

2011



Mbombela Accommodation Establishments Policy, Guidelines & Minimum Requirements



**MBOMBELA LOCAL
MUNICIPALITY**



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1. INTRODUCTION/PURPOSE

The purpose of this document is to provide policy, guidelines and minimum requirements for accommodation establishments in the MLM. This is necessary due to the growing number of different categories of accommodation establishments in different locations within MLM.

DEPARTMENTS INVOLVED

- Ehlanzeni District Municipality Health Department (EDM) – Certificate of acceptability (Ehlanzeni District Municipality)
- Fire Department – Fire prevention issues (Mbombela)
- Urban Planning – Special consent/rezoning, etc. (Mbombela)
- Traffic Department – Parking and other related issues (Mbombela)
- LED, Tourism & Trade Department – Business License Application (Mbombela)
- Building Inspectors – National Building Regulations Act 103 of 1977 (Mbombela)

2. LEGISLATION

A municipality may exercise executive or legislative authority by developing and adopting policies, plans, strategies and programmes, including setting targets for delivery:

- 2.1 Local Government Municipal Systems Act, 2000 (Act No. 32 of 2000);
- 2.2 Nelspruit Town Council Town Planning Schemes, 1989;
- 2.3 White River Town Planning Schemes, 1985;
- 2.4 Hazyview Peri-Urban Areas Town Planning Scheme, 1975;
- 2.5 Section 20 (1) of the Town Planning and Townships Ordinance, 1986 (Ordinance 15 of 1986) – **for non-formalised areas;**
- 2.6 Town Council Health By-Laws and Regulations;
- 2.7 Fire Department By-Laws and Regulations;
- 2.8 Mpumalanga Business Act (Act No. 2 of 1996)
- 2.9 Local Authority Notice 1353 – Preparation of food at registered private kitchens By-Laws
- 2.10 National Building Regulations Act 103 Of 1977
- 2.11 Compliant with labour legislation
- 2.12 Traffic Department (Civil Engineering)
- 2.13 Tourism Grading Council of South Africa
- 2.14 Guidelines as stipulated by the Mpumalanga Tourism and Parks Agency (Notice 205 of 2007)
- 2.15 Public Liability Insurance
- 2.16 Liquor License
- 2.17 House hold insurance
- 2.18 SABS Standard 10090
- 2.19 Basic conditions of employment
- 2.20 Immigration Amendment Act
- 2.21 Tobacco Products control Amendment Bill
- 2.22 Protection of Personal Information Bill
- 2.23 National Credit Act

3. DEFINITION

3.1 BY-LAWS

The municipal instructions or regulations which are in force within the Scheme area by virtue of Section 2 of the Local Government Ordinance, 1939 (Ordinance 17 of 1939), as amended;

3.2 OWNER

With reference to a building or land:

- (a) the registered owner;
- (b) the holder of a stand licence;
- (c) a lessee by virtue of a lease which is registered by law;
- (d) the person who administers the estate of any person mentioned in (a), (b) or (c) above, whether as executor, administrator, guardian or in any other capacity;
- (e) any person who receives payment from any occupant or other person who would receive payment must such building or land be leased, whether for his own account or who has an interest therein; and
- (f) a properly authorized agent of such owner as determined in (a) to (e) above.

3.3 DEFINITION AND MINIMUM REQUIREMENTS

3.3.1 MINIMUM REQUIREMENTS FOR GUEST ACCOMMODATION (COUNTRY HOUSES, GUEST HOUSES AND BED & BREAKFAST ESTABLISHMENTS)

COUNTRY HOUSE

Category Definition

Can be an existing home, a renovated home or a building that has been specifically designed as a residential dwelling to provide overnight accommodation, together with public areas for the exclusive use of its guests. It is situated in natural peaceful surroundings such as near a nature reserve, a forest, a lake etc. beyond that of the immediate garden area.

Category Entry Requirements

- Scenic or natural vista (beyond that of the immediate garden area) e.g. water view, rural outlook, mountain view or natural bush setting.
- If the host/manager and guests are accommodated in the same building, there must be separate living areas.
- The host / representative must be contactable 24 hours, 7 days per week.
- The host must be available to check guests in/out or within a 10 minute drive from the property.
- Daily servicing of the rooms must be included in the tariff.
- Shared facilities (not with host) must be a minimum of a guest dining room and guest lounge area.
- Bathroom facilities must be en-suite. If not, exclusive use of bathroom facilities per room is ensured.
- Meals and beverages must be provided.(may/may not be prepared by the property).
- Servicing of rooms 7 days a week (this includes linen/towel change, removal of rubbish and cleaning).

GUEST HOUSE

Category Definition

Can be an existing home, a renovated home or a building that has been specifically designed as a residential dwelling to provide overnight accommodation, together with public areas for the exclusive use of its guests.

Category Entry Requirements

- If the host/manager and guests are accommodated in the same building, there must be separate living areas.
- The host / representative must be contactable 24 hours, 7 days per week.
- The host must be available to check guests in/out or within a 10 minute drive from the property.
- Daily servicing of the rooms must be included in the tariff.
- Shared facilities (not with host) must be a minimum of a guest dining room and guest lounge area.
- Bathroom facilities must be en-suite. If not, exclusive use of bathroom facilities per room is ensured.
- Meals and beverages must be provided.(may/may not be prepared by the property).
- Servicing of rooms 7 days a week (this includes linen/towel change, removal of rubbish and cleaning)

BED AND BREAKFAST

Category Definition

More informal accommodation with limited service that is provided in a family (private) home and the owner/manager lives in the house or on the property. Breakfast must be served. Bathroom facilities must be en-suite. If not, exclusive use of bathroom facilities per room is ensured. In general the guest shares the public areas with the host family.

Category Entry Requirements

- The host/representative must live in the house or on the property.
- Breakfast must be included in the tariff and be prepared and served by the host/representative.
- Daily servicing of the rooms must be included in the tariff.
- Bathroom facilities must be en-suite. If not, exclusive use of bathroom facilities per room is ensured.
- Servicing of rooms 7 days a week (this includes linen/towel change, removal of rubbish and cleaning)

3.3.2 MINIMUM REQUIREMENTS FOR FORMAL ACCOMMODATION (HOTELS & LODGES)

HOTELS

Category Definition

Hotel provides formal accommodation with full or limited service to the travelling public. A hotel has a reception area and offers a dining facility. A hotel must have a minimum of 6 rooms but more likely exceeds 20 rooms.

Category Entry Requirements

- On-site representative must be contactable 24 hours, 7 days a week.
- All meals (breakfast, lunch and dinner) and beverages must be provided from outlets within the complex (may or may not be operated by the property).
- Servicing of rooms 7 days a week (this includes linen/towel change, removal of rubbish and cleaning).
- Formal reception area must be provided.
- Bathroom facilities must be en-suite.

LODGES

Category Definition

A formal accommodation facility providing full or limited service, located in natural surroundings beyond that of an immediate garden area.

Category Entry Requirements

- Scenic or natural vista (beyond that of the immediate garden area) eg water view, rural outlook, mountain view or natural bush setting.
- If the host/manager and guests are accommodated in the same building, there must be separate living areas.
- The host / representative must be contactable 24 hours, 7 days per week.
- The host must be available to check guests in/out or within a 10 minute drive from the property.
- Daily servicing of the rooms must be included in the tariff.
- Shared facilities (not with host) must be a minimum of a guest dining room and guest lounge area.
- Bathroom facilities must be en-suite. If not, exclusive use of bathroom facilities per room is ensured.
- Meals and beverages must be provided (may/may not be prepared by the property).
- Servicing of rooms 7 days a week (this includes linen/towel change, removal of rubbish and cleaning).

3.3.3 MINIMUM REQUIREMENTS FOR SELF-CATERING ACCOMMODATION (APARTMENTS, HOLIDAY UNITS / HOMES, COTTAGES, CHALETS / CABINS, VILLAS / APARTMENTS)

SELF-CATERING

Category Definition

A Self catering property is your home away from home. It usually offers guests a sole occupancy unit consisting of one or more bedrooms or suites and a dining area with cooking facilities. Self-catering accommodation styles include Apartments, Holiday Units, Houses, Cottages, Chalets, Villas and Cabins. Limited service is optional.

Category Entry Requirements

- Cooking facilities: minimum of a microwave, two hot plates, saucepans, crockery, cutlery and cooking utensils must be provided.
- The host / representative must be contactable 24 hours, 7 days per week.
- Appropriate meet and greet service.
- Bathroom facilities may or may not be en-suite and/ or private.

3.3.4 MEETINGS, EXHIBITIONS, SPECIAL EVENTS (MESE):

A meeting, exhibition and/or special events venue is a venue fit for the purpose of hosting a meeting exhibition and/or special event. A Meeting Venue is a specialized facility designed to meet the demands of groups of people convening for the purpose of a meeting or function. A meeting is an event designed to bring people together for the purpose of exchanging information or carrying out an activity. The term meeting includes various types of events that differ in their size, subject matter and agenda, for example, training session, conference, symposium, forum, seminar, workshop, corporate meeting, association meeting, breakfast, lunch or dinner meeting, all-day meeting, multi-day meeting, etc. A function is a type of meeting. Functions are events designed to bring people together for the purpose of exchanging information or for a celebration, for example, cocktail party, banquet, product launch, wedding, etc. In general, functions (and meetings) are for invited delegates/guests/attendees only or for a select market segment. Functions are often part of a planned meeting. Exhibition Venue An exhibition venue is a facility designed or adapted to meet the needs of exhibition organizers and exhibitors. Exhibitions are events at which vendors display their products, promotional material or

services to a contingent of potential clients and buyers for the purpose of public relations, sales and/or marketing. In general, the vendors pay a fee to set up their displays, usually based on the size of the area their displays require. Special Event Venue is a purpose built or adapted facility that can accommodate a special event

4. BUSINESS LICENSE APPLICATION PROCESS

In terms of the Mpumalanga Businesses Act, 2 of 1996, Schedule 1, the following businesses must apply with the Mbombela Local Municipality for a business license.

Item 1: Sale or supply of meals or perishable foodstuffs

- (1) The carrying on of business by the sale to consumers of:-
 - (a) Any foodstuff in the form of meals for consumption on or off the business premises; or
 - (b) Any perishable foodstuff.
- (2) For the purposes of sub item (1) "perishable foodstuff" means any foodstuff or category of foodstuffs declared by the responsible member by notice in the Provincial Gazette to be a perishable foodstuff for the purposes of this item. Hawkers are exempted to apply for businesses license those who selling fruits and vegetables.

Item 2: Provision of certain types of health facilities or entertainment

- (1) The carrying on of business by:-
 - (a) Providing Turkish baths, saunas or other health baths;
 - (b) Providing massage or infra-red treatment;
 - (c) Making the services of an escort whether male or female available to any other person;
 - (d) Keeping three or more mechanical, electronic or electrical contrivances, instruments, apparatus or devices which are designed or used for the purpose of the playing of any game or for the purpose of recreation or amusement and the operation of which involves the payment of any valuable consideration, either by the insertion of coin, token of disc therein or in an appliance attached thereto or in any other manner;
 - (e) Keeping three or more snooker or billiard tables;
 - (f) Keeping or conducting a night club or discotheque;
 - (g) Keeping or conducting a cinema or theatre.

Item 3: Hawking in meals or perishable foodstuffs

- (1) The carrying on of business, whether as principal, employee or agent by selling any foodstuff in the form of meals or any perishable foodstuff:-
 - (a) Which is conveyed from place to place, whether by vehicle or otherwise;
 - (b) On a public road or at any other place accessible to the public; or
 - (c) In, on or from a movable structure or stationary vehicle,

Unless the business is covered by a license for a business referred to in item 1 of the Schedule.

- (2) For the purpose of sub item (1) "perishable foodstuff" means any foodstuff or category of foodstuffs declared under item (192) of this Schedule to be a perishable foodstuff.

Therefore, no person is allowed to operate a business without a valid Business Licence. If you have opened a new establishment or moved from one premises to another or change of ownership has occurred, a Business License is required. This includes all accommodation establishments serviced and non-serviced.

5. REQUIREMENTS OF THE HEALTH DEPARTMENT FOR SERVICED ACCOMMODATION

The following are the minimum requirements as stipulated by the Grading Council of South Africa and the Mpumalanga Tourism and Parks Agency (Notice 2005 of 2007).

1. General

1.1 Safety and Security

The best possible precaution must be taken at all times, to maintain the safety and security of the guests, to prevent damage or theft of their property and possessions. Emergency information, procedures and after hours contacts for assistance must be clearly displayed in English, multilingual, if possible (dependant on the customer profile of the establishment). A person responsible for safety and security must be on call 24-hours a day. To provide safety, security and comfort for guests, lighting needs to be adequate throughout all public areas, particularly stairways and car parks. The best possible locking devices need to be fitted within all guest rooms. These locks must enable the guest to lock their room from the outside, when leaving the room, as well as from the inside, whilst in the room. In situations where rooms are inter-connecting, locking methods need to be secure and certain. A safe, if not available in each room, must be provided at reception for the secure storage of guests valuables. Once a guest is registered, security codes or remote control devices must be made available, providing the guest access to the premises at all times.

1.2 Cleanliness and Comfort

Every effort to maintain the highest possible standards of cleanliness and comfort must be made throughout the establishment, ensuring that every guest enjoys the comfort they expect.

1.3 Statutory Obligations

All establishments are expected to comply with all statutory and local government regulations.

- Business registration entitling the guest house to operate legally (including tax status).
- Provincial registration (if applicable).
- Public liability insurance.
- Compliance with local authority regulations – fire safety certificate; building accessibility regulations; hygiene regulations.

1.4 Access

Establishments must be open every day of the year providing all appropriate services and facilities, unless offering only seasonal accommodation, or are closed for refurbishments. Access must never be denied based on race, ethnicity and gender, physical or mental condition.

1.5 Courtesy

Courtesy of the highest standard must be shown to guests at all times. Any complaints must be dealt with promptly and courteously.

1.6 Marketing, Reservations and Pricing

Clear communication regarding what the establishment has to offer must be made available whether by advertisement, brochure, word of mouth or other means to all guests or prospective guests upon request. This must include:

- Detailed prices for: accommodation, meals, refreshments, any additional services, service charges, surcharges and levies. All prices must include VAT.
- Full details of cancellation policy and in-house rules, e.g. smoking or pets to be on hand.
- An honest description of all amenities, facilities and services offered.
- All of the above must be communicated before, or at the time of reservation. All requests, correspondence, enquires and complaints must be handled in a friendly and efficient manner.

2. Buildings

2.1 Exterior

The grounds and gardens of each establishment must always be well maintained, neat and clean. All signage needs to be clearly visible, both on and off the property, ensuring guests are correctly guided to the appropriate entrances at all times. Additional directional signage, with lighting may be required along paths leading to annexes.

2.2 Maintenance

All interior and exterior structures, fittings, fixtures and furnishings must be maintained in a sound, clean and working condition.

3. Bedrooms

3.1 Housekeeping

All bedrooms must be cleaned daily. Beds must be made daily and all linen, including duvets must be changed for each new guest. All bed linen, including duvet covers, must be changed at least every 3 days. Must environmental reasons prevent this, then this period can be extended with the guests consent. Any soiled linen must be changed immediately.

3.2 Bedroom Size

The size of a bedroom must allow for guests to move easily, with free access to all furniture and fittings in the room. All doors, windows, cupboards and draws must open with ease. Minimum ceiling height must allow for a person of 1.8m tall, to move without stooping.

3.3 Beds

All beds must be in good condition providing a secure headboard, where style prohibits, a continental pillow will suffice. Mattresses must be of a good quality, sprung or foam and fitted with a mattress protector or under-blanket. A single bed must comfortably accommodate an average sized adult and a double bed, two adults.

3.4 Bedding

All bedding has to be clean and sufficient in quantity. One blanket and one pillow per sleeping space as minimum, with extras readily available must the guest or weather conditions demand. Duvets are acceptable. Under-sheets, top-sheets must be on each bed and a pillowcase for each pillow. Beds must be covered with a bedspread, quilt or duvet. Mattresses to be firm innerspring or covered foam of a thickness not less than 120mm. All mattresses and pillows must be covered with protectors which must be changed after every booking. The base of the bed must never be exposed, preferably covered with a "skirt", valance or bedspread. Non-allergic pillows and duvets must be available on request.

3.5 Bedside Tables

All beds must be accompanied by a bedside table and a reading light, where there are two beds in a room, a single table, between the two, will suffice. A dressing table or writing table may double as a bedside table and must be supply with a folder containing relevant information.

3.6 Windows and Lighting

A minimum of one window per room is recommended to provide natural light and ventilation. Even if the window is unable to open, guests must be able to 'look out' and in such a case a ventilation system must be provided. In addition to a main covered or shaded bedroom light, a bedside, or bed-head light is appropriate. The number of bedside lights must be determined by the number of guests in each room. Twin beds may share a light. A double bed may have one shared bed-head light. Emergency lighting is essential e.g. a torch.

3.7 Curtains

Curtains, blinds or shutters must be installed on all windows including glass panels and glass doors to provide both privacy and light exclusion for the guest. Consideration must be given for additional privacy in the form of net curtaining or blinds where appropriate.

3.8 Heating and Cooling

A heater or fan must be available for each room on request. The typical climate of the region must be considered when determining the heating or cooling requirements.

3.9 Flooring

Ease of cleaning and hygiene must be considered when determining the appropriate flooring.

3.10 Clothes Storage

Each room must provide sufficient space for hanging clothes, with good quality hangers. In addition to a wardrobe, adequate drawer and shelf space must also be available.

3.11 Luggage storage

Sufficient storage space must be available in each room for storing suitcases, bags, etc. In addition a luggage rack to support suitcases must also be accessible.

3.12 Dressing or Writing table

Each guest room must have a dressing or writing table, a chest of draws or equivalent, thus providing the guest with suitable space to either work or to place their belongings. The dressing or writing table may double-up as a bedside table. There must be a mirror adjacent to the dressing or writing table with adequate lighting.

3.13 Seating

There must be a minimum of one chair in each room.

3.14 Beverage facilities

Tea and coffee making facilities must be provided in each bedroom, unless a self-service beverage buffet is available (could be a vending machine) or the equivalent room service is offered.

3.15 Television and Radio

If a broadcast signal is available then a colour television set suitable for the size of the room must be provided in each bedroom. If there are no televisions in the bedrooms then a colour television must be available in the lounge area. Must a television signal be unavailable then a radio would offer an alternative. Lodges: TVs are optional

3.16 Stationary

Stationary and other writing materials must be available from reception.

3.17 Telephones

Telephones in guest rooms are optional; however the guest must be able to make use of the household telephone.

Hotels: Bedroom telephones must be provided – at minimum for internal communication. Where there are phones in a bedroom the number of the phone, the establishment's number, reception number, switchboard number and all emergency numbers must be displayed. Guests must also be informed of all telephone charges on request.

3.18 Miscellaneous

In addition to the above each bedroom must provide the following:

- A waste bin.
- Clean drinking glass per permanent sleeping position.
- An ashtray (if smoking is permitted).
- Sufficient, safe and conveniently located power sockets, for electrical equipment.
- Double adapter and extension
- A towel rail or equivalent if the room is not en-suite.

4. Bath / Shower room

4.1 En-suite, private bath or shower rooms

Each room within the establishment (the number of beds may vary dependant on the configuration of the establishment's rooms) must have either an en-suite bathroom or alternatively a private bathroom. A private bathroom is one solely designated for the use of one guest room only. The bathroom must be reasonably close to the bedroom and lockable. Access to the bathroom via any public area (lounge, kitchen etc) is not acceptable.

Lodges & Guest Houses - shared bathrooms: There must be at least one bath or shower and toilet with washbasin to every 4 resident guests. Proprietors must have their own facilities separate from that of the guest

B & B: There must be at least one bath or shower and toilet with washbasin to every 4 resident guests. Where the maximum number of persons (including guests and the proprietor / family members) using a bath or shower room, toilet and washbasin facility is no more than 6, it is acceptable that the facility is shared between guests and proprietors/family. Where a shared facility exists, proprietors and their family must avoid prolonged use during peak guest demand periods (this may be in the early to mid-morning period). In addition, personal belongings of proprietors and family must be removed from the bathroom.

4.2 Ventilation

All bathrooms must provide sufficient ventilation. This can be a window that opens. Where there is no window, an extraction fan must be fitted

4.3 Housekeeping

All bathrooms must be cleaned daily. All bathroom linen must be changed at least every 5 days. Must environmental reasons prevent this, then this period can be extended with the guests consent. Any soiled linen must be changed immediately.

4.4 Bathroom Size

All bathrooms must provide sufficient space to allow freedom of movement for guests and access to all fittings.

4.5 Fixtures and Fittings

Each bathroom must have...

- Bath or shower
- Washbasin with adjacent mirror
- Toilet
- Soap dish/holder/dispenser
- Toilet roll holder and toilet paper.
- Waste bin
- Adequate ventilation (extractor fan or opening window)
- Towel rail, shelf or equivalent with spare toilet paper
- Running, hot water for bathing must be available at all reasonable times
- Clean hand and bath towel for each guest
- Fresh soap for each new guest
- Clothes hook or equivalent (wooden hangers)
- Private & shared bathrooms must be lockable from the inside.

4.6 Lighting and Windows

All bathrooms must be well lit with the light switch near the entrance to the bathroom. For guest privacy all bathroom windows must be tinted, opaque or made of a glass that ensures privacy, alternatively a blind, curtain or shutter must be used.

5. Public Areas

5.1 Reception Area

A clean central meeting or reception area must be provided. This must also provide the guests with the means (a bell or buzzer) of gaining attention when the reception is not attended.

Hotel: A clearly designated reception area must be provided.

In addition information regarding the local area must be readily available. This must include maps, activity schedules, local tours, transport, restaurants, etc.

5.2 Seating Area

Lodges & Hotels: There must be a sitting area (lounge) available to guests throughout the day and evening with sufficient comfortable seating.

Guest Houses: There must be a sitting area (lounge) available to guests throughout the day and evening with sufficient comfortable seating. This may be within the guest room

B & B: 4 & 5 star: A communal lounge area with comfortable chairs must be available for guest use.

5.3 Dining Area

At least one dining or “communal eating” area must be provided to serve breakfast and other meals (if served). The dining area must be on or adjacent to the establishment.

5.4 Public Toilets

A separate toilet facility must be conveniently located in the public areas (may be unisex). All toilets must be well maintained, clean and frequently checked. At minimum a basin with running water, toilet paper, soap and a drying mechanism (clean towel, paper towels, hot air dryer, etc) must be provided.

6. Services and Food & Beverage

6.1 Reception

Reception facilities must be available at all reasonable hours during the period that the establishment is open. A message taking service must be available.

6.2 Porter Service

Assistance with luggage must be available on request.

6.3 Morning Call

Guests must be able to request an early morning wake-up call if there is no alarm clock in guest rooms.

6.4 Laundry

At minimum an iron and ironing board must be available on request.

6.5 Food & Beverage – General

The establishment must make dinner available if located in an area where no alternative meals can be obtained. Staff must demonstrate adequate levels of product knowledge and provide efficient service. All food must be hygienically stored, prepared and presented.

6.6 Breakfast

At a minimum a continental breakfast (or other appropriate breakfast e.g. traditional) must be available (buffet style is acceptable). This may be outsourced.

7. Additional Requirements for 4- and 5-Star Serviced Accommodation

7.1 General

For 4 and 5 Star establishments a higher level of spaciousness will be required in all areas – e.g. Corridors, bedrooms, bathrooms, etc. Some account may be taken of limitations in older or historic properties.

7.2 Bedrooms

- The bedroom must have at least two comfortable seating chairs.
- If appropriate televisions must have remote control and a wide choice of channels must be provided.
- Air conditioning: Mandatory in 5 star establishments.
- Heating and cooling: Ceiling fans with a remote or wall-mounted control preferred.
- There must be a safe in each room.
- There must be a hairdryer in each room.
- In areas where Malaria occurs, adequate protection against mosquitoes in the form of netting, window gauze and or insecticide must be provided in each guest room.

7.3 Bathrooms

- Separate bath and shower: Mandatory for all 5 star establishments.
- Bath with overhead shower: Mandatory for all 4 star Hotels.
- Bath OR shower accepted for 4 star GH; B & B & Lodges. Showers not to be cramped. Minimum 900X900 with shower doors & no floppy shower curtains. Shower rose to be of a superior quality and type; space to be provided for toiletries, etc.
- Other serviced establishments: All guest bedrooms must have en-suite bath or shower.
- Showers must be a minimum size of 900 x 900cm. Must have shower doors and NOT plastic curtains. The Shower rose to be of a superior nature and there needs to be space for soap.
- Bath sheets must be provided by all 5 star establishments.
- An extensive range of quality guest amenities must be available.
- For new properties twin wash hand-basins are required for 5 star establishments.

7.4 Services

- A 24 hour reception service for Hotels – 12 hours minimum for Lodges, Guest Houses, Country Houses and Bed & Breakfasts, 18 hours for 4 star hotels – 12 hours minimum however for Lodges, Guest Houses, Country Houses and Bed & Breakfasts.
- Guest laundry service is required.
- A comprehensive bedroom / bathroom turn-down service is expected in 5 star establishments.

7.5 Food & Beverage

- There must be a served beverage service in the public lounge, deck or bar area.
- In hotels a full service restaurant open to residents must be available if no alternative restaurants are available in the vicinity of the hotel.
- Hotels: Room service must be provided (24 hours in 5 star hotels and 18 hours in 4 star hotels). This may be outsourced, but the standard must conform to the standard of the hotel.
- Meals can be served in the room if the appropriate table and chair arrangement is provided.
- Guest and Country Houses to provide meals on request in cases when sufficient notice has been given and there are no quality restaurants in the vicinity.

6. HEALTH REQUIREMENTS OF THE HEALTH DEPARTMENT FOR NON/SERVICED ACCOMMODATION

A house, cottage, chalet, bungalow, flat, studio, apartment, villa, houseboat, tents or similar accommodation where facilities and equipment are provided for guests to cater for themselves. The facilities must be adequate to cater for the maximum advertised number of residents the facility can accommodate.

The following are the minimum requirements as stipulated by the Grading Council of South Africa and the Mpumalanga Tourism and Parks Agency (Notice 2005 of 2007).

1. General

1.1 Safety and Security

A high degree of general safety and security must be maintained. All reasonable precaution must be taken to secure the personal safety of guests and prevent damage to or theft of their possessions.

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Information on procedures in the event of an emergency must be clearly displayed in each unit. This information must be in English and if possible multilingual (depending on the establishment's market). Procedures for summoning assistance, in particular after hours, must also be available.

There must be a responsible person on site and/or on call 24-hours a day. If not on site the name, address and contact details of the responsible person must be prominently displayed in each unit.

There must be adequate levels of lighting for guest safety and comfort in all public areas, including stairwells and car parks. All unit entry doors to a common area or the exterior must be equipped with a locking device that permits a guest to lock the door when leaving the unit as well as a device to lock the door from the inside when the guest is occupying the unit. Surface mounted slide-bolts may be considered to be appropriate locking devices in certain properties. Once registered, guests must have access to their unit at all times. It is acceptable for a key or security code to be issued.

1.2 Cleanliness and Comfort

A high standard of cleanliness must be maintained throughout the complex. Properties must be thoroughly cleaned between each let. The unit must be comfortable and fit for the purpose intended.

1.3 Statutory Obligations

All premises are expected to comply with all relevant statutory and local government regulations. This includes, inter alia:

- Proof of provincial registration (if applicable);
- Business registration which entitles the establishment to legally operate;
- Public liability insurance;
- Compliance with local authority regulations including;
- Fire safety certificate;
- Compliance with building regulations – in particular with regard to accessibility.

1.4 Access

Establishments must be open every day of the year, unless closed for refurbishment or offers only seasonal accommodation. Appropriate service and facilities must be available on all days that the establishment is open. There must be no discrimination to accepting guests based on their race, ethnicity, physical or mental condition, etc.

1.5 Courtesy

The highest standard of courtesy must be shown to guests at all times. Guest complaints must be dealt with courteously and promptly.

1.6 Marketing, Reservations and Pricing

There must be friendly and efficient service appropriate to the style of the establishment. All enquiries, requests, reservations, correspondence and complaints must be handled promptly and courteously. It must be made clear to all visitors what is included in the prices quoted for accommodation and/or meals and refreshments, including service charge, surcharges, levies, etc. A brochure or leaflet detailing the property's pricing structure must be available on request. All prices must include VAT. Guests must be notified if the price agreed at the time of booking has changed.

Full details of the establishment's cancellation policy must be made clear to guests at the time of booking. Details of any in-house policies e.g. no smoking must be communicated at the time of booking. The amenities, facilities and services provided by the establishment must be described fairly to all visitors and prospective visitors, whether by advertisement, brochure, word of mouth or other means. It is recommended that brochures have floor plan/s showing the layout of the unit/s.

1.7 Information for Hirers

Full details of the accommodation including the maximum number the unit can take privately (in bedrooms) and in total, as well as the type of beds available i.e. singles, bunk beds, sleeper couches, etc must be provided.

2. Buildings

2.1 Exterior

All grounds and gardens under the control of the operator must be neat and appropriate. The exterior of the property must be well maintained in a sound and clean condition. There must be appropriate signage to direct guests to the main entrance as well as clearly visible and neat property identification signage. All paths must be well lit and directional signage provided to guide guests to annexes.

2.2 Maintenance

The interior and exterior of the building/s including all fittings, fixtures and furnishings must be maintained in a sound and clean condition and must be fit for the purpose intended. All units must be provided with suitable refuse disposal arrangements.

3. Housekeeping

If sold as serviced accommodation, all units must be cleaned daily and all beds made daily. All bed linen and towels (including duvet covers) must be changed once every 7 days and for each new let. Properties must be thoroughly cleaned between each new let.

4. Unit – General

4.1 Contents

All units must be self-contained. All fixtures, furniture, furnishings, crockery and cutlery must be adequate to provide for the maximum number of occupants, including any extra sleeping accommodation. There must be adequate storage space for crockery, cutlery, kitchen and cleaning equipment.

4.2 Telephones

Unit telephones must be provided where appropriate to the market (and where a telephone service is available in the region). Where telephones are provided guests must be informed of charges on request.

4.3 Unit Size

There must be reasonable space for movement in bedrooms/sleeping area and living room areas and to allow for easy access to beds, doors and drawers. Doors and drawers must be fully operable. Account must be taken for space needed for convertibles e.g. sleeper couches.

4.4 Ventilation

All rooms/areas, passages and staircases must be adequately ventilated. All living rooms/areas and bedrooms must have at least one window opening directly into the open air. If the window cannot be opened, a ventilation system must be provided.

4.5 Flooring

Flooring may vary considerably and any fit-for-purpose flooring may be appropriate. Ease of cleaning and hygiene must be considered when evaluating flooring.

4.6 Lighting

All rooms/areas must be well lit. All passages, corridors and staircases must be adequately lit for safety purposes. There must be some form of emergency lighting available e.g. torch or candles and matches. All bulbs must have a shade or cover (unless decorative).

4.7 Curtains/Blinds

Curtains, blinds or shutters must be provided on all windows and doors (if appropriate) to afford both privacy and/or the exclusion of light. This may not be necessary for private rooms that are not visible to other guests, rooms or staff members. If appropriate consideration must be given to providing additional privacy e.g. net curtaining or blinds.

4.8 Heating/Cooling

If located in regions that experience extreme temperatures, adequate heating and cooling equipment must be provided at no additional charge.

4.9 Power Supply

If appropriate electricity must be provided (not necessarily mains supply). Where it is not, this must be stated. Where electricity is available, sufficient conveniently located power sockets for the safe use of electrical equipment must be provided.

5. Bedrooms and/or Sleeping Area/s

5.1 Beds

1. All beds are to be of sound condition and must have a secure headboard or equivalent where appropriate to type of bed (a continental pillow may suffice for the headboard). All mattresses are to be comfortable, of sprung interior, foam or similar construction and fitted with mattress protectors or under blankets. Mattresses to be firm innerspring or covered foam of a thickness not less than 120mm. All mattresses and pillows must be covered with protectors which must be changed after every booking. Single beds must comfortably accommodate an average sized adult and double beds 2 average sized adults.

5.2 Bedding (if provided)

All bedding must be clean and sufficient in quantity (dependent on weather conditions experienced in the region of the establishment). There must be at least one blanket and one pillow per sleeping space with additional blankets and pillows available on request. Duvets are also acceptable. All sleeping spaces must have an undersheet and topsheet. There must be a pillowcase on each pillow. Beds must be covered with an appropriate bedspread or quilt, unless an appropriate duvet/blanket is provided. The exposed part/s of each bed must be in an appropriate condition and visually attractive; alternatively they must be hidden from view by appropriate bedding ("skirt", valance or bedspread). Non-allergic pillows and duvets must be available on request.

5.3 Bedside Tables

All permanent-sleeping spaces intended for adult occupation must have a bedside table. Twin beds may share a bedside table located between the 2 beds (these may be double beds). If rooms are largely sold for single occupancy, one bedside table and light may be appropriate. A dressing/writing table may double as a bedside table.

5.4 Clothes Storage

Each unit must have at least one wardrobe or clothes hanging space with sufficient good quality hangers per person. Preferably one wardrobe/hanging space per adult double or twin room. In addition, there must be adequate drawer or shelf space.

5.5 Dressing/Writing Table

There must be a dressing, writing table, chest of drawers or equivalent in at least one adult double or twin room (the objective is to provide the guest with space to place items and/or a work surface). It may be appropriate for the dressing/writing table to double-up as a bedside table.

Ideally there must be a mirror adjacent to the dressing/writing table and lighting intensity in the vicinity of the mirror must be adequate.

6. Bathrooms

6.1 Private/Shared bathrooms

Each unit must have at least one private bathroom equipped with a bath or shower, washbasin and toilet (except where washbasins are available in all bedrooms). Bathroom facilities shared between units may be considered appropriate given the context in which the accommodation is provided.

A private bathroom is one solely designated for the use of one unit.

6.2 Housekeeping

Bathrooms must be cleaned daily if this service is offered as part of the let. Bathrooms must be thoroughly cleaned between each new let.

6.3 Bathroom size

All bathrooms must have sufficient space to allow freedom of movement for guests and access to all fittings.

6.4 Fixtures and fittings

Each bathroom must have:

- A bath or shower
- Washbasin with adjacent mirror
- Toilet
- Toilet roll holder
- Waste bin
- Adequate ventilation (e.g. an extractor fan or opening window)
- A towel rail, towel shelf or equivalent
- Clean, running (preferably hot) water for bathing must be available at all reasonable times. (Geysers must be able to produce a minimum of 20 litres per person.)
- A clean hand and bath towel for each guest (if appropriate)
- Fresh soap for each new guest (if appropriate)
- Toilet paper (if appropriate)

Private and shared bathrooms must be lockable from the inside. A hook for clothes must be provided in shared and private bathrooms.

7. Living/Dining Room Areas

Each unit must have a dining table/surface with seating facilities to accommodate the number of advertised occupants. In an appropriate climate the living and/or dining area may be substituted with an appropriately furnished outdoor area. A colour television must be provided – if appropriate or if a signal is available. If not provided in each unit then a television must be available in a communal area. If appropriate garden/outside furniture (sufficient to the number of advertised occupants) and an outdoor braai must be provided.

8. Kitchen

There must be a hot plate on which to cook meals. An oven would also be appropriate but not essential (in some circumstances a braai may be an appropriate substitute for an oven). Hot plates/oven must be clean, in sound condition and functioning properly. There must be a refrigerator with an ice-making compartment (unless a freezer is provided). There must be a sink equipped with a draining board, dish drying rack and running water supply. There must be at least one hygienic working surface and storage space suitable for food. There must be an open window or appropriate ventilation system. A covered waste disposal bin must be provided. There must be a suitable fire extinguisher readily available. Minimum requirements

Per Person:

- 1 Knife
- 1 Fork
- 1 Tea spoon
- 1 Dessert spoon

- 1 Small plate
- 1 Large plate
- 1 Teacup and saucer (or mug)
- 1 Bowl
- 1 Tumbler

Per Unit:

Bread/chopping board
 Kettle
 Bread knife
 Carving/sharp knife
 Corkscrew and bottle opener
 Wooden spoon (stirring spoon)
 Egg lifter
 Tin opener
 Frying pan
 Saucepan
 Oven roasting tray (if oven present)
 Dish cloth
 Table spoon
 Braai tongs (if braai provided)
 Dishwashing liquid (if unserviced)
 Dust pan and broom/brush (if unserviced)
 Floor cloth (if unserviced)
 Microwave

9. Additional requirements for 3 star Self-Catering units

9.1 General

- Bed linen and towels to be provided.
- All units must have one private bathroom per 6 guests.
- Units must be self-contained.
- The following must be provided with each unit:
 - Television (if appropriate to the market)
 - Telephone (if appropriate to the market)

10. Additional Requirements for 4- and 5-Star Self-Catering Units

10.1 General

- For 4 and 5 star units a higher level of general ambience and spaciousness will be required in all areas of the unit e.g. spacious corridors, bedrooms with no narrow areas, etc. Some account may be taken of limitations in older or historic properties.
- Bed linen and towels to be provided.
- In areas where malaria occurs, adequate protection against mosquitoes in the form of mosquito nets, window gauze and/or insecticide must be provided in each guest room.
 - All units must have private bathrooms with one bathroom per 4 guests or less.
 - Units must be self-contained and serviced daily upon request (this service can be charged for).
 - The following must be provided with each unit (if appropriate):
 - Television (if appropriate to market)
 - Oven and/or convection microwave
 - Microwave
 - Dishwasher (or dishes washed daily)

- Freezer (more than just an ice compartment)
- Telephone (if appropriate to the market)
- Hi-fi (if appropriate to market)
- Washing machine and dryer (or laundry/laundry service/Laundromat in vicinity)
- Lounge area, with adequate seating to accommodate the number of advertised guests (this seating must be over and above the dining facilities)

7. REQUIREMENT OF THE TRAFFIC DEPARTMENT

Parking requirements as per the Town Planning Scheme and no parking are allowed on the road reserve.

| | |
|---|---|
| Hotels | One parking space per bedroom or suite plus 6 parking spaces per 100m ² public room floor area |
| Guest houses, Bed and Breakfast and Lodges, Self Catering | One parking space per bedroom or suite plus one for the owner/manager |
| Back packers | One parking space per five beds plus one for the owner/manager |

8. REQUIREMENTS OF THE HOUSING DEPARTMENT

All accommodation establishments must adhere to the National Building Regulation Act 103 of 1977.

9. REQUIREMENTS OF THE FIRE DEPARTMENT

All accommodation establishments must adhere to the National Building Regulation Act 103 of 1977 (Section: T) as well as the SABS Standard 10090 as stipulated below.

- Fire extinguishers to be provided at the rate of 1 x 4,5kg dry powder fire extinguisher per 200m² of floor area.
- Fire hose reels must be provided in any building of 2 or more storeys in height or in any single storey building with a floor area exceeding 250m². Fire hose reels must be positioned to ensure that the end of the hose will reach any point in the building.
- Any building with a floor area exceeding 1000m² or exceeding 12m in height must be provided with fire hydrants.
- Any building with a height of more than 8meters (2 storeys) must be equipped with a smoke detection and an emergency evacuation communication system.
- Emergency exits must be equipped with approved locking devices that can open from inside without the use of a key e.g. thumb turn, redlam bolt, panic bar etc.
- All fire fighting equipment, escape routes and emergency exits must be clearly indicated by means of SABS approved symbolic signs.
- Gas installations must be done by a qualified gas installer.
- Suitable access to the site must be provided for fire department vehicles (clear width of 3,5m and clear height of 4m)

RECOMMENDATIONS:

- It is recommended that a fire blanket be provided in kitchen areas.
- A copy of the evacuation plan and a diagram showing the emergency exits must be displayed on the inside of all hotel room doors.
- A first aid box for staff/guests.
- Management must have an appointed first aid officer who carries a first aid certificate.

10. REQUIREMENTS OF THE URBAN AND RURAL MANAGEMENT

1. Procedures and Conditions

In order to determine what application needs to be submitted to the Council for your proposed establishment you will need to know what the current zoning of your property is, and have decided how many rooms the establishment will have.

Use the above information to look up the type of application that must be submitted on the white section of **Table A**. The gray section of **Table A** provides you with the general conditions and requirements that will be applicable.

The following is an explanation of the abbreviations used in **Table A**:

SC = Special Consent Application
AS = Amendment Scheme

TABLE A

| | | All types of Accommodation Establishments, except Hotels | | |
|---|--|---|-----------------------|--|
| | | Host family and up to 4 additional guest bedrooms or a maximum of 4 additional people other than the host family) | 5 to 9 guest bedrooms | More than 9 guest bedrooms to a maximum of 16 guest bedrooms |
| Current Zoning for properties within the Nelspruit Town Planning Scheme | Residential 1 | SC | SC | AS |
| | Residential 2 | SC | AS | AS |
| | Residential 3 | SC | AS | AS |
| | Residential 4 | SC | AS | AS |
| | Residential 5 | SC | SC | AS |
| | Agricultural | AS | AS | AS |
| Current Zoning for properties within the White River Town Planning Scheme | Residential 1 | SC | SC | AS |
| | Residential 2 | SC | SC | AS |
| | Residential 3 | SC | SC | AS |
| | Residential 4 | SC | SC | AS |
| | Residential 5 | SC | SC | AS |
| | Agricultural | AS | AS | AS |
| Current Zoning for properties within the Peri Urban River Town Planning Scheme (Hazyview) | Residential 1 | SC | SC | AS |
| | Residential 2 | AS | AS | AS |
| | Residential 3 | AS | AS | AS |
| Conditions and Requirements | Services Contribution Payable | SC – X AS - ✓ | ✓ | ✓ |
| | Site Development Plan to be submitted | ✓ | ✓ | ✓ |
| | Business Licence Required | ✓ | ✓ | ✓ |
| | Health Department: Certificate of Acceptability | ✓ | ✓ | ✓ |
| | Owner or Manager must permanently reside on the property | ✓ | ✓ | ✓ |
| | Consent from the Body Corporate or Home Owners Association | ✓ | ✓ | ✓ |

| | | |
|--|--|---|
| | Rebates offered | Please refer to the tariff indicated in the rates policy. |
| | Parking Requirements | On-site parking shall be provided for a; Backpackers establishment at one(1) parking bay per 5 beds plus one parking space for the owner or host. All other types of establishments at one (1) parking bay per guest bedroom, three (3) parking spaces per 100m ² public room area plus one (1) parking for the owner or host. |
| | Advertising signs | Shall comply with the provisions in the Mbombela Local Municipality control of outdoor advertising signs bylaw. The advertising sign that may be erected shall only reflect the nature and the name of the accommodation facility. The advertising sign shall not be larger than 1,5m x 1,5m in size |
| | Meals and refreshments | Must be served exclusively to lodging guest and no public bar and adult entertainment will be allowed on the facility. No refreshments may be sold to the general public / non-residents. |
| | Town Planning Schemes | The establishment shall comply to all conditions of the Council's applicable Town Planning Scheme with specific reference to parking, floor area ratio, coverage, zoning and number of rooms |
| | National Building Regulations and Building Standards Act | All construction shall comply to the provisions of the act. |
| | Caretaker's dwelling unit and or office | Out buildings may be used as caretaker's dwelling unit and or office, on condition that the office use must be subservient, ancillary and subordinate to the main use. |
| Establishments with more than 9 guest bedrooms | Shall only be supported on properties adjoining main roads and properties earmarked for high density residential development in terms of the Spatial Development Framework | |
| Meetings, Exhibitions, Special Events (MESE) | These uses are not seen as ancillary to accommodation establishments, will affect the amenities of a neighbourhood and is therefore not permitted under a consent use granted. | |
| Hotel | This type of establishment can be operated as a primary right from properties with a "Business 1" or "Resort" zoning, and with the special consent of the Council from properties zoned "Residential 3", "Residential 4" and "Business 2". Properties that fall outside these zoning categories will require an amendment to the scheme. | |

2. Special Consent Approval Conditions

The following conditions will be applicable on establishments that have been approved on a special consent application.

- a. That the special consent shall be exercised within a period of 12 months from the date on which the application is advised of the Council's decision with regard thereto;
- b. If at any time the right is not exercised for a continuous period of six months, it shall lapse automatically;
- c. The property shall at all times be kept and maintained in a slightly condition and no dirt of any kind shall be allowed to accumulate therein, to the extent that the Local Authority shall at all times be satisfied that the state of the property is not detrimental to the amenity of the area.
- d. Must the appearance of the area be a negative influence or in the event of any justifiable complaints in connection with the mentioned guest house, this approval will lapse;
- e. Must it at any time come to the attention of the municipality that the above conditions have been contravened, or that the use of the property is of nuisance to the adjacent property(ies) or owners, or the numbers of rooms do not coincide with the local authority records, the municipality will take the necessary legal action to rectify such illegal land uses and/or approved special consent use will be cancelled;

3. Mbombela Land Use Scheme, 2010

It is important to take note that the Urban and Rural Management section of this policy will lapse on promulgation of the Mbombela Land Use Management System. Here after the provisions of the Mbombela Land Use Management System will supersede any other legislation in this regard and will be appropriate applicable legislative route to follow when applying for the establishment of any accommodation facilities.

11. BUSINESS LICENSE FLOW DIAGRAM

