlery generally matching. Full salt and pepper containers on tables at all meals.	Same as for Two Star but with well-laid tables containing matching cutlery and crockery. Should have lightweight, stainless steel cutlery. Menus where provided, should be clean and well presented.	Same as for Three Star but with very good quality of crockery and cutlery. Fresh flowers or other appropriate decoration on tables.	Same as for Four Star but with table setting, accessories, and glassware of the highest standard. Table enhancements of high quality, e.g. candles or fresh flowers. Attractively presented menus or single menu board with clear, informative layout and helpful descriptions.	
	<b>Furniture, Furnishings, and Fittings</b>	Should be functional, comfortable and appropriate.	Same as for One Star but with furniture and fittings of good quality and condition	Same as for Two Star but furniture and fittings must be well-coordinated, and must be of proportionate size to the space available.	Same as for Three Star but with higher quality and condition	Same as for Four Star but all furniture, furnishings, and fittings should be of excellent quality and condition.	
	<b>Floors, walls and ceilings</b>	They should be structurally sound and well maintained to support good standards of cleanliness and hygiene.	Same as for One Star but with better quality flooring, ceilings and walls	Same as for Two Star but with no visible wear and tear and with evidence of competent workmanship. Well-fitted, good quality flooring in sound condition and comfortable under foot.	Same as for Three Star but with higher quality design, workmanship, and finish.	Same as for Four Star but with professionally fitted flooring, and ceilings of the highest standard and in excellent condition. With the walls well painted and maintained	

LESOTHOBED AND BREAKFAST GRADING STANDARDS

		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<b>Lighting and Temperature Regulation</b>	Adequate lighting levels for the style, size, and shape of the room. Adequate heating/cooling although not necessarily automatic or from fixed structures.	Same as for One Star but with better levels of lighting.	Same as for Two Star but with ample natural light and well-positioned lighting. Good quality light fittings and shades, free from scorch marks, and a proper temperature control device (free standing/fixed).	Same as for Three Star but with very good levels of light and easy access to controls. Different types of lighting may be used for practical, aesthetic or ambience reasons. Properly fitted, controllable heating/cooling providing overall uniform temperature.	Same as for Four Star but with variety of quality lights, well-positioned and effective for all purposes. Excellent quality light fittings and shades, and an air-conditioning unit.	
<b>KITCHEN (6%)</b>	<b>General Requirements</b>	Should be adequate in size to service the facility's sleeping capacity. Should allow for ease of movement and be fully equipped with all necessary equipment, fittings, appliances necessary for the storage and cleaning of utensils used. Fire service equipment must be provided e.g. fire extinguisher. Floors should be of water resistant material, there should be at least one window to provide natural light and effective air extraction during preparation of food. The kitchen should not be located near public toilets.	Same as for One Star but be maintained in a wholesome manner. Should be well lit and ventilated.	Same as for Two Star but with modern equipment and appliances	Same as for Three Star	Same as for Three Star with exclusive equipment and appliances	
	<b>Floors, Walls &amp; Ceiling</b>	The walls should be of non-slip, water resistant material and conducive to easy cleaning	Same as for One Star but with high standards of cleanliness and hygiene. NO visible wear and tear with evidence of competent workmanship and the use of wall hangings, pictures etc	Same as Two Stars but with higher quality design, workmanship and finish. Very good quality of wall coverings with evidence of coordinated design and interesting	Same as Three stars but with tasteful design, very high quality professional workmanship and finish	Same as for Four Star	

LESOTHOBED AND BREAKFAST GRADING STANDARDS

		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
				architectural features			
	<b>Drainage</b>	All drains in and around the kitchen should be maintained in good conditions at all times. All should be connected to the drainage system of the building.	Same as for One Star but with all should be covered and connected to the drainage system of the building.	Same as for Two Star but with better workmanship and good quality	Same as for Three Star	Same as for Three Star	
	<b>Furniture and Equipment</b>	Tabletops and sinks to be of water resistant materials, with hot and cold running water available. Basic kitchen equipment including pots, sauce pans. A range of kitchen utensils. Crockery with no signs of chips and stains.	Same as for One Star but of better quality	Same as for Two Star but well-furnished kitchen with high quality crockery, cutlery and cooking utensils. It should also have a variety of glassware serving variety of drinks	Same as Three Star but with good variety of cooking and kitchen equipment available	Same as for Four Star	
	<b>Food Storage</b>	Adequate storage allowing for preservation of perishable and non-perishable foods should be provided. Should be maintained in hygienic conditions.	Same as for One Star but with labeling and separation of food items	Same as for Two Star but with storage that has shelving	Same as for Three Star	Same as for Three Star	
	<b>Waste Collection and Disposal</b>	There should be sufficient lined waste bins. Waste should be disposed off on a regular basis in line with health standards and environmental regulations.	Same as for One Star	Same as for One Star but the waste bin must of higher quality and well hidden within the kitchen units	Same as for Three Star but with compost on site.	Same as for Three Star	
<b>UNIVERSAL ACCESSIBILITY (2%)</b>	<b>Information on Accessibility Features</b>	Information regarding the accessibility features of the Bed and Breakfast should be communicated on the establishment's online platforms and channels.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	<b>Internal System</b>	At check in, any guest with a functional limitation is highlighted in the system, so that in the event of an emergency, special procedures	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	

LESOTHOBED AND BREAKFAST GRADING STANDARDS

	<b>ONE STAR</b>	<b>TWO STAR</b>	<b>THREE STAR</b>	<b>FOUR STAR</b>	<b>FIVE STAR</b>	<b>REMARKS</b>
	can be taken to locate and evacuate these guests.					
<b>Staff Training</b>	Staff should be properly briefed on the handling of handicapped/ disabled guests. This should include how to offer assistance, guiding them through the premises, preparing rooms properly, explaining food on plates, etc.	Same as for One Star	Same with One Star but with in-depth training on physical limitation	Same as for Three Star	Same as for Three Star	
<b>Parking and Access</b>	At least one parking space designated as reserved for individuals with disabilities. Accessible parking spaces serving the Bed and Breakfast shall be located on the shortest route to the entrance of the facility	Same as for One Star but there must be an accessible route between the parking space and entrance. The route must have a minimum width of 0.9 meters. The surface must be even and not contain any potholes or puddles. Any ramps should have a non-slippery surface (tiles not acceptable) and a slope no greater than 10% (height to length ratio). The doorway at the entrance should have a minimum clear opening of 0.8m.	Same as for Two Star	Same as for Two Star but with a minimum route width of 1 meter and ramp slope of 5% (to allow unassisted wheelchair access). Entrance doorway should have a minimum width of 0.9 meters. Entrances that are not accessible shall have directional signage indicating the location of the nearest accessible entrance.	Same as Three Star	
<b>Guest Bedrooms</b>	Bed and Breakfast should contain at least one accessible room. The room must be on an accessible route. The external and internal doorways should be at least 0.8 meters wide and there should be at least 0.9 meters maneuvering space alongside the bed. An accessible route should connect all spaces and elements. A phone with at	Same as for One Star but with wider spaces, including access to bed on both sides. The room directory should be printed in braille. Light switches and other controls, beverage making facilities, and adequate storage space should be provided at	Same as for Two Star	Same as for Two Star	Same as for Two Star	

LESOTHOBED AND BREAKFAST GRADING STANDARDS

	<b>ONE STAR</b>	<b>TWO STAR</b>	<b>THREE STAR</b>	<b>FOUR STAR</b>	<b>FIVE STAR</b>	<b>REMARKS</b>
	least an internal line should be available to call for assistance. There should be no appliances or furnishings with sharp edges jutting out into passageways.	wheelchair level. Clothes rods or shelves shall be a maximum of 1.3 meters above the floor.				
<b>Guest Bathrooms: Toilets and Wash Basin</b>	There must be sufficient space to allow for wheelchair access to toilets and washbasin. The height of the toilet seat should be 0.4-0.5 meters from the floor. Handrails or grab bars for the toilet should ideally be placed behind and to the side of the toilet at a height of 0.85-0.9 meters. Flush controls and toilet paper dispensers should be within reach and at a height of 0.5-1.2 meters. The washbasin should be at a height of 0.7-0.9 meters	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
<b>Guest Bathrooms: Showers and Bathtubs</b>	A shower is considered preferable to a bathtub. If a bathtub is utilized, it should be fully accessible by wheelchair and at least 1.6x0.7 meters in size. It must be at a height of 0.4-0.5 meters. There should be a structurally sound and securely mounted in-tub seat or seat at the head end of the tub. Handrails or grab bars should be mounted on the adjacent wall at a height of 0.85-0.95 meters. Faucets must be within reach. There must be sufficient space to allow for wheelchair access to the shower. The shower should contain a structurally secure seat or bench (can be fixed or	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	

LESOTHOBED AND BREAKFAST GRADING STANDARDS

		<b>ONE STAR</b>	<b>TWO STAR</b>	<b>THREE STAR</b>	<b>FOUR STAR</b>	<b>FIVE STAR</b>	<b>REMARKS</b>
		removable) facing the controls and at a height of 0.4-0.5 meters. There should ideally be handrails or grab bars mounted on the wall opposite and behind the seat at a height of 0.85-0.95 meters. Faucets must be within reach. There should be a shower spray unit with a hose at least 1.5 meters in length. It should not be left hanging in a position such that a visually impaired guest may bump their head.					
	<b>Dining Room or Restaurant</b>	The area should be spacious enough to allow for easy passage of a wheelchair.	Same as for One Star but tables or other furniture and fittings with sharp edges should be avoided.	Same as for Two Star but there should be at least five menus printed in braille available.	Same as for Three Star	Same as for Three Star	
<b>RESPONSIBLE TOURISM (3%)</b>	<b>Informational Materials</b>	Guests are provided with Informational materials on responsible tourism, including how to reduce their environmental impact and support the local community.	Same as for One Star	Same as for One Star but information should be provided on the B&B online platforms.	Same as for Three Star	Same as for Three Star	
	<b>Energy Conservation</b>	Facility makes effort to minimize energy consumption through at least one of the following: 1) Using low consumption light bulbs (CFLs or LEDs) 3) Using 'energy-rated' (e.g. Energy Star) appliances 3) Using light sensors in public spaces 4) Other proven energy conservation mechanism	Same as for One Star, but at least two energy consumption minimizing mechanisms must be used.	Same as for One Star but the facility makes effort to minimize energy consumption through at least three mechanisms	Same as for Three Star but employing all of the energy conservation mechanisms and a card system	Same as for Four Star	

LESOTHOBED AND BREAKFAST GRADING STANDARDS

		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<b>Water Conservation</b>	<p>Facility makes effort to minimize water consumption through at least one of the following:</p> <ol style="list-style-type: none"> <li>1) Offering towel re-use option for guests</li> <li>2) Using water flow restrictors on bathroom taps and showerheads</li> <li>3) Using reduced flush or twin flush cistern for toilets</li> <li>4) Re-use of grey water for garden watering</li> <li>5) Rainwater harvesting</li> <li>6) Landscaping practices such as watering plants in the early morning or late afternoon</li> <li>7) Other proven water conservation mechanism</li> </ol>	Same as for One Star but employing at least two of the mechanism.	Same as for Two Star but employing at least three of the mechanisms	Same as for Three Star but employing at four of the mechanisms	Same as for Four Star	
	<b>Waste Management</b>	<p>Facility makes effort to manage waste in an environmentally friendly manner through at least one of the following:</p> <ol style="list-style-type: none"> <li>1) Composting biodegradable kitchen waste</li> <li>2) Not purchasing any Styrofoam products</li> <li>3) Using refillable soap and shampoo dispensers in bathrooms</li> <li>4) Using biodegradable dishwashing and laundry detergent</li> <li>5) Regularly purchasing products made from recycled paper</li> <li>6) Other environmentally friendly waste management mechanism</li> </ol>	Same as for One Star but employing at least two of the mechanism.	Same as for Two Star but employing at least three of the mechanisms	Same as for Three Star but employing at least four of the mechanisms	Same as for Four Star	

LESOTHO BED AND BREAKFAST GRADING STANDARDS

		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<b>Marketing Materials</b>	All marketing and promotional materials accurately reflect the Bed and Breakfast's facilities, services, and prices.	Same as for One Star but material must be attractive	Same as for Two Star but material should be of good quality in terms of printing and use of social media marketing.	Same as for Three star	Same as for Three Star	
	<b>Culture on Display</b>	Not applicable	Not applicable	The Bed and Breakfast features local art, artisan works, and furnishings in its decoration. The restaurant's menu incorporates some traditional dishes using local ingredients.	Same as for Three Star but local art and artisan works also sold at the Bed and Breakfast	Same as for Four Star	

**POINT SCORING (Bonus Points): must be available in all rooms (2%)**

**In-room Facilities:**

- Flat screen color television with remote control (1 point)
- Mini-bar (1 point)
- Hairdryer (0.5 point)
- Bathrobe and slippers (0.5 point)
- Iron and ironing board (0.5 point)
- Fruit basket (0.5 point)

**Recreational Facilities:**

- Swimming pool (1 point)
- Gym/fitness center (1 point)
- Spa (1 point)
- Conference/meeting rooms (1 point)
- Kids club (1 point)
- Indoor and outdoor sports (2 point)
- Library (1 point)
- BBQ areas (0.5 point)

**Universal Access:**

- Auxiliary visual alarms and visual notification devices to alert room occupants of incoming telephone calls (1 point)

**Responsible Tourism:**

- Has written Code of Practice and Environmental Policy (1 point)
- Supports in a substantive way a community development initiative (including, among others, education, HIV awareness, health, and literacy) (2 point)
- Makes substantive in-kind contribution towards conservation of local historical, archeological, culturally, and spiritually important sites (2 point)