

LESOTHO Accommodation Star Grading Standards

Lesotho Tourism Development Corporation

LODGE

Introduction

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

- Hotels
- 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 lodges 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

Lodge and Hotel minimum size requirement is 14.88sq.m

- 2 star – 18.6sq.m
- 3 star – 23.25sq.m
- 4 star – 27.90sq.m
- 5 star – 33.50sq.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 - 77
****	78 - 82
**** Premium	83 - 93
*****	94 - 100

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Table 2 Definition of stars

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

MINIMUM REQUIREMENTS

A lodge shall have at least sixteen rooms and provide sleeping accommodation, it should be located in a natural setting and typically offers one or more outdoor activities.

BUILDING/STRUCTURE	GUEST BEDROOM	DINING	BATHROOM AND SANITARY FACILITY	KITCHEN AND WASHUPS	LOUNGE AND BAR	MANAGEMENT OR PERSONNEL	GENERAL
The building shall be 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 30 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 accommodation	A lodge shall be under the regular supervision of a person trained or experienced in hotel management	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 lodge or resort
The building can be linked physically in blocks or linked partly in groups or entirely separate from each other	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	A sanitary facility 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	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 made of water resistant material c) Refrigerators and storage compartment for perishables.	The and bar area shall be equipped with the following furniture and fittings: a) A sink (preferably stainless steel) with splash board and hot and cold running water for washing glasses in or near the bar b) Counter freezers and service counter c) Upholstered chairs, armchairs, sofas or settees	In every lodge there shall be at least three persons trained and capable of supervision of the services provided	There shall be a suitably located entrance for the reception of guests and control thereof for arriving and departing guests

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		<ul style="list-style-type: none"> - Cutlery c) Glassware and Crockery should be of good quality' d) Menu card /options for each guest 		<ul style="list-style-type: none"> d) Cooking facilities using either electricity, gas or any other form of fuel e) Ventilation and equipment for removal of hot air and odours f) Cooking equipment for boiling, roasting, baking, grilling, steaming etc. g) 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 h) Sufficient artificial lighting and natural light i) The floor shall be of resistant and non-slippery material which can be easily cleaned j) The kitchen shall be located adjacent to and directly accessible from the dining or restaurant area k) Service access to the dining area shall not be through public areas or main passageway 	<ul style="list-style-type: none"> d) Occasional or cocktail tables e) Bar stools and counters f) Wall to wall surface of a resistant material e.g. carpet, wood laminate, tiles etc g) Appropriate bar-shelving 		
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<p>A lodge shall be equipped and staffed according to its activities (e.g. health resort with health baths, or spa and nurses, therapist or a lake or river lodge with the use of river or lake for water sports etc.)</p>	<p>A bedroom shall have:</p> <ul style="list-style-type: none"> a) A floor area of not less than 80sq ft(7.59 sq.m) for a single room and not less than 120 sq.ft (11,15sq.m.) for double rooms (excluding bathrooms) with a width or length of not less than (2.44m) single and not less than 8ft (2.44m) for double rooms; b) A floor to ceiling height of not less than 2.44m c) At least one window that opens directly to the external air; d) A double locking device from within and a single locking device from outside on the entrance door; and e) At least one 13 amp electrical outlet suitable for attachments of electrical equipment. 		<p>A bathroom or sanitary facility shall have:</p> <ul style="list-style-type: none"> a) Sufficient artificial lighting; b) A door which is capable of being locked, bolted or otherwise secured 	<p>PANTRY OR FOOD STORAGE ROOM</p> <ol style="list-style-type: none"> 1. A pantry of food-storage shall be made in the kitchen 	<p>STORAGE ROOM</p> <p>Separate storage for liquor shall be provided and shall have proper shelving and floors of resistant material</p>	<p>The staff shall be provided with appropriate uniform</p>	<p>A reception or an office shall be provided</p>
<p>The building shall consist of guestroom, bathrooms, kitchen and food storage rooms, dining and service area, lounge, bar, public toilets, reception office, laundry and staff changing rooms.</p>	<p>A bedroom shall contain furniture & fittings and equipment of good quality and condition. These shall include:</p> <ul style="list-style-type: none"> a) A bed with interior spring filled mattress, headboard and side tables. b) Supply of clean linen sheets, pillows 			<p>The shelves shall be of resistant material.</p>		<p>The staff shall obtain valid health certificates, renewable after every six months</p>	<p>A telephone shall be provided for use by accommodated guests</p>

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	<p>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 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 and portable flask</p>						
	<p>Each bedroom shall be numbered, lettered or otherwise designated.</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			Sufficient artificial lighting shall be provided			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			Stores shall be kept free of insects, flies and rodents			Adequate approved firefighting appliances shall be provided
	Glass door must be clearly marked for safety purposes			Proper cold-room or freezers shall be provided			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 lodge.
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 provided
4. Windows which open directly into the external air shall be made
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 lodge 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
Site and Environment	The establishment should be in harmony with the natural and/ or built up environment. The site should be safe from natural hazards (rainwater, floods and strong winds).	Same as for One Star	Same as for One Star, but the location should have added advantage in terms of scenery and/ or, fauna and flora.	Same as for Three Star but with an impressive site offering greater vantage in terms of scenery, and/ or fauna and flora.	Same as for Four Star, but located in an exclusive area with greater appeal and vantage in terms of scenery, and/ or fauna and flora.	
Signage Outside Property	There should be basic but clear signs and notices indicating location of establishment and any entrance restrictions. They should be visible from all directions during day and night.	Same as for One Star	Same as for One Star but more attractive and blending in reasonably well with the environment.	Same as for Three Star	Same as for Three Star but signs in excellent condition and highly attractive.	
Entrance/Driveway	The entrance must be drivable	Entrance in good condition, with well-maintained road surfaces and excellent drainage. Driveway width conducive to traffic moving in both directions.	Entrance in very good condition, with well-maintained road surfaces and excellent drainage. Driveway width conducive to traffic moving in both directions.	Same as for Three Star	Same as for Three Star	
Building Exterior	The building shall be structurally safe and in good state of physical and well maintained both internally and externally. The building can be linked physically in blocks or linked partly in groups or entirely separate from each other	Same as for One Star but with good appearance/condition	Same as for Two Star but with no obvious maintenance issues	Very good appearance/ condition. No maintenance issues. All areas of paintwork in good condition.	Same as for Four Star but some additional external features to enhance appearance. Visible outbuildings or annexes should be of a similar standard.	

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	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Grounds and Gardens	A good first impression with well-maintained garden. 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 attractive, tidy, and litter-free.	Same as for Two Star but with attractive overall appearance. .	Same as for Three Star but with well-maintained and tidy grounds, foot paths, flowerbeds, pathways, and hedges with all trees and shrubs well-tended during whole year.	Same as for Four Star	
Parking Facilities	There should be one clearly marked parking space available for every two guestrooms.	Same as for One Star but the parking lot should be secure	Same as for Two Star but well lit	Same as for three Star but with covered parking spot.	Same as for Four Star but with paving and well laminated markings	
Water Quality and Supply	When drinking water is not obtained from a public source, it should be tested at least twice per year by a competent authority. Where the test indicates that the water is not potable, management should post notices in each guest room, tap, or source to that effect. 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 last at least two days in case of supply breakdown	Same as for One Star but supply should be adequate for at least three days in case of supply breakdown.	Same as for One Star but supply should last at least 4 days in case of breakdown	Same as for One Star but supply should be adequate for at least five days in case of breakdown.	
Entrances and Exits(For Buildings)	Guest entrances and exits into lobby/reception area shall be of sufficient size in relation to the lodge's guest capacity. The premises shall also contain a service entrance separate from the guest entrance	Same as for One Star but with secure entrance and exits	Same as for two Star but manned	Same as for One Star manned with porters	Same as for Four Star with automated operation.	
Lounge, Corridors, Hallways and Staircases	A lounge shall have adequate seating accommodation. Corridors hallways and staircases shall allow for easy passage with safe side railings	Same as for One Star but and well lit at all times	Same as for Two 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	

PUBLIC AREAS

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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. Floor, wall and ceiling should be of good, safe, 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 One Star but 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. The arrangement should be flexible to cater for all group types (individuals and various group types)	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 better 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 high quality fittings.	Same as for Four Star with evidence of elegance.	Should avoid harsh fluorescent lighting
Lobby/Lounge: Ventilation and Regulation of Temperature	Sufficient natural/artificial/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 Four Star	
Public Toilets	Should have adequate number of toilets and urinals in male toilets in relation to capacity of the lodge. It should also be properly ventilated, lockable, functional and well maintained, with at least the following provided: hand wash basins with running water, soap, disposable tissue or electric hand dryer, toilet	Same as for One Star but all should be of good workmanship.	Same as for One Star but with good quality finishing	Same as for Three Star but with baby changing table.	Same as for Four Star but with high quality, well-coordinated finishing.	

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	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	paper, a lined waste bin with lid and mirror. Should have clear signage on the exterior					
Staff Changing Rooms	Staff Changing rooms should be available, lockable and well maintained at all times	Same as One Star with adequate toilets, showers and lockers	Same as Two with good quality materials and workmanship	Same as for Three Star with individual lockers adequate with regards to the number of staff. Should separate gender and allowing ease of movement	Same as for Four Star with showers and amenities.	
Staff dining Room	Staff dining rooms should be available	Same as One Star but well maintained with adequate functional furniture	Same as Two Star with minimal entertainment facilities e.g. TV	Same as for Three Star with good quality furniture	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 with two or more members trained	Same as for One Star but with a relationship with the local clinic or hospital	Same as for Three Star with at least a medical doctor on call	Same as for Four Star	
Security	There should be adequate security arrangements e.g. guard. Emergency information, procedures, and after hours contacts for assistance clearly displayed in Sesotho and English. It is essential that emergency evacuation procedures are developed.	Same as for One Star with properly trained and equipped security personnel	Same as for Two Star	Same as for Three Star but with a functional electronic surveillance system in place	Same as for Four Star	
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. Statutory fire safety notices	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	Same as for two Star but with fire detection installed at risk areas e.g. Kitchen	Same as Three Star	Same as for Four Star but with advance fire detection services and devises	

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RECEPTION

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	should be prominently displayed.	or fire blankets should be easily accessible.				
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 for one Star but should provide lighting in public areas	Same as for two Star but emergency power source should provide lighting to all areas of the lodge.	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). Information on major refurbishment work in progress should be provided to guests. If bathrooms are not ensuite, this should also be mentioned.	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 approach for dealing with guest enquiries and reservations, which includes sending a reservation confirmation by email. All communications with guests should be informative and friendly.	Same as for Three Star but with online booking option available	Same as for Four Star	
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.	

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	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Staff	The general direction of operations should be under the supervision of a person trained or experienced in hotel management. All staff should be medically fit and examined regularly, in line with statutory health regulations. Staff should receive orientation training, be appropriately skilled in their area of work, and speak English. They should have clean and neat appearance, with no excessive jewellery, and wear uniforms as appropriate.	Same as for One Star the manager should be available for emergencies 24 hours per day. Staff should speak English fluently	Same as for Two Star but all staff should wear neat and clean uniform as well as identification badges.	Same as for Three Star but uniforms should be attractive and of good condition.	Same as for Four Star but uniform should be very professional looking and of the highest quality.	
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	Same as for Three Star	Same as for Three Star	
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 one star with wifi available in lobby/lounge area	Same as for Two Star but Internet access or wifi also available in guestrooms	Same as for Three Star	Same as for Four Star	
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 and the 24 hour wakeup call service should be provided.	Same as for One four Star	
Information Service	Relevant information on guest facilities and services provided at reception and in the guest rooms	Same as One Star but also covering information regarding services/activities in the destination.	Same as for Two Star	Same as for Two Star but including a print or photocopied map of area.	Same as for Four Star but 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	Same as for Three Star	

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	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
				digital locking mechanism		
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	Same as for two Star but prompt attention provided when requested. Where appropriate, appreciation expressed upon departure.	Same as for Three Star	Same as for Three Star	
Payment	Cash payment but mobile payments (MPESA or ECOCASH) accepted	Same as one star but Electronic Fund Transfer (EFT) At least one credit and/or debit card accepted.	Same as for Two Star but with at least two credit and/or debit cards accepted.	Same as for Three Star but with	Same as for Four Star	
Customer Feedback	Request to obtain customer feedback through use of guest comment book and corrective actions should be taken.	Same as for One Star but with the use of comment box and questionnaires	Same as for 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 Three Star	It is acceptable to have questionnaire in the room directory but its placement there should be indicated to guest.
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 Two Star but with attractive design	Same as a Three star but with highly interactive website	Same as for Four Star but more advanced.	
Luggage/ Lost And Found Services	There should be a provision for the storage of luggage (concierge). All lost and found property should be appropriately 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	A dining shall have seating accommodation for at least 30 people with adequate space for movement. It should	Same as for One Star but with more usable space around tables and other furniture. More windows to allow	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	Same as for Four Star but a spacious, well-planned room with furniture in suitable, convenient places.	

DINING AREA

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	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	contain at least one window to provide ventilation.	for cross ventilation. With better layout as well as appropriate table and chair heights.		space and with a climatic controlled air circulation	Table and seating arrangements show that the comfort of guests has been fully taken into consideration.	
Floors, Walls and Ceilings	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 not necessarily automatic or from fixed structures.	Same as for One Star but with better levels of lighting.	Ample natural light and well-positioned lights giving good levels of illumination. Good quality light fittings and shades, free from scorch marks. Properly fitted heating/ cooling appliances that can be individually controlled providing overall uniform temperature.	Very good levels of light with easy access to controls. Different types of lighting may be used for practical, aesthetic or ambience reasons, e.g. halogen down lighters, standard lamps or picture lights. Properly fitted, automatic heating/ cooling.	Variety of quality lights, well-positioned and effective for all purposes, e.g. reading etc. Excellent quality light fittings and shades. Individual thermostatically controlled heating/ cooling.	
Decoration	Functional decoration	Same as for One Star with well-finished, good quality wall coverings and paint work.	Same as for Two Star with well-coordinated interior decoration.	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.	Excellent interior design, with high attention to detail. Thoughtful coordination of patterns, colors and textures. Attractive use of pictures, prints and other decorative relief.	
Table Setting	Table setting of an acceptable standard with condiments, cutlery, napkins, crockery, table cloths or mats etc	Same as for One Star with crockery and cutlery generally matching.	Same as for Two Star with well-laid tables with matching cutlery and crockery. Good quality cloth or paper napkins. Lightweight,	Same as for Three Star but with very good quality crockery and cutlery. Fresh flowers or other	Table setting of the highest standard, with quality accessories and glassware. High	

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	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
		Full salt and pepper containers on tables at all meals.	stainless steel cutlery. Menus, where provided are clean and well presented.	appropriate decoration on tables.	quality napkins and table mats. Table enhancements of high quality, e.g. candles or fresh flowers. Attractively presented menus or single menu board etc. using clear, informative layout and helpful descriptions.	
Furniture, Furnishings, and Fittings	Should contain furniture and equipment that are functional, comfortable and appropriate which include: Dining table Table appointment in good quality Glassware of good quality	Same as for One Star but furniture and fittings should be of good quality	Furniture of better quality and condition. Size and amount of furnishings in proportion to-the space available. Good coordination.	High quality furniture, furnishings and fittings in a very good condition.	All furniture of excellent quality and condition. Modern, reproduction or antique furniture. Excellent coordination of soft furnishings of high quality.	
BARS 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	Same as for One Star but a 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 ambience	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, ambience, and comfort.	

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	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	f) Wall to wall carpet or surface of impervious material g) Adequate proper bar-shelving					
Walls, Floors, Ceilings And Decoration	Finishing and fittings 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 ambience	Same as for Three Star but with very high quality standard of fittings and finish	Same as for Four Star	
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 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 Stars.	Same as for Two Star but should be of higher quality and design.	Same as for Three Star but should be of excellent quality and design.	Same as for Four Star but outstanding in quality and refinement.	
General Requirements	The kitchen and service area shall be free of flies, insects and rodents. Should not be located near public toilets. Equipment and fitting of good quality and condition shall be provided. Should allow for appropriate movement and be maintained in a wholesome manner. Should be well lit and ventilated.	Same as for One Star	Same as for One Star but with modern equipment and appliances.	Same as for Three Star but with exclusive equipment and appliances	Same as for Four Star	
Drainage	All drains in and around the kitchen should be maintained	Same as for One Star but all should be	Same as for two Star but with better	Same as for Three Star	Same as for Three Star	

KITCHEN

LESOTHO LODGES GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	in good conditions at all times. All should be connected to the drainage system of the building and easy to maintain.	covered and connected to the drainage system of the building.	workmanship and good quality.			
Floors, Walls and Ceilings	Should be of water resistant materials that are non-corrosive, non-slip, and conducive to easy cleaning. All should be of good workmanship and finish. Excellent levels of hygiene should be observed.	Same as for One Star	Same as for One Star but with high quality materials and finish	Same as for Three Star with excellent quality materials and finish.	Same as for Four Star	
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 Four Star	
Equipment	The kitchen shall be provided with equipment and fittings of good quality and in good condition. These shall include: l) At least two sinks or dish washing machine m) Working table of resistant materials n) Refrigerators and storage compartment for perishables o) Electrical, gas or any other form of fuel cooking facilities p) Cooking equipment for boiling, roasting, baking, grilling, steaming etc. q) The floor shall be resistant and non-slippery material which can be easily cleaned r) The kitchen shall be located adjacent to and directly accessible from the dining or restaurant area	Same as for One Star but should be of good quality and be kept in good and clean condition.	Same as for Two Star but with higher quality equipment and tools	Same as for Three Star with high level of hygiene e.g elbow operated taps	Same as for Four Star but with very high quality equipment and tools	

LESOTHO LODGES GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	Service access to the dining area shall not be through public areas or main passageway					
Hand Washbasins	Hand wash basin located at the entrance with adequate supply of hot and cold running water, soap dispenser with hygienic means of drying e.g. disposable napkins	Same as for One Star but with another sink either in or adjacent to the kitchen	Same as for One Star with a more hygienic methods e.g. Elbow operated taps and automated hand dryer	Same as for Three Star	Same as for Three 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 organized and departmentalized.	Same as for Three Star	Same as for Three Star	
Food Storage	Should be adequate, providing for separation of perishables and non- perishables, well ventilated and maintained in hygienic condition. Refrigerators, freezers, shelving and cabinet shall be provided	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 built-in facilities e.g. cold room	Same as for Three Star with exclusive material and quality of equipment	Same as for Four Star	
Waste Collection and Disposal	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 but with separation of wastes.	Same as for Two Star	Same as for Two Star	Same as for Two Star	
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. Should offer a buffet-style cooked breakfast.	Same as for Two Star but with a wider selection of offerings.	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.

GUEST MEALS

LESOTHO LODGES GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Lunch/Dinner	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.	Same as for One Star but there must be at least one vegetarian option available at each course	Same as for Two Star but with wider variety of dishes offered. Should use good quality ingredients, some of which being fresh. Attention should be paid to presentation. If offering a buffet, it should be frequently replenished and refreshed.	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. Strong emphasis on consistent food quality.	Excellent cooking with an emphasis on fresh, seasonal, 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.	
Meal Service	Wait staff exhibit adequate social and service skills. Tables laid appropriately for the meal being served.	Wait staff exhibit competent service with helpful attitude. Reasonable food and drink knowledge.	Wait staff demonstrating good product knowledge and service skills. Prompt response to requests for additional services.	Wait staff demonstrating excellent service skills and high levels of food and beverage knowledge. More attentive service and satisfaction checks.	Wait staff demonstrating outstanding service skills and levels of food and beverage knowledge. Proactive offer of additional services. Good judgment in timing service of the different courses.	
Wine Selection and Service	Red and white wine provided, with prices and measures clearly displayed	A range of wines offered	A choice of good quality wines offered. Clean and well-presented wine list, clearly and accurately listing the choice of wines and measures available.	Very good range and quality of wines offered. An informative and detailed wine list. Staff demonstrating good knowledge of the wines available.	Excellent range and quality of wines offered. Staff demonstrating excellent wine knowledge and wine service skills.	
Safety/Privacy/ Disturbances	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	Same as for One Star but with double locking system e.g. key and latch	Same as for One Star but with a peep hole	Same as for Three Star but using card system	Same as for Four Star	

GUEST ROOMS

LESOTHO LODGES GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	rooms and for emergencies. Room should be free of disturbances foul odors and insects.					
Door Designation	Should be numbered, lettered or otherwise designated with clear signage.	Same as for One Star but of durable material	Same as for Two Star but with good quality fittings	Same as for Three Star but of better quality	Same as for Four Star but with a luxury touch in material, workmanship and finish with illumination.	Room names should be creative and the signage representative of such.
Sound Proofing	Rooms should be well sound-proofed for the comfort and privacy of guests.	Same as for One Star	Same as for One 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 Three Star	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 at least every 3 days (when same guest) unless the linen 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 supervisory checks	Same as for Two Star but walls, floors and linen should be in spotless condition	Same as for Three Star	Same as for Three Star	
Floors, Walls and Ceilings	Should be of an acceptable quality and well maintained. Carpets, where applicable, should be clean at all times and professionally fitted.	Same as for One Star with better quality paintwork, flooring and ceiling material	Same as for One 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 flooring material, fit for purpose.	Same as for Four Star but with exceptionally high quality material and finish.	

LESOTHO LODGES GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Decoration	Functional decoration	Same as for One Star but decoration must not be damaged, scratched, or torn.	Same as for 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 with very good standard of decoration with use of high quality pictures, prints, or artwork where applicable.	Excellent interior design, with high attention to detail and thoughtful coordination of patterns, colors, and textures. High quality wall coverings with professional finish to all aspects of decoration.	Consideration may be given to historic properties and listed buildings.
Bedding	Bedding should be in sufficient quantity and free of stains, holes, or fraying. 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. All should be appropriately sized. 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 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 Three Star with bedding also well-coordinated with other room furnishings and décor. There should be a choice of soft or hard pillows	Same as for Four Star	
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 a 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 Two but baby cribs/cots should be available upon request.	Same as for Four Star	
Ventilation and Temperature Regulation	Every bedroom must have at least one opening window or sliding/folding door. They	Same as One Star with gross ventilation	Same as for Two Star with properly fitted automatic	Same as for One Star but with air conditioning units of	Same as for Three Star but with underfloor heating	

LESOTHO LODGES GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>should be well-fitted, easy to open and close, and must be able to remain open unassisted.</p> <p>Adequate heating and cooling provided through fixed or free-standing units.</p>		<p>heating/cooling unit that can be controlled by guest.</p>	<p>good quality (overhead fans are acceptable for cooling).</p>		
Lighting	<p>Bedrooms should be well lit with natural and artificial light.</p> <p>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.</p>	<p>Same as for One Star but with an improved quality of curtains with block out or good quality and properly fitted blinds</p>	<p>Same as for Two Star but with well-positioned lights giving good levels of illumination and easily controllable at night. Style, size, and shape of the bedroom should be taken into consideration when planning the lighting levels for the room.</p>	<p>Same as for Three Star but with controllable lighting, giving variable levels of light as appropriate.</p>	<p>Same as for Four Star</p>	
Furniture, Fittings, and Equipment	<p>A bedroom shall contain furniture, fittings and equipment of acceptable quality and condition.</p> <p>m) A bed complete with interior spring filled mattress and headboard;</p> <p>n) A wardrobe double size for double room equipped with at least six wooden or plastic hanger per person and at least two shelves or drawers;</p> <p>o) A desk with a chair</p> <p>p) A full size mirror</p> <p>q) A comfortable chair</p>	<p>Same as for One Star but with a desk or table suitable for writing and dining. Sufficient, conveniently located power socket (table should have power sockets nearby). There should be at least two chairs.</p>	<p>Same as for Two Star but furniture should be of good quality, in sound condition showing some coordination in terms of style, design and colours. The rooms should also contain coffee and tea-making facilities.</p>	<p>Same as for Two Star but with higher quality furniture and fittings and a mini-bar (if there's a regular supply of electricity).</p>	<p>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 intrinsic quality with additional features such as scatter cushions. Some excellent antique furniture may show signs of distress which does</p>	

LESOTHO LODGES GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	r) Wall to wall carpet/wood/luminate/tiles or bedside rugs if the floor is specially designed s) A light over or beside the bed with a switch capable of being operated from the bed t) Power socket				not detract from its excellence.	
Bedroom Accessories	Each bedroom should have: 1) A waste paper container 2) One drinking glass per guest 3) 'Do Not Disturb' & 'Please Make up Room' doorknob cards 4) Torch/lamp for when there is no electricity 5) Coffee/tea making facility including cup, saucer and cutlery	Same as for One Star but with plug adaptor available on request.	Same as for Two Star with complimentary water bottles	Same as for Three Star but with writing paper, tissues and chocolates/ sweets/ seasonal fruits offered on complimentary basis	Same as for Four Star but with slippers	
Information in Bedrooms	Literature should be provided covering lodge services and activities, hours for meals and check-out, and emergency/fire procedures.	Same as for One Star but with more detail on lodge services and activities as well as relevant destination information.	Same as for Two Star and well packaged and presented	Same as for Two Star but presented within a branded directory.	Same as for Four Star	
Laundry Services	Washing and ironing of guest clothes should be provided (weather permitting). Prices must be communicated before order is taken. Laundry bags/baskets provided either in the room or at reception. Iron and ironing board available on request.	Same as for One Star but prices available inside the information pack	Same as for Two Star with laundry bags/baskets in the guest bedroom	Same as for Three Star but with laundry service guaranteed (regardless of weather). Iron and ironing board should be available in the bedroom.	Same as for Four Star	
General Requirements	Bathrooms can be ensuite or private. Ensuite bathrooms should include a toilet, hand basin, and a bath or shower. All bathrooms must have:	Same as for One Star	Same as for One Star but all guest bedrooms must have ensuite bathrooms with hot and cold water at all times	Same as for Three Star but there should be an effective system of direct or	Same as for Four Star but a bath and shower should be provided	Private bathrooms should have a lock and key to

GUEST BATHROOM

LESOTHO LODGES GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	1) Hygienic conditions at all times 2) Sufficient space to allow for easy movement 3) Should be well lit by a covered light 4) Running water at all times 5) At least one window which opens directly into the external air			mechanical ventilation		ensure exclusive usage of guests from one bedroom. If there is no door between the bathroom and bedroom, at least the toilets should have their own door.
Flooring	Good water resistant, non-slip materials should be used.	Well-fitted, good quality flooring in sound condition and comfortable under foot.	Same as for Two Star with good workmanship and finish	Professionally fitted, high quality flooring. Where the flooring is tiled, grouting and sealant is in excellent order.	Same as for Four Star	
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 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	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	Same as for Four Star but of more luxurious materials. Also, a bathrobe should be provided for each guest.	

LESOTHO LODGES GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	bath mat should also be provided.					
Supplies in the Bathroom	1) Fresh soap for each new guest (a liquid soap dispenser is acceptable) 2) A shower cap 3) Two toilet paper rolls 4) Toilet brush with holder 5) Sanitary disposal lined waste bin 6) Water glass for each guest	Same as for One Star but with shampoo and conditioner (can be conditioning shampoo) also provided. Large refillable bottles are acceptable but should be kept topped up.	Same as for Two Star but with good quality toiletries paper	Same as for Three Star but toiletries should be of higher quality with better packaging and presentation.	Same as for Four Star but with hair dryer, luxury toilet paper, and additional high-quality toiletries including body gel, body lotion, tissues, cotton wool balls, cotton buds, etc. Toothbrush, toothpaste, sewing kit, and comb should be available upon request.	
Housekeeping	Bathroom should be cleaned daily. All towels should be changed every day (unless guests opt out of this service)	Same as for One Star but with clear supervisory checks	Same as for two Star but spotless condition	Same as for Three Star	Same as for Three Star	
UNIVERSAL ACCESSIBILITY						
Information on Accessibility Features	Not applicable	Not applicable	Information regarding the accessibility features of lodge should be communicated on the lodge website and other relevant channels.	Same as for Three Star	Same as for Three Star	
Internal System	Not applicable	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 Three Star	Same as for Three Star	
Staff Training	Not applicable	Not applicable	Staff should be properly briefed on the handling of handicapped/	Same as for Three Star	Same as for Three Star	

LESOTHO LODGES GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			disabled guests. This should include how to offer assistance, guiding them through the premises, preparing rooms properly, explaining food on plates, etc.			
Parking and Access	Not applicable	At least one out of every 25 parking spaces (or one if less than 25 spaces) should be designated as reserved for people with disabilities. Accessible parking spaces serving the lodge shall be located on the shortest route to the lodge entrance.	Same as for Two Star but there must be an accessible route between the parking space and entrance. The route must have a minimum width of .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 .8m.	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 wheelchair access). Entrance doorway should have a minimum width of .9 meters. Entrances that are not accessible shall have directional signage indicating the location of the nearest accessible entrance.	
Guest Bedrooms	Not applicable	Not applicable	Lodges should contain at least one accessible room for every 25 units (or one if less than 25 units). The room must be on an accessible route. The external and internal doorways should be at least .8 meters wide and there should be at least .9 meters maneuvering space alongside the	Same as for Three Star but with wider 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	Same as for Four 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	

LESOTHO LODGES GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			bed. An accessible route should connect all spaces and elements. A phone 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.	making facilities, and adequate storage space should be provided at wheelchair level.	a person using a wheelchair. Clothes rods or shelves shall be a maximum of 1.3 meters above the floor.	
Guest Bathrooms: Toilets and Wash Basin	Not applicable	Not applicable	Not applicable	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 Four Star	
Guest Bathrooms: Showers and Bathtubs	Not applicable	Not applicable	A shower is considered preferable to a bathtub. If a bathtub is utilized, it should be fully accessible by wheelchair and at least	Same as for Three Star	There must be sufficient space to allow for wheelchair access to the shower. The shower should contain a structurally	

LESOTHO LODGES GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			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.		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.	
Dining Room or Restaurant	Not applicable	Not applicable	Area should be spacious enough to allow for easy passage of a wheelchair.	Same as for Three Star but at least five menus printed in braille should be available. Tables with sharp edges should be avoided.	Same as for Four Star but at least ten menus printed in braille should be available.	
RESPONSIBLE TOURISM						
Informational Materials	Not applicable	Guest are provided with informational materials on responsible tourism, including how to reduce their environmental impact and support the local community.	Same as for Two Star	Same as for Three Star	Same as for Three Star	

LESOTHO LODGES GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Energy Conservation	Not applicable	Facility makes effort to minimize energy consumption through at least one of the following: 1) Using low consumption light bulbs (CFLs or LEDs) 2) Using 'energy-rated' (e.g. Energy Star) appliances 3) Using key card systems in all guestrooms 4) Using light sensors in public spaces 5) Other proven energy conservation mechanism	Same as for Two Star but employing at least two of the mechanisms	Same as for Three Star	Same as for Three Star but employing at least three of the mechanisms	
Water Conservation	Facility makes effort 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 the early morning or late afternoon 7) Other proven water conservation mechanism	Same as for One Star but employing at least two of the mechanisms	Same as for Two Star	Same as for Two Star but employing at least three of the mechanisms	Same as for Four Star	
Waste Management	Not applicable	Facility makes effort to manage waste in an environmentally	Same as for Two Star but employing at least two of the mechanisms	Same as for Three Star	Same as for Three Star but employing at	

LESOTHO LODGES GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
		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			least three of the mechanisms	
Community Support	The hotel can demonstrate an ongoing, multi-year commitment to support at least one community project/initiative or engagement applicable; e.g. buying supplies locally, partnerships, employment, etc	Same as One Star but with at least two projects/initiative or engagement	Same as Two Star but with at least three community projects/initiative or engagement	Same as three but with comprehensive CSI	Same as for Four Star	
Marketing Materials	All marketing and promotional materials accurately reflect the lodge's facilities, services, and prices.	Same as for One Star	Same as for One Star	Same as for One star	Same as for One Star	
Culture on Display	Not applicable	Not applicable	The lodge features local art, artisan works, and furnishings in its decoration. The restaurant's menu incorporates some	Same as for Three Star but local art and artisan works also sold at the lodge.	Same as for Four Star but also features either an area for craftspeople to demonstrate their skills or for	

LESOTHO LODGES GRADING STANDARDS

	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			traditional dishes using local ingredients.		performances by local musicians and other cultural groups	

POINT SCORING (Bonus Points):

Recreational Facilities:

- Swimming pool (1 point)
- Gym/fitness center (1 point)
- Spa (1 point)
- Conference/meeting rooms (0.5 point)
- Kids club (0.5 point)
- Nature trails (0.5 point)
- Indoor and outdoor sports (0.5 point)
- Library (0.25 point)
- BBQ areas (0.25 point)

Universal Access:

- Auxiliary visual alarms and visual notification devices to alert room occupants of incoming telephone calls (0.5 point)

Responsible Tourism:

- Uses some form of alternative energy (including photovoltaic solar energy systems, solar water heaters, biogas systems, wind power, micro-hydro power systems, etc). (1 point)
- Has written Code of Practice and Environmental Policy (0.5 point)
- Makes substantive in-kind contribution towards conservation of local historical, archeological, culturally, and spiritually important sites (0.5 point)