

Final Draft Report on the Proposed Classification, Minimum Requirements and Grading Criteria

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Attention: Mr Ramatlali Edward Nkhahle
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Dear Sir

Study to develop a grading system for accommodation establishments in Lesotho

We attach hereto our final draft report on the proposed classification, minimum requirements and grading criteria for accommodation establishments in Lesotho.

We trust that this addresses your requirement, and will gladly provide any further information you may require.

Yours sincerely

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Section 1 - Introduction

1.1 Background

This purpose of this report is to present the proposed classification scheme, minimum requirements and grading criteria for the Lesotho Grading System.

1.2 Approach and Methodology

This report addresses the second phase of our assignment and highlights the different classifications proposed for accommodation category in Lesotho and presents minimum requirement and grading criteria for the establishments.

The proposed classification, minimum requirements and grading criteria presented in this draft report were developed using existing grading schemes in SADC as a base and have been adapted based on input received from stakeholders during two workshops, viz March and May 2009. The first draft classification, minimum requirements and grading criteria were presented to stakeholders at the second workshop in May 2009. This report thus represents the final draft documents based on feedback received from stakeholders during the May 2009 workshop.

Section 2 – Proposed Classification Scheme

2.1 Introduction

This section presents the proposed classification and definitions for accommodation establishments in Lesotho. In determining the appropriate classification of accommodation establishments in Lesotho we have drawn on

- Existing classification systems utilised in SADC.
- Input from accommodation stakeholders during stakeholder workshops conducted on 6 March 2009 and 29 May 2009.

The consultant does not recommend that the definitions for accommodation establishments stipulate number of rooms – as suggested by stakeholders in the initial consultation workshop. The consultant thus recommends that the number of rooms should merely be used as a guideline.

Accommodation Type	Definition
Hotel	A hotel provides accommodation and other services to the travelling public. It has a reception area and makes food and beverage services available to guests (either outsourced or provided by the hotel). It is usually a purpose-built facility and is professionally managed. Some hotels also provide facilities and services for guests to cater for themselves. It is recommended that a hotel should have a minimum of 20 rooms.
Guest House	A guest house provides accommodation to the travelling public. It may be a converted house adapted to accommodate overnight guests or a purpose-built facility. Breakfast is served. A guesthouse has public areas for the exclusive use of the guest and the owner/manager may live on or off the property. Some guesthouses also provide facilities and services for guests to cater for themselves. It is recommended that a guesthouse should have a minimum of 3 rooms.
Bed and Breakfast	A bed and breakfast provides accommodation to the travelling public in a family/private home and the owner or manager lives in the house or on the property. Breakfast must be served. In general, the guest shares the public areas with the host family. A bed and breakfast is usually owner managed. Some bed and breakfast establishments may also provide facilities and services for guests to cater for themselves. A bed and breakfast should have a minimum of 1 guest bedroom.
Lodge	A lodge provides accommodation to the travelling public and is typically located in natural surroundings. One or more activities such as pony trekking, rock climbing, fly fishing, canoeing, etc is usually offered. A full food and beverage service is usually provided to guests. Some lodges provide facilities and services for guests to cater for themselves. It is recommended that a lodge have at least 2 rooms.
Self-catering	This is an accommodation facility (house, cottage, flat, houseboat, tent or similar) providing facilities and equipment for the travelling public to cater for themselves. The facilities should be adequate to cater for the maximum advertised number of guests the facility can accommodate. Establishments may offer other facilities and services for guest use (e.g. restaurants, activities etc). It is recommended that a self catering facility shall have at least 1 self-catering units.

Accommodation Type	Definition
Camping and caravan park / site	A facility that provides ablution and toilet amenities and camping space/ site for the travelling public to provide for their own accommodation, such as a tent or caravan.
Youth Hostels and Backpackers	An accommodation facility that provides communal sleeping facilities as well as other communal facilities such as kitchens, bathrooms and entertainment areas to the travelling public. Youth Hostels and Backpackers may offer a range of alternative sleeping facilities, such as dormitories, single / double rooms, en-suite or self-catering facilities.
Rural Homestays	A rural homestay provides accommodation to the travelling public in a traditional Basotho home. It is located in a rural Basotho village offering guests the opportunity to experience authentic Basotho culture. Meals are provided and traditional meals may also be available. Guests participate in the day to day activities taking place in the area. Some rural home stays also provide facilities and services for guests to cater for themselves.

Section 3 –Minimum Requirements

The proposed minimum requirements for accommodation establishments in Lesotho are provided in **Schedule I** of this report. Minimum requirements have been prepared for the following accommodation categories:

- Hotel
- Guesthouse
- Bed and Breakfast
- Lodge
- Rural Homestay
- Self-Catering
- Caravan and Camping Park
- Youth Hostels and Backpackers.

Section 4 – Grading Criteria

The proposed grading criteria for accommodation establishments in Lesotho are provided in **Schedule II** of this report. Grading Criteria have been prepared for the following groups of accommodation:

- Serviced Accommodation – Hotels, Guesthouses, Bed and Breakfasts, Lodges
- Self-Catering Accommodation
- Camping and Caravan Park
- Youth Hostels and Backpackers

It is proposed that Rural Homestays not be graded and thus grading criteria for Rural Homestays have not been developed.