TRAVINITY

TRUSTED

INDEPENDENT HOSPITALITY REVIEW & RECOGNITION

HOTEL PARTICIPATION
INFORMATION PACK

A transparent, evidence-led assessment of the guest experience.

PROGRAMME IDENTITY & INDEPENDENCE

An independently operated programme by Travinity Travels

Travinity Trusted is an independent, privately operated hospitality assessment and recognition initiative established and administered by Travinity Travels.

The programme has developed its own assessment methodology, published evaluation criteria, scoring rubric and recognition levels. Properties are assessed against those criteria through a documented process, and award decisions are made on the assessment findings—not on whether an applicant has paid the fee, purchased marketing services or entered into a promotional partnership.

WHAT "INDEPENDENT" MEANS IN THIS PROGRAMME

Travinity Trusted operates independently of the accommodation providers it assesses. Hotels do not control their scores or award outcomes, and payment does not purchase recognition.

Relationship with Travinity Travels

Travinity Trusted is a programme operated by Travinity Travels. It is not represented as a separate legal entity. Its independence refers to the way the hospitality assessment criteria are applied and award decisions are made, independently of the interests or influence of the hotel being assessed.

How impartiality is maintained

- **Published criteria:** the assessment categories, scoring framework and recognition thresholds are communicated to applicants.
- **Evidence-led decisions:** scores are based on documented observations and supporting evidence gathered during the assessment.
- No award for payment: the programme fee covers the assessment and included package services; it does not guarantee a score, favourable finding or award.
- No paid upgrades: an applicant cannot pay to obtain a higher award level or remove an adverse finding.
- Included media package: professional property photography, two edited promotional reels, social media exposure and a Travinity Travels website feature are included. These services do not influence assessment scores or award decisions.
- Disclosure: if a property provides complimentary or discounted accommodation for the assessment, this will be clearly disclosed in any related published content.

What the recognition does—and does not—represent

A Travinity Trusted Award represents recognition under Travinity Trusted's own private-sector assessment framework. It does not claim to be a government award, statutory hotel grading, official tourism classification, regulator-issued certificate or endorsement by a booking platform or another review organisation. The programme does not replace any licence, permit, inspection or legal requirement that applies to the property.

PROGRAMME OVERVIEW

What is Travinity Trusted?

Travinity Trusted is an independent, private-sector hospitality review and recognition programme established by Travinity Travels. It assesses accommodation providers through a structured on-site review, using published criteria and a documented scoring framework.

The programme recognises properties that demonstrate a consistently thoughtful, comfortable, safe and high-quality guest experience. A property receives a Travinity Trusted Award only if it meets the published score threshold and mandatory decision checks.

What does the award mean?

The award indicates that the property was assessed against the programme's criteria during a defined assessment period and achieved the relevant recognition level. It is a programme-specific recognition, not a government award, statutory inspection, tourism grading, star classification or formal regulatory accreditation.

Who may apply?

Applications are open to legally operating accommodation providers, including hotels, resorts, guesthouses, bed-and-breakfast establishments, boutique accommodation, lodges and professionally managed serviced accommodation.

Eligibility requirements

- The applicant must be the owner, authorised manager or a representative authorised to apply on the property's behalf.
- The property must be operational and accepting guests during the proposed assessment period.
- The property must agree to a minimum five-consecutive-night on-site assessment and provide access to the accommodation, facilities and services being assessed.
- The applicant must provide accurate property information and disclose material restrictions, renovations, service interruptions and relevant safety concerns.
- The property must accept the programme's independence, scoring, payment and certificate-use conditions.

Participation is voluntary. Travinity Trusted may decline or defer an application if the property is unsuitable, required information is missing, or a fair assessment cannot be conducted.

ASSESSMENT STANDARD

How will the property be assessed?

Each assessment is scored out of 100 points across eight categories. Scores reflect the guest experience actually observed during the booking journey, stay and departure, supported by documented observations and evidence.

CATEGORY	MAX	ASSESSMENT INDICATORS
1. Booking & pre-arrival communication	10	Listing and photograph accuracy; booking ease; response time; confirmation clarity; pre-arrival information; special requests.
2. Arrival, welcome & check-in	10	Directions; welcome; professionalism; check-in efficiency; explanation of facilities and policies; first impressions.
3. Accommodation, cleanliness & comfort	20	Bedroom and bathroom cleanliness; linen; maintenance; noise and temperature; lighting; storage; amenities; internet; room-description accuracy.
4. Facilities & overall property condition	15	Advertised facilities and public areas; grounds; pool, gym or spa where applicable; signage; accessibility information; upkeep.
5. Staff service & guest care	15	Courtesy; professionalism; responsiveness; consistency; problem resolution; local knowledge; privacy; service recovery.
6. Food & beverage experience	10	Included meals; quality; freshness; presentation; variety; dietary information; service; dining-area cleanliness.
7. Value & accuracy of representation	10	Experience relative to price and positioning; transparent fees; online description accuracy; marketing claims versus reality.
8. Safety, responsible practice & guest confidence	10	Visible safety and security; emergency information; guest data handling; cleanliness; house rules; substantiated environmental or community claims.
TOTAL	**100**	All applicable categories contribute to the final score.

Scoring guide

0 — Not met	Absent, unusable or seriously below reasonable expectations.
1 — Weak	Significant shortcomings.
2 — Developing	Inconsistent or partially met.
3 — Meets standard	Good, reliable delivery.
4 — Strong	Very good, thoughtful delivery.
5 — Exceptional	Consistently excellent and distinctive.

Where a service or facility genuinely does not apply, it may be recorded as not applicable. The reason must be documented and available points redistributed proportionately within the relevant category. A property is not penalised merely for not offering an optional facility.

RECOGNITION & PROCESS

Recognition levels and decision rules

The final score determines the recognition level, subject to mandatory decision checks. The assessment fee does not influence the score or outcome.

SCORE	RECOGNITION	INTERPRETATION
90–100	**Travinity Trusted — Outstanding Stay**	Exceptional overall guest experience with consistently strong performance.
80–89	**Travinity Trusted — Recommended Stay**	Strong, dependable experience that meets a high standard.
75–79	**Travinity Trusted — Recognised Stay**	Meets the minimum recognition standard, with improvement opportunities.
Below 75	**No award issued**	The property does not meet the minimum score.

Mandatory decision checks

A high numerical score does not override a serious concern. Credible evidence of serious hygiene, fire, structural, security or guest-safety risk; discriminatory or abusive conduct; materially misleading claims; or unlawful practices may result in escalation, suspension or withholding of recognition regardless of score. This programme is not a statutory inspection and does not replace licences, safety certificates or regulatory inspections.

Assessment process

	The property submits details, confirms eligibility and accepts the programme conditions.
2. Pre-assessment review	The assessor reviews the public listing, booking journey, policies, rates, amenities and location information.
3. On-site assessment	A minimum five-consecutive-night stay is completed. The assessor observes the guest journey, accommodation, facilities, service and included offerings.
4. Departure review	Check-out, billing transparency and issue resolution are reviewed. The property may correct factual inaccuracies but cannot require scores or substantiated criticism to be changed or removed.
5. Evaluation and decision	Scores are finalised, evidence is checked for consistency, and written findings and the award decision are prepared.
6. Outcome issued	Qualifying properties receive a digital certificate and award details. Other applicants receive an outcome notification and may receive improvement feedback.

Independence and impartiality

The R10,000 package fee covers the assessment, scoring, written findings, certificate administration and the included media deliverables described in the commercial terms. No applicant may purchase a score, favourable finding, higher award level or suppression of negative findings. Hosted or discounted accommodation will be disclosed in related published content. Media production and promotional exposure are included as separate deliverables and have no bearing on award outcomes.

APPLICATION & COMMERCIAL TERMS

What is required from the property?

Before dates are confirmed, the applicant must provide:

- Property profile: trading name, physical address, website and primary contact details.
- Authorised applicant: name, role and confirmation of authority to apply.
- Accommodation details: room type or package, inclusions, published rates and booking terms.
- Facilities and services: guest services, food and beverage, accessibility information and operating hours.
- Policies: check-in/check-out, cancellation, payment, guest conduct, safety and emergency procedures.
- Assessment access: reasonable access to accommodation and relevant guest-facing facilities and services.
- Five-night stay: confirmation of a minimum five-consecutive-night stay for the assessor, with arrangements agreed in writing.
- Permissions: agreement on assessment access and any proposed photographs, filming or publication; separate permission where required.

Fees and payment

ASSESSMENT & MEDIA PACKAGE	DIGITAL CERTIFICATE	OPTIONAL PRINTED CERTIFICATE
R10,000	**INCLUDED**	**R1,000**
Approx. US$550	PDF for qualifying properties	Approx. US$55 • framed

The package fee is R10,000 (approximately US$550). It covers the five-night assessment, scoring, written findings and award decision, together with professional property photography, two professionally filmed and edited promotional reels, promotional exposure across Travinity Travels' social media platforms and a feature on the Travinity Travels website. A digital PDF certificate is included and issued only to properties that qualify. An optional printed, framed certificate is available for R1,000 (approximately US$55). USD figures are indicative; the rand amount controls.

Accommodation and travel arrangements

The property must provide the assessor with complimentary accommodation for at least five consecutive nights, on dates agreed in writing. This accommodation is separate from the package fee. Flights, airport transfers, local transport (including taxis or car hire) and other necessary travel expenses are not included. Before confirming the assessment, Travinity Travels and the property must agree in writing who will arrange and pay those expenses and whether the property will reimburse approved costs. No additional travel expense will be charged without prior written agreement.

Example: If an assessment takes place in Johannesburg and the assessor travels from Cape Town, the property provides the agreed five-night accommodation. The flight and transfers are arranged separately, with responsibility for payment agreed in writing before booking.

Payment conditions

- The package fee is payable in accordance with the invoice and written booking confirmation.
- Payment covers the assessment and included media deliverables; it does not guarantee recognition or an award. The fee is not refundable solely because the property does not achieve an award.
- Cancellation, postponement, rescheduling, refunds (where applicable) and additional expenses must be agreed in writing before booking.

Certificate validity and use

Recognition is valid for **two (2) years** from the date of issue, unless the certificate states otherwise. The certificate identifies the recipient, recognition level, issue date, expiry date and certificate reference. Approved award artwork may be displayed during the validity period under the programme's usage terms. Recognition may be suspended or withdrawn for material misrepresentation, misuse of the award or a substantiated change that materially undermines the basis for recognition. Renewal after expiry requires a new assessment and payment at the then-current fee.

CERTIFICATE & IMPORTANT INFORMATION

What does a successful property receive?

- A digital Travinity Trusted certificate in PDF format, included in the assessment fee.
- The applicable recognition level, issue date, two-year validity period and expiry date.
- A unique certificate reference number for identification and verification, subject to a programme verification register being maintained.
- Approved digital award artwork or badge for use on the property's website and marketing channels during validity.
- A written assessment summary outlining findings, strengths and improvement opportunities where appropriate.

Illustrative certificate design



Illustrative design only. The final certificate will show the actual recipient, award level, issue date, expiry date and certificate reference. This sample is not evidence that any property has been assessed or recognised.

Status and independence of the programme

Travinity Trusted is a private-sector hospitality review and recognition programme operated by Travinity Travels. It is independent of government tourism grading bodies and does not imply endorsement by a government department, regulator, statutory authority, booking platform or third-party review organisation. It is not a substitute for statutory inspections, licences, permits, star grading or regulatory certification.

Privacy, publication and permissions

Applicant information will be used for application administration, assessment, reporting and related programme purposes. Public use of the property's name, images, review findings or award status should be governed by written permissions and programme publication terms. The property must not provide personal guest information unless necessary, lawful and appropriately authorised. Photography, filming, interviews and publication arrangements should be agreed before those activities take place.

No guarantee of recognition

Submitting an application or paying the assessment fee does not guarantee a positive assessment, a particular score or an award. Recognition is determined by the documented assessment outcome and decision rules. Payment is for the assessment service, not for a guaranteed award.