



TOURISM GRADING COUNCIL
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Awarded To

*SIBUYA GAME
RESERVE-FOREST CAMP
KENTON-ON-SEA*



Lodge

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Chief Executive Officer

Valid Until 31 December 2013



TOURISM GRADING COUNCIL
OF SOUTH AFRICA

Quality in Tourism

Sibuya Game Reserve-Forest Camp

KENTON-ON-SEA, Eastern Cape

Member Id: 1551

Four Star Lodge

Assessor: Gian Franco Angileri

Visit: 15 November 2012

Executive Summary

Summary

Sibuya Game Reserve is situated along the banks of the beautiful Kariega River, whose river mouth is at Kenton on Sea, and access is via boat only providing guests with a unique experience. The forest camp is exclusive and caters for adults only. There are many activities for guests to enjoy.

Building Exterior: Strengths

Excellent maintained canvas tents on raised wooden decks with outdoor furniture are well situated on the river bank amongst coastal forest and well sheltered amongst the trees. Some units have hammocks for guests leisure. The property operates on paraffin lights, solar panel geysers and two way radio system.

Bedrooms: Strengths

Spacious units are well equipped with mostly wooden furniture, wooden floors with floor rugs, well co-ordinated decor etc. all well combined providing guests with a high degree of comfort and luxury. The canvas sides roll up giving guests a feeling of being one with nature.

Bathrooms: Strengths

Bathrooms have excellent quality finishes, facilities, taps and fittings which are well suited to the natural surrounds. All facilities are well placed and in excellent working order. Hand basins are sunk into wooden vanity units which provide guests with plenty of vanity space. Excellent quality linen sets and amenities well presented for guests.

Public Areas: Strengths

Comfortable and luxuriously decorated areas with a variety of excellent quality furnishings, decor and fittings all complementing the surrounds. Wooden floors with Nguni floor rugs, high pitch thatched roof with exposed wooden rafters and built-in fireplace all in excellent condition. Open sides provide beautiful views of the natural surrounds. Also boma area for guests to enjoy.

Dining Facilities: Strengths

Well appointed dining area which takes full advantage of the natural surrounds. Guests can help themselves to beautifully prepared meals from the purposely built bamboo serving counter with wooden tops. Wooden table with matching chairs is in excellent condition and comfortable for guests.

General Services: Strengths

The service and attention to detail in all areas is outstanding from the moment of arrival to departure. Staff are well trained and professional at all times. Guests are taken to the lodge by boat and upon arrival receive a damp cloth to freshen up and a refreshment drink. Nothing is too much trouble for staff and all guests needs are promptly met.

Housekeeping: Strengths

Extremely neat and tidy lodge with all areas highly presentable and well organised at all times. Tents are cleaned on a daily basis by friendly and well trained staff. No areas of deterioration or damage. Excellent standards of housekeeping noted.

Additional Facilities: Strengths

A host of activities for guests to choose from such as guided game drives (guests are shuttled across the river where a game vehicle awaits them), river cruises, guided bush or beach walks, bird viewing and fishing.

Score Summary

Overall Assessment	Score	Outcome
Overall Assessment	77%	Four Star
Standard Criteria		
Building Exterior	78%	
Bedrooms	76%	
Bathrooms	76%	
Public Areas	77%	
General Facilities	86%	
Reponsible Environmental and Business Pra	90%	
Category Specific Criteria		
Dining Facilities	80%	
General Services	73%	
Housekeeping	80%	
Additional Facilities	44%	

Criteria Not Met

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