



# States of Guernsey

## **Minimum Standards for the accommodation of visitors for reward in a private dwelling, on a self-catering basis.**

These are the minimum requirements to obtain a permit for the accommodation of visitors for reward in all or part of a private dwelling, where that accommodation is provided on a self-catering basis. Further requirements may be imposed by the application of Conditions to any permit.

These criteria must be met at all times when the premises are occupied by paying guests. An inspection of the premises will be required before any permit application can be approved.

### **1. Accommodation of Guests**

**A valid permit must be held, in accordance with the provisions of the Tourist (Guernsey) Laws (1948-1998). In addition a Permit Holder must:**

- Provide clean, hygienic, safe and well-maintained accommodation at all times.
- Give due consideration to the requirements of disabled visitors and their access needs, and make suitable provision where applicable, including the provision of an Access Statement - a clear description of the facilities and services offered, specifically relating to accessibility, to inform people with access needs.
- Welcome all guests courteously and without discrimination in relation to gender, sexual orientation, disability, race, religion or belief.

### **2. Operational Requirements - A Permit Holder must:**

- Provide Public Liability Insurance Cover (minimum £2,000,000) for guests
- Maintain a register of all guests
- Operate safely with due regard to compliance with all relevant statutory obligations required by the States of Guernsey, including: including: Fire Safety, Environmental Health, Building and Planning Regulation, Housing and Licencing Regulation, Health and Safety, Data Protection.

- Operate with evidence of consideration for the safety of guests and the security of guests' property.
- Provide contact details of a competent local contact, authorised by the permit holder to provide adequate support for guests in case of emergency.

### **3. Contractual obligations - A Permit Holder must:**

- Make clear to visitors exactly what is included in all prices quoted for accommodation; any surcharges or charges for additional services/facilities should also be made clear.
- Adhere to, and not exceed prices quoted at the time of booking for accommodation and other services.
- Give each visitor, on request, details of payments due and a receipt, if required.
- Communicate clearly to guests your cancellation policy at the time of booking i.e. by telephone, fax or email, including how deposits will be treated in the event of cancellation.

### **4. Descriptions - A Permit Holder must:**

- Describe accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services to be provided.
- Advise visitors at the time of booking, and subsequently of any change, if the accommodation offered is in an unconnected annexe or similar, and indicate the location of such accommodation and any difference in comfort and/or amenities that may exist from accommodation in the main property.

### **5. Liability**

- All legal liabilities relating to an accommodation businesses are the sole responsibility of the Boarding Permit Holder.

**For more information about any of the above, please contact the Quality Development Team on 07781 101402 or email [qualitydevelopment@gov.gg](mailto:qualitydevelopment@gov.gg)**