



TOURISM GRADING COUNCIL
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Awarded To

*SIBUYA GAME
RESERVE-RIVER 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-River Camp

KENTON-ON-SEA, Eastern Cape

Member Id: 1537

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 River lodge is well equipped to cater for children and families and there are many activities to keep all guests entertained.

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. The canvas sides roll up giving guests a feeling of being one with nature. 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 elegantly decorated with excellent quality decor, fabric and patterns all matching and complementing the property. Purposeful wall murals used as a feature. Wooden headboards, matching bedside tables with tall bedside lamps, desk with chair, upholstered couch, wooden luggage racks etc. well placed and in excellent condition. Rooms have warm wooden floors and luxurious finishes.

Bathrooms: Strengths

Freestanding bath is well positioned to take full advantage of the natural surrounds. Spacious showers, double hand basins on wooden tops and excellent quality fittings and taps are well combined providing a luxurious feel to the bathrooms. Excellent quality linen sets and amenities provided.

Public Areas: Strengths

One large open plan lounge and dining room with bar area where guests can relax in comfort and style whilst enjoying the peaceful and tranquil surrounds. Stone fireplace, excellent lighting, wooden flooring, variety of excellent quality furniture and decor items all well co-ordinated. Books and magazines, self-service honesty bar system plus well trained staff present to assist guests in this area. Also boma area for guests to enjoy.

Dining Facilities: Strengths

Well placed wooden tables with matching chairs provide ease of movement and comfort. The tables are neatly set with material placemats, matching cutlery and crockery plus material serviettes which are purposely folded to present an animal of some sort and this is changed for each setting. Excellent quality meals are well prepared and presented.

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 know how to deal with children. 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	78%	
Bathrooms	77%	
Public Areas	80%	
General Facilities	86%	
Reponsible Environmental and Business Pra	86%	
Category Specific Criteria		
Dining Facilities	81%	
General Services	69%	
Housekeeping	80%	
Additional Facilities	44%	

Criteria Not Met

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