

LESOTHO Accommodation Star Grading Standards
Lesotho Tourism Development Corporation

QUALStar

HOTELS

Introduction

The following set of standards has been prepared for a Hotel. It represents one in a package of seven accommodation categories that also include:

- Lodges
- Guest Houses
- Bed and Breakfasts
- Self-catering
- 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 majority of hotels 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 a moving target. What is good quality today may not necessarily be so a few years down the line. Quality is also determined by space, furnishings, fittings and workmanship. Regular maintenance of quality plays a significant role.

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 at a 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.

Guestrooms

Hotel minimum requirements 14.88sq.m:

- 2 star – 18.6sq.m
- 3 star – 23.25sq.m
- 4 star – 27.90sq.m
- 5 star – 33.50sq.m

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

LESOTHO HOTEL GRADING STANDARDS

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 - 77
****	78 - 82
**** Premium	83 - 93
*****	94 - 100

Table 2 Definition of star ratings

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

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MINIMUM REQUIREMENTS

A hotel is located in an urban setting and has at least 20 rooms. It should have a restaurant offering lunch, breakfast and dinner, lounge and storage rooms.

BUILDING/ STRUCTURE	GUEST BEDROOM	DINING	BATHROOM AND SANITARY FACILITY	KITCHEN AND WASHUPS	LOUNGE AND BAR	MANAGEMENT OR PERSONNEL	SERVICE AND RECEPTION	GENERAL
The building shall be of solid construction, structurally safe and in good state of physical and decorative repair, both internally and externally	A guest bedroom shall have separate access with a lockable door.	A dining shall have seating accommodation for at least 50-people and a wall to wall carpet or a floor of resistant material	A bathroom shall have: a) A bath and shower, or bath or shower with non-slippery surface b) A hand wash basin and a toilet c) Hot and cold running water at all times d) At least one window which opens directly for the external air	The kitchen walls and floors shall be of water resistant material.	A lounge and bar area shall have adequate seating space	A hotel shall be under the regular supervision of a person trained or experienced in hotel management	A reception area shall be provided for the reception of guests, suitably located and of good decorative order.	In addition to a guest entrance there shall be a service entrance, suitably located for the reception of goods necessary for the operation of the hotel
The building shall have bedrooms, dining facilities, lounges, storage rooms, housekeeping, laundry, reception or front desk and parking facilities.	The bedroom shall be separated from each other by properly constructed and suitably sound resistant walls, floors and ceilings.	A dining shall contain furniture and equipment of good quality and good condition and the furniture and equipment shall include: a) Dining table or suitable counters b) Table appointments in good quality and in good condition e.g. - Condiments - Napkins - Table Clothes - Cutlery c) Glassware and Crockery should be of good quality d) Menu card /options for each guest	A sanitary facility which shall have: a) Adequate supply of soap, toilet paper and towels; b) Suitable mirror, towel rail, clothes hook, bath mat, soap tray, toilet brush, grub handles, shower curtains and non-flammable sanitary and lined disposal bin with lid and air freshener c) Sufficient artificial lighting; d) A door which is capable of being locked, bolted or otherwise secured	The kitchen shall have equipment and fittings of good quality and condition. The equipment and fittings shall include: a) At least two sinks and/or dish washing machine b) Working table should be made of water resistant materials c) Refrigerators and storage compartment for perishables. d) Cooking facilities using either	The lounge and bar area shall be equipped with the following furniture and fittings: a) A sink (preferably stainless steel) with stainless steel splash board and hot and cold running water for washing glasses within the bar b) Counter freezers and service counter c) Upholstered chairs, armchairs, sofas or settees	In every hotel there shall be at least three persons trained and capable of supervision of the services provided	Housekeeping shall be provided for keeping and servicing hotel facilities and requisites	There shall be a suitably located entrance for the reception of guests and control thereof for arriving and departing guests

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				<p>electricity, gas or any other form of fuel</p> <p>e) Ventilation and equipment for removal of hot air and odours</p> <p>f) Cooking equipment for boiling, roasting, baking, grilling, steaming etc.</p> <p>g) A sink with hot and cold running water for washing i.e. huge pots and pans</p> <p>h) 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>i) Sufficient artificial lighting and natural light</p> <p>j) The floor shall be of resistant and non-slippery material which can be easily cleaned</p> <p>k) The kitchen shall be located adjacent to and directly accessible from</p>	<p>d) Occasional or cocktail tables</p> <p>e) Bar stools and counters</p> <p>f) Wall to wall surface of a resistant material e.g. carpet, wood laminate, tiles etc</p> <p>g) Appropriate bar-shelving</p>			
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				the dining or restaurant area l) Service access to the dining area shall not be through public areas or main passageway				
Gardens, open areas and car parks are associated with the hotel shall be maintained in good order	<p>A bedroom shall have:</p> <p>a) A floor area of not less than 9.3sq.m. for a single room and not less than 14,88sq.m. for double rooms excluding bathrooms with a width or length of not less than (2.74m) single and not less than (3.05m) for double rooms;</p> <p>b) A floor to ceiling height of not less than 2.44m over the entire bedroom area;</p> <p>c) At least one window that opens directly to the external air;</p> <p>d) A double locking device from within and a single locking device from outside</p>			<p>PANTRY OR FOOD STORAGE ROOM</p> <p>1. A pantry of food-storage shall be made in the kitchen</p>	<p>STORAGE ROOM</p> <p>Separate storage for liquor shall be provided and shall have proper shelving and floors of resistant material</p>	The staff shall be provided with appropriate uniforms	A laundry service shall be provided for the hotel and guests	A reception or an office shall be provided

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	<p>on the entrance door; and</p> <p>e) At least two 13 amp electrical outlet suitable for attachments of electrical equipment.</p>							
<p>One parking lot per guest bedroom shall be provided</p>	<p>A bedroom shall contain furniture & fittings and equipment of good quality and condition. These shall include:</p> <p>a) A bed with interior spring filled mattress, headboard and side tables.</p> <p>b) Supply of clean linen sheets, pillows and their cases, blankets and a duvet set or bedspread.</p> <p>c) A double size wardrobe (for double room) armed with at least six wooden or plastic hanger per person and at least two shelves or drawers;</p> <p>d) A desk with a chair</p> <p>e) A full size mirror</p> <p>f) A comfortable chair</p> <p>g) Non-flammable</p>			<p>The shelves shall be of resistant material.</p>		<p>The staff shall obtain valid health certificates, renewable after every six months</p>	<p>Maintenance department shall be within hotel premises</p>	<p>A telephone set shall be provided for use by accommodated guests</p>

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	<p>waste paper bin</p> <p>h) Wall to wall surface of a resistant material e.g. carpet, wood, laminate, tiles etc</p> <p>i) A light over or beside the bed with a switch capable of being operated from the bed</p> <p>j) Properly hang fire resistant curtains or properly fitted blind at all windows</p> <p>k) Sufficient artificial lighting with at least 40 watts, non- flammable light shade for all bulbs and 75 watts for principal light</p> <p>l) A drinking glass per person</p>							
<p>The entrance hall shall be of sufficient size to cater adequately for the volume of traffic, and suitably located, laid out and equipped for the proper reception and control of arriving and departing guests</p>	<p>Each bedroom shall be numbered, lettered or otherwise designated.</p>			<p>Sufficient artificial lighting shall be provided</p>		<p>The ratio of trained staff shall be adequate enough to maintain a high standard of service for guests at all times.</p>		<p>Stairs, corridors and pathways connecting to different areas of the hotel shall be adequately lit throughout the dark times</p>

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	The bed shall be made daily and linen changed at least every third day for staying guests and must be changed for each new guest			Stores shall be kept free of insects, flies and rodents				Gardens, open areas and car park shall be maintained in good order at all times
	A guest shall be provided with keys/cards to their bedrooms			Proper cold-room or freezers shall be provided				Adequate approved firefighting appliances shall be provided
	Glass door must be clearly marked for safety purposes							Fire and emergency notices shall be conspicuously displayed on the premises
								The premises shall be fully secure and fenced
								A First-Aid-Kit shall be made available on the premises
								The premises shall have approved electrical or solar installations providing general lighting. In the case where lighting is not supplied other forms of lighting may be used

PUBLIC CONVENIENCES

1. Public conveniences for resident and casual guests shall be provided and shall have separate entrances for men and women and be easily accessible from public areas of the hotel.
2. The public conveniences shall contain toilets in separate compartments and hand wash basins with adequate supply of hot and cold running water.
3. Waste and sanitary disposal bins with lids shall be made.
4. Windows which open directly into the external air shall be provided
5. Public conveniences shall be equipped with accessories such as mirrors, clothes hooks, ashtrays etc.
6. Adequate supply of toilet requisites (e.g. towels, soap, toilet paper, disinfectants etc.) machine roller towel dispensers or hand air drying machines shall be provided
7. Entrance to the public conveniences facilities shall allow for emergency access.
8. Provision of clearly designated smoking areas in the yard of the hotel must be made; N.B: (Not inside the building).

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EXTERIOR		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
EXTERIOR (7%)	Signage Outside Property	There should be basic but clear signs and notices indicating location of establishment and any entrance restrictions. The signage should be visible from all directions during day and night.	Same as for One Star but signage of good quality	Same as for Two Star but more attractive and illuminated.	Same as for Three Star but blending reasonably well with the environment	Same as for Four Star but in excellent condition and highly attractive.	
	Entrance/ Driveway	Driveway should be in reasonable condition with good drainage. Driveway width sufficient to traffic moving in both directions.	Same as One Star with entrance in good condition, well-maintained road surfaces and good drainage.	Same as Two Star but with controlled passes	. Same as Three Star but entrance with automated controlled passes	Same as for Four Star	
	Building Exterior	The building shall be of solid construction, structurally safe and in a good state of repair and decorative order externally	Same as for One Star but With no obvious maintenance issues.	Same as for Two Star but with very good appearance/condition	Excellent appearance/condition. No maintenance issues. All areas of paintwork in good condition. Some additional external features to enhance appearance.	Same as for Four Star but with further addition of attractive architectural features. Visible outbuildings or annexes should be of a similar standard.	
	Grounds and Gardens	Gardens, open areas and car parks associated with the hotel shall be maintained in good order. Refuse bins, storage areas, and water tank discreetly positioned and tidily kept.	Same as for One Star but with evidence of effort to make gardens more attractive, tidy, and litter-free.	Same as for Two Star but with well-maintained with tidy grounds, footpaths, etc. Attractive overall appearance.	Same as for Three Star but with high standards of maintenance in the garden. Tidy flowerbeds, pathways, and hedges with all trees and shrubs well-tended during whole year.	Same as for Four Star	
	Parking Facilities	The parking lot should be clearly marked, and secure. There should be one space available for every two guestrooms. Each space should have a minimum width of 2.5m. And well paved and minimum 6m	Same as for One Star but gate controlled with a register	Same as for Two Star but higher quality paving and well laminated markings	Same as for three Star but with covered parking	Same as for four Star but ticketing upon guest entry	

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		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
PUBLIC AREAS (9%) GENERAL the hotel shall have in all public areas natural light and mechanical means of ensuring comfort at all times, having regard to temperature, ventilation, humidity and other relevant conditions		space for reversing					
	Entrances and Exits(For Buildings)	Guest entrances and exits into lobby/reception area shall be of sufficient size with regards to the hotel's total guest capacity.	Same as for One Star but the premises shall also contain a service entrance separate from the guest entrance.	Same as for two Star but the entrance and exit be manned	Same as three star but the exit/entrance be of automated operation	Same as four star but entrance/exit have a highly attractive appearance	
	Water Quality and Supply	All water provided for guest use should be suitable for drinking. There should be enough storage capacity to last at least one day in case of supply breakdown.	Same as for One Star but supply should be adequate for at least two days in case of breakdown	Same as for One Star but supply should be adequate to last for at least three days in case of breakdown.	Same as for One Star but supply should be adequate to last for at least four days in case of breakdown.	Same as for One Star but supply should be adequate to last for at least five days in case of breakdown.	
	Corridors, Hallways and Staircases	Should allow for easy passage where appropriate, safe side railings should be provided and well maintained.	Same as for One Star but well finished and well lit at all times	Same as for One Star but with better finish and some decoration.	Same as for Three Star but more spacious and with higher quality finish, design, and maintenance.	Same as for Four Star but all should be of even higher quality.	
	Elevators/Lifts	An elevator is provided when there is a guest bedroom that is more than 2 floors higher or lower than the entrance level floor. Where there is no lift, a ramp should be provided.	Same as for One Star	Same as for One Star	Same as for One Star but also with a service lift that goes to all floors	Same as for Four Star	

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	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Lobby/Lounge/ reception: Floors, Walls and Ceilings	There shall be a suitably located entrance for the reception of guests and control of arriving and departing guests. The floors, walls and ceilings should be of good, safe and secure material and well maintained to enable high standards of cleanliness and hygiene.	Same as for One Star with good quality paint on walls and ceilings	Same as for Two Star but with better ambiance and showing a degree of creativity.	Same as for Three Star but showing higher degree of creativity.	Same as for Four Star but with distinctive creativity and impressive ambiance.	All standards for the Lobby/Lounge should also take into consideration physical features of the reception area.
Lobby/Lounge: Furniture and Décor	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 should be reasonably well maintained	Same as for Two Star but of better range and good quality	Same as for Three Star but of wider range and greater comfort with high quality	Same as for Four Star but generously furnished, with attention to detail and elegance.	Some antique furniture may show signs of "distress" which does not detract from its excellence, depending on the degree of deterioration.
Lobby/Lounge: Lighting	There should be adequate natural and/ or artificial lighting.	Same as for One Star but light fittings should be of good quality	Same as for Two Star but lighting and fittings should be tasteful and provide a pleasant ambiance.	Same as for Three Star but with very high quality fittings.	Same as for Four Star with evidence of elegance.	Should avoid harsh fluorescent lighting.
Lobby/Lounge: Ventilation and Regulation of Temperature	Adequate natural ventilation, and/ or sufficient mechanical ventilation should be provided.	Same as for One Star	Sufficient mechanical ventilation with good quality cooling/heating systems (air conditioners)	Same as for Three Star	Same as for Three Star	
Shopping Facilities	Not essential	Not essential	A boutique/ curio shop stocking items convenient for travelers should be available	Same as for Three Star but with wider variety of gifts, souvenirs and local handicrafts	Same as for Four Star but where feasible a mini shopping gallery consisting of more than one shop located on the hotel premises.	

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	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Public Toilets	Should be in separate compartments with adequate supply of running water hot and cold. It should also be properly ventilated and lockable. Should be clean, functional and well maintained, with at least the following provided: hand wash basin with running water, soap, disposable tissue or electric hand dryer, toilet paper, and a lined waste bin with lid. Should contain clear signage on the exterior.	Same as for One Star Should have adequate number of toilets and urinals in male toilets with regards to its guest capacity	Same as for Two Star but with coat hanger/hooks good quality fittings and finishing.	Same as for Three Star but with baby changing table	Same as for Four Star but with high quality, well-coordinated finishing.	
Staff Changing Rooms	Staff Changing rooms should be available and should be well maintained at all times.	Same as One Star but lockable lockers that are gender separated	Same as Two star but with showers and amenities of good quality materials and workmanship, and spacious enough to allow ease of movement	Same as for Three Star, but with individual lockers adequate with regards to the number of staff, and should separate gender	Same as for Four Star.	
Staff dining Room	Staff Dining Rooms should be available, well maintained and adequately furnished	Same as One Star	Same as Two Star but with minimal entertainment facilities e.g TV	Same as for Three Star but very well equipped with dining room furniture and equipment	Same as for Four Star with a range of entertainment facilities	
Medical Services	Fully stocked first aid kit should be available with at least one staff member on duty that has completed a first aid course within the past five years	Same as for One Star but with at least three staff members with a first aid course.	Same as for Two Star but with a relationship with a local clinic or hospital	Same as for Three Star with at least a medical doctor on call	Same as Four Star	
Security	There should be adequate security arrangements (e.g. properly trained and well equipped security personnel). Emergency information, procedures,	Same as for One Star	Same as for One Star but with a functional electronic surveillance system in place	Same as for Three Star but with more elaborate rapid response arrangements	Same as for Four Star	

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		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
RECEPTION (11%)		and after hours contacts for assistance clearly displayed in Sesotho and English. It is essential that emergency evacuation procedures are developed.					
	Fire Protection	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.	Same as for One Star but with All staff members familiar with available firefighting equipment and its usage, the statutory fire safety notices should be prominently displayed, and fire extinguishers or fire blankets should be easily accessible.	Same as for two Star but with fire detection installed at risk areas e.g Kitchen	Same as Three Star with advanced fire detection services and devices and firefighting equipment with fire audit certificate	Same as for Four Star an automatic alarm calling system	
	Emergency Power	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 room	Same as One star	Same as for two Star but emergency power source should provide lighting to all areas of the hotel.	Same as for Three Star but should also power cold rooms, geysers, stoves, water pumps, and air conditioners	Same as for Four Star	
	Hours of Service	An appropriate area suitably designed for receiving of guests should be open at least 12 hours per day	Same as for One Star	Same as for One Star but should be open for 18 hours per day	Same as for Three Star	Same as for Three Star but should be open 24 hours per day	
	Reservations and Pre-arrival Information	Basic guest details recorded accurately when reservation is taken (either by phone or email). Guest must be informed of room rate and what it includes. Other relevant information such as smoking policy, planned events, and major refurbishment work in progress should also be communicated.	Same as for One Star but with a more competent manner when taking reservations and with a better range of details captured.	Same as for Two Star but with more organized and professional approach for handling reservations, including sending an email reservation confirmation. All communications with guests should be informative and	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
			friendly. Guests should also be able to book directly online.			
Guest Arrival and Welcome	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 staff or manager exhibiting a positive and friendly attitude. 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. Guest shown to room with luggage assistance.	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 refreshment on arrival. Guest shown to room with luggage assistance 24 hours per day. There should also be a personalized welcome message.	
Staff	The hotel shall be under regular supervision of a person trained or experienced in Hotel Management. There should be a documented Human Resource Management Policy specifying: terms and conditions of service, reward/incentive schemes, training programs, etc.. All front-line staff should speak good English. They should maintain a neat appearance (with no excessive jewelry) and wear a clean uniform	Same as for One Star but staff should receive orientation training and be appropriately skilled in their area of work. They should be well informed about the hotel and other local information. Wear good quality uniform and identification badges. The manager should be available 24 hours for emergencies	Same as for Two Star but uniforms should be attractive and in very good condition with identification badges of good quality	Same as for Three Star but uniform should be very professional looking and of the highest quality.	Same as for Four Star but with some multilingual staff in hotels with an international market.	
Courtesy of Choice	Basic options of room type should be available e.g. standard room, en suite	Same as for One Star	Same as for One Star but variety of options should be available including a choice of smoking rooms	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
Communication Services	A telephone (mobile or fixed) should be available for guest use at the reception area. Internet access at least in lobby/lounge area (if available in region)	Same as for One Star but with Wi-Fi available in lobby/lounge area and photocopying services) should be available upon request.	Same as for Two Star but with access to internet in all rooms	Same as for Three Star	Same as for Four Star but with a Business Center offering computers with internet access and printing facilities.	
Wake-up Call	Should be available upon request (An alarm-clock / radio will serve the purpose)	Same as for One Star	Same as for One Star	Same as for One Star but with a 24 hour wakeup call service provided.	Same as for Four Star	
Newspapers	Not applicable	Not applicable	Latest newspapers available at reception.	Newspapers available and delivered to guests' room on pre-arranged request	Same as for Four Star	
Information Service	Relevant information on guest facilities and services provided. Provision within information pack in the room is acceptable.	Same as for One Star but also information regarding services/activities in the destination should be provided at the reception area.	Same as for Two Star	Same as for Three Star but including a print or photocopied map of area.	Same as for Four Star information material should have attractive pictures and of good quality	
Safe Deposit Service	Lockable Safe deposit box available at least in the reception/office	Same as for One Star	Safe deposit box available in all guestrooms	Same as Three Star, but the safe deposit box must have a digital locking mechanism	Same as for Four Star	
Foreign Exchange Services	Not applicable	Not applicable	Not applicable	Not applicable	Foreign exchange services should be provided	
Guest Departure	Efficient procedures for handling guest departure. Accurate bill prepared in timely manner.	Same as for One Star Managers and staff well versed in all methods of payment where appropriate.	Same as for One Star but prompt attention provided when requested. Appreciation expressed upon departure.	Same as Three star	Same as for Four Star	
Methods of Payment	At least one credit and/or debit card as well as mobile payments accepted	Same as for One Star with at least 2 cards (credit & debit) accepted	all methods payment accepted	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
RESTAURANT (7%)	Customer Feedback	Request to obtain customer feedback through use of guest comment book, comment box, or questionnaires and corrective actions should be taken.	Same as for One Star with the use of comment box and questionnaires	Same as Two Star but 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 Four Star	
	Online Presence	Social media page (facebook, twitter etc) or a simple website containing basic and up-to-date information on guest house, services, location, and prices.	Same as for One Star with more information and pictures	Same as for One Star but with more attractive design	Same as for Three Star but with highly attractive design and interactivity	Same as Four Star but more advanced.	
	Luggage/ Lost And Found Services	There should be provision for the storage of lost luggage. All lost and found property should be properly handled using a defined system.	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	Space, Comfort and Ease of use	The dining area shall have a sitting that accommodates 50 people and should have adequate space for movement. It should contain at least one window to provide ventilation.	Same as for One Star but with more usable space around tables and other furniture. More windows to allow for cross ventilation With better layout as well as appropriate table and chair heights.	Same as for Two Star but with mechanical system for ventilation	Same as for Three Star but with Well-planned layout of furniture to maximize use of free space and with a climatic controlled air circulation	Same as for Four Star but a spacious, well-planned room with furniture in suitable, convenient places. Table and seating arrangements show that the comfort of guests has been fully taken into consideration.	
	Floors, Walls and Ceilings	They should be structurally sound and well maintained to support good standards of cleanliness and hygiene.	Same as for One Star but with no visible wear and tear and with evidence of competent workmanship.	Same as for Two Star but with higher quality design, workmanship, and finish.	Same as for Three Star but with very high quality professional workmanship and finish.	Same as for Four Star but with meticulous workmanship and finish.	
	Lighting and Temperature Regulation	Adequate lighting levels for the style, size, and shape of the room. Adequate heating/cooling although	Same as for One Star but with better levels of lighting and temperature regulators	Same as for Two Star but with ample natural light and well-positioned lighting.	Same as for Three Star with very good levels of light and easy access to controls. Different	Same as for Four Star but with a variety of quality lights, well-positioned and	

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		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
		not necessarily automatic or from fixed structures.		Good quality light fittings and shades, free from scorch marks. Properly fitted, heating/ cooling units that can be individually controlled providing overall uniform temperature.	types of lighting may be used for practical, aesthetic or ambience reasons.	effective for all purposes, e.g. allows ease during reading the menu etc. Excellent quality light fittings and shades.	
	Decoration	Functional decoration. Few pictures and wall hangings and they must be clean or well kept.	Same as One star but should be well-finished, good quality wall coverings and maintained paint work.	Same as Two star but well-coordinated interior decoration. Very good standard of decoration with use of high quality pictures and prints where applicable.	Excellent interior design, with high attention to detail. Thoughtful coordination of patterns, colors and textures. Attractive use of pictures, prints and other decorative relief.	Same as for Four Star but with interesting architectural features, outstanding artwork, and meticulously coordinated design.	
	Table Setting	Table setting of an acceptable standard with centre pieces	Same as One star but with crockery and cutlery of good quality and generally matching. Full salt and pepper containers on tables at all meals. Good quality cloth or paper napkins. Menus should be clean and well presented (acceptable to be on blackboard).	Same as for Two Star but with very well-laid tables, good quality glassware, and stainless steel cutlery.	Same as for Three Star but with all crockery and cutlery of excellent quality. Table laid with emphasis on style. Provision of appropriate styles of cutlery and glasses for different functions. Attractively presented menus using clear, informative layout and helpful descriptions. Fresh flowers or other appropriate decoration on tables.	Same as for Four Star but with table setting of the highest standard. Luxurious linen with no stains whatsoever. Table enhancements of excellent quality.	
	Furniture, Furnishings, and Fittings	Should contain furniture and equipment that are functional, comfortable and appropriate which include: a) Dining table	Same as for One Star but with furniture of good quality and condition. Tables should be large enough for uncluttered use. High chairs (or suitably	Same as for Two Star but with high quality and well-coordinated furniture. Good size and amount of furnishings in proportion to the space available.	Same as Three Star but with very high quality furniture, furnishings and fittings--all in very good condition	Same as Four Star but furniture should have outstanding quality upholstery and workmanship. Must be in excellent condition.	

LESOTHO HOTEL GRADING STANDARDS

		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
BARS (6%)		b)Table appointment in good quality c)Glassware of good quality	adapted chairs) available for children.			Excellent coordination of soft furnishings of high quality.	
	General Features And Facilities	.A bar shall be equipped with the following furniture and fittings: a) A sink (preferably stainless steel with stainless steel splash board and with hot/cold running water for washing glasses b) Counter freezers and service counter c) Chairs, armchairs, sofas or settees. d) Occasional cocktail tables e) Bar Stools and counters f) Wall to wall carpet or surface of impervious material g) Adequate proper bar-shelving	Same as for One Star but at least private bar should be conveniently located near the dining room or lounge, or may be part of the dining area	Same as for One Star but more spacious and better ambiance	Same as for Three Star but should be elegant, spacious, and well stocked with a variety of alcoholic and non-alcoholic drinks.	Same as for Four Star but with a higher degree of creativity, ambiance, and comfort	
	Walls, Floors, Ceilings And Decoration	Fittings and finishing should be functional and well maintained.	Same as for One Star but with more attractive decoration, tasteful finish and design.	Same as for Two Star but with very high quality finish	Same as for Three Star but professionally installed with excellent design and finish	Same as for Four Star but with luxurious finish and décor	
	Lighting And Ventilation	Should contain sufficient natural and/ or artificial lighting with an adequate level of natural ventilation	Same as for One Star but light and ventilation fittings should be of better quality	Same as for Two Star but lighting and ventilation fittings should be tasteful and provide a pleasant ambiance	Same as for Three Star but with very high quality standard of fittings and finish	Same as for Four Star	

LESOTHO HOTEL GRADING STANDARDS

		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
KITCHEN (6%)	Furniture And Equipment	Should be adequate in quantity and of good quality	Same as for One Star but should be of better quality	Same as for Two Star but should be of distinctively higher quality, offering greater comfort	Same as for Three Star but with exclusively luxurious furniture and equipment	Same as for Four Star	
	Glassware	There must be sufficient number of glassware to appropriately service different drinks available.	Same as for One Star but should be of better quality and design	Same as for Two Star	Same as for Two Star but should be of excellent quality in design and refinement	Same as for Four Star	
	General Requirements	<p>The Kitchen should allow for appropriate movement and be maintained in a wholesome manner. Should be well lit and ventilated. Should not be located near public toilets. A Kitchen shall be provided with equipment of good quality and in good condition. The equipment and fittings shall include:</p> <ul style="list-style-type: none"> a) At least 2 sinks and/or or dishwashing machine b) Working tables of impervious material c) Cooking facilities served either by electricity, gas or other form of fuel d) Adequate refrigerators and storage for perishables e) Cooking equipment for boiling, roasting, baking, grilling and steaming 	Same as for One Star	Same as for One Star but with modern equipment and appliances.	Same as for Three Star but with very high quality equipment and appliances.	Same as for Four Star with exclusive equipment and appliances	

LESOTHO HOTEL GRADING STANDARDS

		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
		<p>f) Hand-wash basin either in or adjacent to the kitchen with adequate supply of hot/cold running water, soap dispenser and disposable napkins</p> <p>g) Oven, hot plates, hot cupboards, bain maries etc for storing and maintaining cooked food and the utensils to be used in the efficient service of food at proper temperature and in proper condition</p> <p>Kitchen and approaching area shall be insect, flies and rodent free.</p>					
	Drainage	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 and easy to maintain.	Same as for One Star but 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	
	Floors, Walls and ceilings	Should be of water resistant materials that are non-corrosive, non-slip, and conducive to easy cleaning	Same as for One Star but all should be of good workmanship and finish. Excellent levels of hygiene should be observed.	Same as for Two Star but with high quality materials and finish	Same as for Three Star but with excellent quality materials and finish	Same as for Four Star	

LESOTHO HOTEL GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Ventilation	Sufficient and effective natural ventilation	Same as for One Star with mechanical ventilation e.g. extractor	Same as for One Star with better quality of extraction equipment and air-conditioning.	Same as for three Star but with excellent equipment	Same as for One Star	
Hand Washbasins	Adequate and separate hand washbasins, with at least one located at the entrance. All should be hygienically controlled, with hot and cold running water and soap dispensers. Hygienic means of hand drying should be provided.	Same as for One Star with a more hygienic methods e.g. Elbow operated tap	Same as for Two Star	Same as for Two Star	Same as for Two Star	
Organization of the Kitchen	There should be visible segregation in terms of working areas or surfaces (e.g. chopping boards) for preparation of meats, vegetables, fish, poultry and pastries.	Same as for One Star	Same as for One Star but with different and appropriate working areas (not just surfaces) for preparation food, dishing and serving areas etc.	Same as for Three Star but highly organized and departmentalized.	Same as for Four Star	
Food Storage	Should be adequate, providing for separation of perishables and non-perishables. Should be well ventilated and maintained in hygienic condition. Shelving, and cabinets should be available.	Same as for one Star but should have distinctly separate compartments with labeling for various foodstuffs.	Same as for Two Star but with better quality equipment with distinctly separate compartments. Should have controllable temperature gauge. Built-in facilities for refrigeration,	Same as for Three Star with exclusive materials and quality of equipment	Same as Four star	
Waste Collection and Disposal	Properly designed system for the storage and disposal of waste e.g use of waste bins	Same as for One Star but there should be sufficient number of lined waste bins. Waste should be disposed of on a regular basis in line with health standards and environmental regulations	Same as for Two Star .	Same as for Two Star with neatly designed and labelled structure e.g. wooden or concrete	Same as for Two Star	

LESOTHO HOTEL GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS	
GUEST MEALS (7%)	Breakfast	Breakfast served for a period of time rather than at one specific time. It must be properly cooked and carefully prepared and presented. A minimum of two hot cooked items must be offered.	Same as for One Star but should include fruits and a choice of hot drinks. It is acceptable to offer a buffet-style cooked breakfast. Prices should be on display when room-only rate option is available or when certain items carry an additional charge.	Same as for Two Star but with a wider selection of offerings. There should be better quality accompaniments—examples include preserves/jam, ground and decaffeinated coffee, teas, and spreads. Breakfast should be available to non-residents, with the price clearly displayed.	Same as for Three Star but with more upmarket products and greater creativity.	Same as for Four Star but with greater variety and effort in terms of presentation. Provision should be made for people with a variety of dietary requirements.	Dietary requirements may include low-fat, kosher, halal, gluten-free, lactose-free, etc.
	Lunch and Dinner	All food must be properly cooked and carefully prepared and presented. Should use good quality ingredients, some of which being fresh. May be buffet or a la carte. Food and beverages served at the right temperature. Hotel may reserve right to only serve lunch upon request.	Same as for One Star but there must be at least one vegetarian option available at each course.	Same as for Two Star but prepared with a high level of skill, with a wider variety of dishes offered. Attention should be paid to presentation. If offering a buffet, it should be frequently replenished and refreshed.	Same as for Three Star, but with obvious use of fresh local ingredients cooked with a high level of care and attention to detail. Plates should feature pleasing combination of colors, textures, and shapes. Regional specialties and/or home-made items encouraged. Strong emphasis on consistent food quality.	Same as for Four Star but with excellent cooking with an emphasis on fresh, local ingredients and cooked with skill. Obvious care and attention to detail and appearance with attractive garnishes and decorations. Provision should be made for people with a variety of dietary requirements.	Hotels must provide regular lunch service
	Light Refreshments and Snacks	Hot and cold drinks available to residents and their guests in the public areas during the day and evening (at least from 10a.m to 10p.m). This service to be clearly advertised. Guests may be required to order at reception or at the bar.	Same as for One Star	Same as for One Star but also with sandwiches or snacks available	Same as for Three Star but with both hot and cold snacks available. Guests able to order and be served at their table.	Same as for Four Star but with wider range of refreshments and snacks	
	Meal Service Quality	Guest greeted upon arrival. Wait staff must exhibit	Same as for One Star but wait staff more	Same as Two Star but with wait staff	Same as for Three Star but with staff	Same as for Four Star but with wait staff	

LESOTHO HOTEL GRADING STANDARDS

		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
		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.	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.	demonstrating better product knowledge and service skills. Prompt response to requests for additional services. There should be a supervisor on-duty to ensure more efficient service.	demonstrating excellent service skills and high levels of food and beverage knowledge. Attentive yet unobtrusive service, including satisfaction checks.	demonstrating outstanding service skills and levels of food and beverage knowledge. Proactive offer of additional services when appropriate. Excellent judgment in timing service of the different courses.	
	Wine Selection and Service	Red and white wine provided, with wine prices and measures clearly displayed. Staff demonstrating basic knowledge about the wines available	A range of red and white wines offered. Staff demonstrating knowledge about the wines available.	Good quality of wines, with at least three varieties offered. Clean and well-presented wine list, clearly and accurately listing the choice of wines available. Wine served at the right temperature, held in ice bucket or cooler as appropriate. Staff demonstrating good knowledge of the wines available.	Same as for Three Star but with at least five varieties offered. Wine list should include half bottles and wine/Champagne by the glass. Staff demonstrating very good knowledge of the wines available.	Same as for Four Star but with more extensive wine list and higher quality wines offered. Guidance offered by trained wine waiter with expert knowledge. Ice bucket or cooler should be of high standard. Decanter proposed for red wine.	
GUEST ROOMS (24%)	Safety/Privacy/Disturbances	Each guest room shall have separate access. Room doors should have locking device from within and on the outside. Windows should also be fitted with secure locks/locking system. Management should have master key or duplicate to all rooms in order to service rooms and for emergencies. Rooms should be free of disturbances foul odors and insects.	Same as for One Star but with double locking system e.g. key and latch	Same as for Two Star but with a peep hole	Same as for Three Star but using card system	Same as for Four Star	

LESOTHO HOTEL GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Door Designation	Should be numbered, lettered or otherwise designated with clear signage.	Same as for One Star but of durable material	Same as for One Star but with good quality fittings	Same as for Three Star but of higher quality	Same as for Four Star but with a luxury touch in material, workmanship and finish with illumination	
Sound Proofing	Every effort should be made to minimize noise levels from the outside, hallways, and adjacent rooms.	Same as for One Star	Same as for One Star but without creaking floor board, noisy extractor fans and noisy plumbing	Same as for Three Star but with better levels of sound insulation provided by more solid doors, windows, and walls. with internal and external noise levels absolutely minimal	Same as for Four Star	This may possibly be achieved by excellent structural insulation
Housekeeping	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 (for same guest) unless if the is clearly spoilt, or where there is a clearly advertised environmental policy that invites guests to agree to less frequent changes of linen. All beds should be made daily.	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 Four Star	
Floors, Walls and Ceilings	Should be of an acceptable quality and well maintained.	Same as for One Star Carpets, where applicable, should be clean at all times and professionally fitted	Same as for Two Star but with good quality material used. If carpets are used, they should be of very good quality with no stains, burns, or marks. No sagging or evidence of water leakage in ceilings.	Same as for Three Star but with a luxury touch in material, workmanship and finish. Good quality fitted carpets or other flooring material, fit for purpose.	Same as for Four Star but with exceptionally high quality material and finish.	
Decoration	Functional decoration and coordination. Some pictures and wall hangings.	Same as for One Star but with better coordination of design.	Same as for Two star, but well-finished, good quality wall coverings	Same as for Three Star	Same as for Four star but with excellent interior design, with	Consideration may be given to historic

LESOTHO HOTEL GRADING STANDARDS

		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
		Decoration must not be damaged, scratched, or torn.		and well applied paint work. Use of pictures, prints, or artwork that is well suited to the style, design and overall theme of the establishment.		high attention to detail and thoughtful coordination of patterns, colors, and textures. High quality wall coverings with professional finish to all aspects of decoration.	properties and listed buildings.
	Bedding	Bedding should be of good cotton or linen fabric and free of stains, holes, or fraying. Every bed should have appropriately sized bed sheets, covers, and duvets. As a guide, each bed should have either: 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 in individual pillowcases per person. Spare blankets and pillows should be available on request.	Same as for One Star but bedding should be of quite 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 high quality and very well coordinated bedding. If feather pillows or duvets are provided, a non-allergenic alternative should be available on request.	Same as for Four Star with bedding also well-coordinated with other room furnishings and décor. There should be a choice of soft or hard pillows.	
	Beds	All beds should be in sound condition with a secure headboard or equivalent. All mattresses should be comfortable.	Same as for One Star but beds should be of good quality, with firm mattresses and a sound base with base covers. There should be easy access to both sides of the bed.	Same as for Two Star but with highly attractive bed set containing a firm mattress and a sound base	Same as for Three Star but baby cribs/cots should be available upon request.	Same as for Four Star	

LESOTHO HOTEL GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Ventilation and Temperature Regulation	Every bedroom must have at least one opening window or sliding/folding door. They should be well-fitted, easy to open and close, and must be able to remain open unassisted. Adequate heating and cooling provided through fixed or free-standing units	Same as for One Star but with gross ventilation	Same as for Two Star but with properly fitted heater and air conditioning units of good quality.	Same as for Three Star but air conditioning and heating units should be individually controllable and emit minimal noise.	Same as for Four Star with temperature regulating switch panel located by the bedside or remote controlled.	
Lighting	Bedrooms should be well lit with natural and artificial light. There should be adequate bedside lighting controllable from each bed (it is acceptable for twin beds to share a centrally situated light). All bulbs, unless decorative, should have a shade or cover. Window curtains or blinds used to ensure privacy and exclusion of light. Where no electricity is available, provision should be made for other safe means of lighting.	Same as for One Star but portable or other light fixtures suitable for reading, writing, etc. should be provided. A higher quality of curtains/blinds should be provided.	Same as for Two Star but with well-positioned lights giving good levels of illumination, which is easily controllable at night.	Same as for Three Star but twin beds should have two bedside lights. 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.	
Furniture, Fittings, and Equipment	Each bedroom should have: 1) A bed complete with interior spring filled mattress and headboard 2) A bedside table, cabinet or shelf for each bed although twin beds may share one 3) An occasional table (working table)	Same as for One Star but with a desk or table suitable for writing and dining. Table should have power sockets nearby. There should be at least two chairs, one of which being a chair with back support to be used at the desk. The other should be a comfortable resting	Same as for Two Star but furniture should be of good quality and comfortable chairs with arm rests	Same as for Three Star but with higher quality furniture and fittings. The desk chair should be armed and upholstered. There should also be a mini-bar.	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 high quality soft furnishings with additional features such as scatter	

LESOTHO HOTEL GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>4) One chair in single rooms and two in double rooms</p> <p>5) A wardrobe with at least six hangers (wire hangers are not acceptable)</p> <p>6) Drawers or shelf space</p> <p>7) A raised surface that is not a bed or chair to be used for unpacking luggage</p> <p>8) Sufficient, conveniently situated power sockets</p> <p>9) A full mirror</p> <p>10) Wall to wall carpet/wood/laminate/tiles or bedside rugs</p>	<p>chair. All furniture should be of good quality, in sound condition and showing some coordination in terms of style, design and colours.</p> <p>The room should also contain coffee and tea-making facilities. The mirror should be full-length.</p>			<p>cushions. Wardrobe should have at least 10 hangers and illumination inside.</p>	
Bedroom Accessories	<p>Each bedroom should have:</p> <p>1) A key</p> <p>2) A non-flammable waste paper container</p> <p>3) One drinking glass per guest</p> <p>4) 'Do Not Disturb', 'Please Make up Room', and 'Collect Laundry' doorknob cards</p> <p>5) Torch/lamp for when there is no electricity</p>	<p>Same as for One Star but A plug adaptor should be available on request.</p>	<p>Same as for Two Star with complimentary water bottles supplied daily and notepad with pen or pencil provided.</p>	<p>Same as for Three Star but with tissues, bedroom slippers, shoe shining pads, and a well-stocked hospitality tray with fresh milk and biscuits/cookies. Ice and ice bucket should be available upon request.</p>	<p>Same as for Four Star but with a choice of teas and freshly ground coffee available. Chocolates, sweets, or seasonal fruits should also be offered on a complimentary basis.</p>	
Information in Bedrooms	<p>Literature should be provided covering hotel services and activities, hours for meals and check-out, telephone directory and tariffs, and emergency/fire procedures.</p>	<p>Same as for One Star but with more detail on hotel services and activities as well as relevant destination information.</p>	<p>Same as for Two Star but should also contain the room service menu</p>	<p>Same as for Three Star but presented within an attractive directory</p>	<p>Same as for Four Star</p>	
Room Communications	<p>Every room should have a telephone set that at least offers internal communication.</p>	<p>Same as for One Star but There should be reliable internet access with Wi Fi</p>	<p>Same as for two Star There should be reliable internet access in all rooms,</p>	<p>Same as for Three Star but telephones should also offer external communication. WiFi</p>	<p>Same as for four Star</p>	

LESOTHO HOTEL GRADING STANDARDS

		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
GUEST BATHROOM (16%)					available throughout the premises		
	Television	A color television set with a remote control in each bedroom. All available channels properly tuned in.	Same as for One Star but with ease of viewing and safety taken into account when positioning the television set.	Same as for Two Star but the television set should be a high quality with cable package including at least one international news, sports, and entertainment channel.	Same as for Three Star but with a greater variety of channels (at least 15).	Same as for Four Star but it should be a top-of-the-range television set	
	Laundry Services	Washing and ironing of guest clothes should be provided (weather permitting). Prices must be communicated before order is taken. Laundry bags/baskets with appropriate forms provided in the room. Iron and ironing board available on request.	Same as for One Star	Same as for Two Star but with laundry service guaranteed (regardless of weather). Dry cleaning services also provided.	Same as for Three Star but with iron and ironing board available in the bedroom.	Same as for Four Star	
	General Requirements	Bathrooms should be ensuite and include a toilet, hand basin, and a bathtub or shower. All bathrooms must: 1) Be in hygienic conditions at all times 2) Have sufficient space to allow for ease of movement 3) Have sufficient (40 watts) lighting by a covered light 4) Have an effective system of natural or mechanical ventilation 5) Have hot and cold running water at all times	Same as for One Star	Same as for One Star but more spacious, allowing two people to comfortably move around the bathroom at the same time	Same as for Three Star but bathtub and shower should be provided	Same as for Four Star	If there is no door between the bathroom and bedroom, at least the toilets should have their own door, Or separate bedroom and bathroom with glass doors
	Flooring	Good water resistant, non-slip materials should be used	Same as One Star but should be well-fitted,	Same as for Two Star with good	Same as Three Star but professionally fitted with high quality	Same as for Four Star	

LESOTHO HOTEL GRADING STANDARDS

		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			good quality and comfortable under foot	workmanship and finish	flooring. Where the flooring is tiled, grouting and sealant should be in excellent order.		
Fixtures and Fittings	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 but well maintained and neat fixtures and fittings	Same as for Two Star but with good quality and well-coordinated sink, toilet, bathtub, and showers. High quality taps and showers that are easy to control.	Same as for Three Star but shower must be sizeable and have a well-fitted screen (rather than a curtain). Excellent maintenance and condition of fixtures and fittings (i.e. no cracks, chips, stains or discoloration). Should have good water pressure.	Same as for Four Star but more spacious showers and bathtubs and more luxurious standard of fixtures and fittings.		
Towels and Bathrobes	Reasonably sized hand and bath towels of good quality/absorbent material and in good condition should be provided for each guest. A bath mat should also be provided.	Same as for One Star but towels slightly thicker and matching	Same as for Two Star but bigger and higher quality towels	Same as for Three Star but also with two high quality face towels and a bathrobe for each guest	Same as for Four Star but of more luxurious materials		
Supplies in the Bathroom	1) Fresh soap for each new guest (a liquid soap dispenser is acceptable) 2) Shampoo and conditioner or conditioning shampoo (refillable bottles are acceptable but should be kept topped up) 3) A shower cap 4) Two toilet paper rolls 5) Toilet brush with holder 6) Lined waste bin	Same as for One Star but with good quality toiletries	Same as for Two Star but toiletries should be of higher quality	Same as for Three Star but with cotton tips/pads, sanitary bags, tissues, body gel, and body lotion. Toothbrush, toothpaste, comb, and sewing kit should be available upon request.	Same as for Four Star but with hair dryer, small magnifying mirrors, and telephone extensions. Higher quality and greater range of toiletries that may also include toothbrush, toothpaste, comb, nail file, shaving kit, and mouthwash.		

LESOTHO HOTEL GRADING STANDARDS

		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
UNIVERSAL ACCESSIBILITY (2%)		7) Water glass for each guest					
	Housekeeping	Bathroom should be cleaned daily. All towels should be changed every day (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	
	Information on Accessibility Features	Not applicable	Information regarding the accessibility features of hotel should be communicated on the hotel website and other relevant channels.	Same as for Two Star	Same as for Two Star	Same as for Two Star	
	Internal System	Not applicable	At check in, any guest with a functional limitation is highlighted in the system, so that in the event of an emergency, special procedures can be taken to locate and evacuate these guests.	Same as for Two Star	Same as for Two Star	Same as for Two Star	
	Staff Training	Not applicable	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 with Two star but with in-depth training on physical limitation	Same as for Three Star	Same as for Three Star	
	Parking, Access, and Lifts	Not applicable	At least one out of every 25 parking spaces should be designated as reserved for people with	Same as for Two Star but there must be an accessible route between the parking space and entrance. The	Same as for Three Star	Same as for Three Star but with a minimum route width of 1 meter and ramp slope of 5% (to allow unassisted	

LESOTHO HOTEL GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
		disabilities. Accessible parking spaces serving the hotel shall be located on the shortest route to the hotel entrance.	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 0.8meters.		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.	
Guest Bedrooms	Hotels should contain at least one accessible room for every 25 units. 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 telephone set with at 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.	Same as for One Star	Same as for One Star but with wider spaces, including access to bed on both sides. Patios, terraces, or balconies should also be fully accessible. A basic room directory should be printed in braille. Light switches and other controls, beverage making facilities, and adequate storage space should be provided at wheelchair level.	Same as for Three Star	Same as for Three Star but with complete room directory printed in braille. Fixed storage facilities such as cabinets, closets, and drawers should have a clear floor space at least 760 mm by 1220 mm that allows either a forward or parallel approach by a person using a wheelchair. Clothes rods or shelves shall be a maximum of 1.3 meters above the floor.	
Guest Bathrooms:	There must be sufficient space to allow for wheelchair access to toilets	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	

LESOTHO HOTEL GRADING STANDARDS

		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	Toilets and Wash Basin	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.					
	Guest Bathrooms: Showers and Bathtubs	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.	Same as for One Star	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 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.	Same as for Three Star	Same as for Three Star	

LESOTHO HOTEL GRADING STANDARDS

		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
RESPONSIBLE TOURISM (3%)	Dining Room or Restaurant	Area should be spacious enough to allow for easy passage of a wheelchair	Same as for One Star	Same as for One Star but at least ten menus printed in braille should be available. Tables with sharp edges should be avoided.	Same as for Three Star	Same as for Three Star but at least twenty menus printed in braille should be available.	
	Informational Materials	Guest 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 establishments' online platforms and channels.	Same as for Two Star	Same as for Two Star	
	Energy Conservation	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 Two 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	
	Water Conservation	Facility makes efforts to minimize water consumption through at least one of the following: 1) Offering towel re-use option for guests 2) Using water flow restrictors on bathroom taps and showerheads 3) Using reduced flush or twin flush cistern for toilets 4) Re-use of grey water for garden watering 5) Rainwater harvesting 6) Landscaping practices such as watering plants in	Same as for One Star but employing at least two of the mechanisms	Same as for Two Star but employing at least three of the mechanisms	Same as for One Star but employing at least four of the mechanisms	Same as for Four Star	

LESOTHO HOTEL GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	the early morning or late afternoon 7) Other proven water conservation mechanism					
Waste Management	Facility makes efforts to manage waste in an environmentally friendly manner through at least one of the following: 1) Composting biodegradable kitchen waste 2) Not purchasing any Styrofoam products 3) Using refillable soap and shampoo dispensers in bathrooms 4) Using biodegradable dishwashing and laundry detergent 5) Regularly purchasing products made from recycled paper 6) Other environmentally friendly waste management mechanism	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 three of the mechanisms	Same as for Four Star	
Community Support	The hotel can demonstrate an ongoing, multi-year commitment to at least one community support project/initiative or engagements applicable; e.g. buying supplies locally, partnerships, employment, etc	Same as One but with at least two projects/initiatives or engagements	Same as Two Star, but with at least three community projects/initiatives or engagements	Same as Three Star but with comprehensive CSI.	Same as for Four Star	
Marketing Materials	All marketing and promotional materials accurately reflect the hotel'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 Four Star	

LESOTHO HOTEL GRADING STANDARDS

		ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	Culture on Display	Not applicable	The hotel features local art, artisan works, and furnishings in its decoration. The restaurant's menu incorporates some traditional dishes using local ingredients.	Same as for Two Star	Same as for Three Star but local art and artisan works also sold at the hotel.	Same as for Four Star but also features either an area for Crafters to exhibit/showcase their skills or for performances by local musicians and other cultural groups	

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)
- Makes substantive in-kind contribution towards conservation of local historical, archeological, culturally, and spiritually important sites (2 point)