



QUALITY STANDARD

NON - SERVICED

(SELF CATERING)

VISITOR

ACCOMMODATION



States of Guernsey Marketing and Tourism

Introduction

All visitor accommodation providers on Guernsey have a statutory obligation to comply with the relevant minimum quality standards as determined by the States of Guernsey.

The Committee *for* Economic Development is responsible for these standards, and system of inspection and accreditation is administered by the Marketing & Tourism Quality Development team.

Guernsey is proud to deliver a quality tourism product that measures up against the criteria of the UK Common Standards that were initially agreed by England, Wales and Scotland in 2006, and are now applied throughout the United Kingdom, the Isle of Man, Jersey and the Bailiwick of Guernsey.

The star ratings derived from the standards offer a simple and easily understood means of informing customer expectation, in a way that is demonstrably objective, independent and sustainable.

Visitor Accommodation can only be marketed under the Visit Guernsey brand using the Star Ratings and other Accolades confirmed by the Committee following annual assessment.

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Quality Counts

Consistent delivery of quality is the key to success within the modern hospitality industry. For Guernsey to compete successfully it is important that our accommodation standards aim high, and continue to evolve across all ratings to meet visitor expectations. One way to help achieve this is to provide potential visitors with objective and reliable information on which they can base their holiday choices.

A Star rating provides you with an easily understood, well established and instantly recognised method to promote your business. In order to determine the rating for your accommodation we carry out an annual assessment visit. Each visit will be followed by a full verbal debrief and a detailed written management report. These tools are designed to help you to improve your business and, where requested, our professional assessors will work with you to realise the full quality potential of your establishment.

After the visit a Star rating is recommended by the assessor to Marketing & Tourism. Once confirmed to you in writing, this will be the official rating for publication. Marketing & Tourism's Quality Development team will work with you between assessments to resolve any outstanding issues or queries resulting from your assessment.

Get off on the right foot

The guest's personal space is always at the core of quality self-catering accommodation – so be objective and self-critical about the level of quality you offer: Do not over promise. Customers travel with expectations, including those raised by you. It is always better to exceed expectations than to fall short.

Be a customer at your own business on a regular basis. Use your own website; sleep in **all** your own bedrooms (not just the best), shower in your own ensembles, explore the full guest experience. Be confident to follow your own style, to do things differently, to support local suppliers. Locally sourced product can often surpass the quality of national brands.

First impressions count, but for every new guest there are not one, but a whole series of first impressions. These will either delight the guest, or present a potential barrier to their enjoyment, so try to make them all positive –attention to the following critical areas provides an opportunity for some easy wins:

- A well signed approach and entrance
 - Clean and tidy parking areas and well-tended grounds & gardens
 - A welcoming smile and friendly show around on arrival
 - Fresh flowers
 - An obvious final polish in the bedrooms and bathrooms
 - The quality and comfort of the bed
 - The quality of the bed linen
 - The controllability and usability of the lighting and heating systems
 - The quality of bathroom fittings, of towels and toiletries
 - Careful presentation of bedding, towels and toiletries
- **Last Impressions** also create a lasting impression, so consider carefully how you manage the guest departure.

More advice on all of the above can be found in the sections on Quality Guidance and Quality Indicators.

Meeting Expectations

When a customer selects a place to stay there is an expectation of quality commensurate with the published Star rating, and with the wider offer made in your advertising. If you don't meet expectations disappointed customers may complain, and worse, they may not return or dissuade others from visiting.

We grade quality at five levels based on these general expectations, and the criteria used are constantly reviewed to ensure they measure up.

However we will review your property's website and any customer reviews posted online, just as potential guest would do.

Cleanliness is King

Cleanliness is of paramount importance to **all** customers at **all** Star Ratings. It is a basic expectation of our standards that all accommodation will be clean, inside and out.

Service & Hospitality

A warm and genuine welcome with a willingness to please and to serve customers should be delivered at all star ratings. This may sound a little odd in the context of self-catering, but great service and hospitality before, during, and after a holiday can be the difference between achieving valued repeat customers and valuable personal recommendations, or being damned with faint praise on customer review sites, and never seeing a guest again.

In self-catering, most customer service is not delivered in person, but before the guest's arrival. However, there may be opportunities to deliver an enhanced experience throughout the guest's visit, especially if you have any personal contact or communication with them during their stay.

The level you wish to engage with your guests is of course entirely up to you:

A welcome pack will always be welcomed (and is often anticipated), it shows you care;

Accurate, up-to-date and relevant local information is crucial to the guest experience;

Comprehensive information about how to use the accommodation and all of the equipment in it;

All of these, and maybe a few other personal touches, combine to demonstrate great hospitality.

How is Quality measured?

During an assessment, quality judgements are made across all areas of the self-catering business, including the 5 key areas of **cleanliness; public areas, bedrooms; bathrooms & kitchen**, for each unit assessed.

Assessors are trained to award scores against national benchmarks in each area. The assessors will **not** be making judgements about any aspect of your business based on style or personal taste.

The scores are combined to provide an overall percentage score that places the accommodation within one of the five star rating bands. These are

Self Catering	1 Star	2 Star	3 Star	4 Star	5 Star
Overall	34%-47%	48%-59%	60%-74%	75%-86%	87%-100%
Cleanliness	40%	50%	65%	80%	90%
Public Areas	34%	48%	60%	75%	87%
Bedrooms	34%	48%	60%	75%	87%
Bathrooms	34%	48%	60%	75%	87%
Kitchens	34%	48%	60%	75%	87%

Percentages shown are subject to review, but correct at the time of publication,

However, to confirm any star rating, the scores awarded for every one of the **five key sections** must exceed the minimum score shown for each level, including the premium score placed on cleanliness.

This is known as **sectional consistency**, and gives confidence that the self-catering accommodation is offering a level of facilities consistent with the star rating awarded. The example that follows illustrates how this works in practice.

Ratings are awarded individually to each unit on a site.

Assessment example

The unit **Mywing** provides all the services and facilities required of a 4 Star property and the owner is aiming for a 4 Star rating.

In order to gain this, it needs to meet the overall percentage score required for four stars (between 75% and 86%) **and** exceed the minimum scores in **all** of the key sections (cleanliness, public areas, bedrooms, bathrooms and kitchen) listed above.

Assessment reveals that **Mywing** meets the overall percentage score required for four stars (77%) and also achieves scores within the four star range for cleanliness, bedrooms and bathrooms.

However, the scores for kitchens and for public areas do not meet the required benchmarks, instead they are high in the three star range in both these areas. The outcome is that a **three star rating** is awarded.

The assessor will discuss the potential for a four star rating in future, and this will be acknowledged in the written report.

Advice is provided regarding the areas that can be addressed to improve the percentage scores in the two key areas, and if all else remains the same, this should help the owner to achieve a four star rating at the next assessment visit.

In some cases where an assessment results in scores in **all** key areas that meet or exceed the benchmark for a particular rating, that rating cannot be confirmed. This is invariably because the establishment is in some way restricted by the absence of one or more of the key requirements or facilities required at the grade, as set out in the detailed criteria for the standard.

Such unusual circumstances will always be brought to the operator's attention at the time of the assessment, and in the report.

Go For Gold

A Gold award indicates units where a standard above and beyond that required by the grade held is consistently delivered to guests. There is a score matrix (below) that indicates the potential for an award, but where the benchmarks are achieved, the final decision depends on the assessor's recommendation, based on his/her latest visit.

Benchmarks to indicate potential for Gold Award (Self Catering)			
GOLD AWARD	3 star	4 star	5 star
Overall	75%	84%	91%
Cleanliness	85%	85%	95%
Public Areas	70%	80%	87%
Bedrooms	70%	80%	87%
Bathrooms	70%	80%	87%
Kitchen	70%	80%	87%

Gold Awards are not given lightly, so it follows that awards are only granted to units that have been individually assessed, and not to an entire site, unless all of the units comprising that site have been individually viewed at assessment and found to meet the mark. **Awards are annual and must be re-assessed each year.**

If a Gold Award is merited, this will be indicated at the front of the report, and will be confirmed in writing by the Department. The individual units to which Awards apply will be listed in the report.

The assessment report shows the scores achieved in all areas, so you can check for yourself how close you are to achieving an award. You should always ask your assessor's advice about the key improvements required for a Gold Award.

An Award can offer a significant marketing advantage – you can feature the Award logo on your website in print, display the award certificate at your property, and you will be provided with a Visit Guernsey plaque for display over the period the award is valid.

KEY REQUIREMENTS

To be graded under the Guernsey Self Catering Quality Standard, premises must meet all relevant Minimum Entry Requirements.

They must also, **as a minimum**, provide sufficient quality to meet the standard for One Star in all areas of the operation, as outlined by the Quality Indicators in the Quality Guidance given below.

Minimum Entry Requirements are exactly that, without them a rating cannot be awarded. They apply equally at all Star rating levels unless otherwise stipulated, **and must be in place at all times**.

In some areas there are Additional Requirements for higher Rating Levels. Unless otherwise indicated (e.g. "ALL LEVELS") the requirements set out below are cumulative in effect:- as the Star rating level increases so the additional requirements are over and above those already set out at the lower rating bands.

For example, at Five Stars an establishment must meet or exceed all the requirements stipulated for One, Two, Three, and Four Stars, as well as those specifically related to Five Stars.

MINIMUM ENTRY REQUIREMENTS

1. STATUTORY OBLIGATIONS

All establishments must:

- Operate in compliance with the terms and conditions of a valid Boarding Permit granted by the Committee under **the Tourist (Guernsey) Law (1948-1998)**.
- Operate in compliance with all other provisions of **the Tourist (Guernsey) Law (1948-1998)**.
- Provide evidence on request that adequate Public Liability insurance cover is being maintained.
- Comply with appropriate current Fire Safety Regulations.
- Comply with Environmental Health Food Safety/Hygiene regulations
- Maintain a register of all guests.
- Operate premises safely, with due regard to Health and Safety legislation and with evidence of consideration for the safety of guests and the security of guests' property.
- Provide each guest with clear information on how to contact the proprietor/manager in case of emergency.
- Supply each guest with multi-lingual instructions or a diagram for fire evacuation procedure.
- Comply with all local planning regulations.
- Comply with The Hotel and Guest House Proprietor's Liability (Bailiwick of Guernsey) Law, 1964

NB - The above list is neither complete nor comprehensive. It is incumbent on a Boarding Permit Holder to ensure compliance with **all** relevant legislation and regulation.

2. NON STATUTORY OBLIGATIONS

All establishments must operate in accordance with the Code of Practice for accommodation providers.

A Boarding Permit Holder must at all times:

- Comply with the provisions of the Tourist (Guernsey) Law (1948-1998) and any conditions shown on the boarding permit or notified separately in writing.
- Maintain standards of guest care, cleanliness, and service appropriate to the type of establishment.
- Describe accurately in any advertisements, brochures, or other printed or electronic media, the facilities and services provided. The current approved States of Guernsey STAR rating and any designator should always be included.
- Make clear to visitors exactly what is included in all prices quoted for accommodation, including taxes, and any other surcharges. Charges for additional services/facilities should also be specified.
- Give a clear statement of the policy on cancellations to guests at the time of booking i.e. by telephone, fax or email, as well as printed information.
- Adhere to and not to exceed, the prices quoted at the time of booking for accommodation and other services.
- Advise visitors at the time of booking, or subsequent to any change, if the accommodation offered is in a different location to that originally agreed, and to indicate the location of such accommodation, and any difference in comfort and/or amenities from accommodation in the establishment.
- Give each visitor, on request, written details of payments due and a receipt.
- Deal promptly and courteously with all enquiries, requests, bookings and correspondence.
- Ensure that formal complaint-handling procedures are in place, and that complaints are investigated promptly and courteously, and the outcome is communicated to the visitor.
- Give consideration to the requirements of all visitors, including those with special needs, and make suitable provision for them where appropriate, including the provision of information on the suitability of the premises for guests of various ages, particularly for the elderly and the very young.
- Produce, maintain and made publicly available, an Access Statement.
- Welcome all guests courteously and without discrimination.
- Allow reasonable access to the establishment on request for Marketing & Tourism and its agents to establish that the Minimum Entry Requirements, including this Code, are maintained.
- Ensure that all staff are familiar with and adhere to this code when dealing with guests.
- Provide guests with clean, hygienic, safe and well-maintained accommodation at all times.

Any establishment accommodating guests other than visitors, e.g. permanent or long-term residents may be in breach of the terms and conditions of its boarding permit, and is unlikely to qualify for a rating under the standard.

3. GENERAL REQUIREMENTS

Miscellaneous

- It is unlikely that the minimum requirements will be met where accommodation is less than the following: 18.60 sq. m (200 sq. ft.) for a two person unit plus 7.40 sq. m (80 sq. ft.) for each additional person normally accommodated.
- Enclosed floor area includes living, sleeping, cooking and bathroom areas. In assessing the acceptability of 'enclosed' floor area available, assessors will take account of usable space around furnishings and fittings.
- The ceiling height for the major part of a room should be sufficient for a person of 183 cm (6 ft.) to move around without stooping. Sloping eaves and roofs are acceptable providing these do not restrict guests' movements to an unacceptable degree.
- Consideration should be given to freedom of movement throughout. There must be reasonable space for movement in the bedroom/sleeping and living room areas for easy access to beds, doors and drawers. For a Star rating higher than the base level of One Star, floor area available will need to be greater with significantly more usable space around furnishings and fittings.
- Doors and drawers must be fully openable. Account should be taken of space needed for convertibles, e.g. bed settees etc.
- All fixtures, furniture, furnishings, crockery and cutlery to be adequate for the maximum number of occupants allowed by permit, plus occupants under the age of ten.
- A self-contained unit must have bedrooms, bathrooms, public areas and kitchen all contained behind one main door to which the occupants have sole access.

Maintenance

- All electrical and gas or oil fired equipment must meet all relevant statutory obligations, be safely maintained, in good working order and serviced regularly as appropriate.
- Fixtures, furnishings, floor coverings and fittings must also meet all relevant statutory obligations, particularly in relation to fire safety. They must be maintained in a sound, clean condition and be suitable for the purpose intended.
- The exterior should be free from hazards on roads and pathways and the building itself.

Health Safety and Security

You have a duty of care to ensure that the property you are letting out is safe.

- A high degree of general safety and security must be maintained, including information on procedures in the event of an emergency.
- If the proprietor is not resident on the premises, his/her name, address and telephone number or that of his/her agent, **who must have a set of keys**, to be prominently displayed, together with clear details of how to summon assistance in the event of an emergency.
- Details of how to summon the assistance of blue light emergency services to be prominently displayed.
- Printed details to be provided of other emergency services e.g. doctor, dentist, casualty unit and vets (if pets accepted). This should include the location of the nearest payphone.
- All units to be provided with suitable refuse disposal arrangements, as required by the Local Authority. Dustbins, where provided, must have lids. Arrangements for refuse collection to be clearly set out and prominently displayed.

GENERAL REQUIREMENTS (continued)

- Guests to be provided with a key to the entrance door of their unit, and where applicable a key giving access to the main building and any other relevant facilities.
- A minimum of one well positioned smoke detector per property. Guernsey Fire and Rescue can advise on what is required and or recommended.
- Adequate levels of lighting should be provided at night, sufficient for safety and comfort in all public areas, including on stairways and landings, in car parks and on paths/steps leading to the property.
- Electricity should be available (not necessarily mains supply). Where it is not, this must be clearly stated. If not on mains, the voltage actually available should also be stated.
- Where electricity is available, an adequate number of power sockets must be provided, at least commensurate with the number of electrical appliances provided.
- Some form of emergency lighting must be available, e.g. torch or night-lights. **Candles are not acceptable for safety reasons.** Rechargeable torches are useful, especially the type which plug directly into mains sockets and automatically switch on in the event of a power cut.

4. THE EXTERIOR

Appearance of Buildings

- All buildings to be maintained in a sound, clean condition and fit for the purpose intended.
- Entrances to be adequately lit.

Grounds and gardens

- If the property has ancillary areas, the facilities provided will be taken into account in the assessment of the establishment, where these are under the control of the operator.
- Ancillary areas should be well surfaced, in good condition and adequately lit.
- Gardens and/or open areas that are part of the unit must be maintained in good order.
- Where gardens are available then garden furniture must be provided.

5. CLEANLINESS

- Cleanliness is of paramount importance to guests, so a high standard of cleanliness must be maintained throughout the property.
- Particular attention must be given to kitchens, bathrooms, shower rooms and toilets and items involving direct contact with guests, such as bedding, linen, towels, baths, showers, washbasins, WCs, flooring, seating, crockery, cutlery, glassware, kitchen utensils and equipment.
- It is the proprietor's responsibility to ensure that all properties are thoroughly cleaned throughout, before each new let, irrespective of whether the guests have cleaned it prior to departure.
- Any broken or damaged items should be replaced.
- There should be no evidence of the previous guests (no left-over food, clothes, rubbish, old newspapers and of course no hairs from the dog or human guests).

6. MANAGEMENT EFFICIENCY

Bookings and Prices

- Make clear to guests exactly what is included in the prices quoted for the property, including any service charge, taxes and other surcharges, e.g. electricity, fuel, towels, cots, etc.
- Full details of the accommodation to be provided on the website or printed form in advance of normal booking. This must include sleeping arrangements and bathroom layout (whether it is equipped with a bath or shower).
- Where sleeping accommodation is provided in addition to the bedroom accommodation, by means of bed settees, wall beds, "Z" beds, camp beds etc., the type, size and number of bed spaces available must be clearly indicated prior to booking.
- Details of any in-house policies, e.g. no smoking, no pets etc. must be communicated at the time of booking, for example, clearly stated on website.
- If requested, allow guests to see the property before booking (if property is occupied this may not be possible).
- A Website or printed information is required. A floor plan is encouraged. Arrangements for access must be communicated pre-arrival.
- Prospective guests should be made aware prior to booking of charges for additional services or facilities.
- Cancellation terms, housekeeping and/or breakage deposits must also be advised before booking.
- Guests are to be advised at the time of booking, or subsequently, in the event of any change in booking details, or regarding the accommodation.
- Prices quoted at the time of booking must not be exceeded.
- Guests are to be provided with details of payments due, and with a receipt if required. Receipts must be clearly presented and well laid out.
- The following information must be readily available prior to booking:
 - Car parking arrangements at or near unit
 - Arrangements for pets and or assistance dogs.
 - Distance to the nearest shop(s), petrol station, public transport and other useful facilities.
 - Nature of water supply, if not mains (any water supply must meet all statutory regulations for drinking water)
 - Types of energy supply (if not electric)
 - Electricity voltage, if not standard
 - A map and/or directions to be provided showing the location of the unit prior to booking (this may be provided in more detail after booking)

Welcome and Arrival

- An inventory of equipment in the unit must be available.

Guest Information

- Tourist information to be available.
- Access Statement/Information to be available.

7. INTERIOR - General

Additional requirements for 5 Star units

- No coin meters or smart card systems for fuel payment. However, meter readings are acceptable.
- Provide an additional five items for sole use of the unit occupants from the following list:
 - Tumble dryer,
 - Telephone,
 - DVD/(Video),
 - Sound/Music system,
 - Docking Station,
 - Games consoles,
 - Internet access/Wi-Fi,
 - PC/laptop and Printer for guest use,
 - Sauna (in unit),
 - Spa bath,
 - Hot Tub (not shared),
 - Outdoor cooking facility,
 - Additional TVs in some/all bedrooms,
 - Extensive library/Local reference materials,
 - Binoculars/telescope.
- All items provided to be of excellent quality.

8. PUBLIC AREAS - Living and Dining

General – All levels

- Dining table and seating facilities for the maximum number of guests.
- Where there is a functional open fireplace, a fireguard, poker, hearth brush, tongs, shovel, fuel container and ashes bucket provided.
- Easy chair and/or sofa seats provided, sufficient for the maximum number of permitted guests.
- A TV to be provided where a TV signal is available, at no extra charge. Where terrestrial TV channels are not available every effort should be made to provide an alternative such as cable or satellite TV.
- Non-flammable waste paper bins provided in living areas.

Additional Requirements at 4 Star

- All easy seating to be provided in the main lounge(s).

Additional requirements at Five Star – see also under interior general above

Flooring

- All rooms/areas, passages and staircases must have suitable finishes or coverings.

PUBLIC AREAS - Living and Dining (continued)

Furniture, Furnishings and Fittings

- All exterior windows in living areas to be fitted with opaque curtains, blinds or shutters.
- Glass doors will also require covering where the lounge is used for sleeping or where lack of privacy could be an issue (the apex of an 'A' framed window and roof light windows need to be curtained only where the lounge is used in sleeping accommodation).
- Where there is sleeping accommodation in living areas, there must be adequate storage provided for bedding and guests' clothes.

Heating and Ventilation

- Adequate means of heating must be available at all times, which will mean heating will be provided in living areas (free standing paraffin and bottled gas heaters are discouraged for safety reasons).
- All living room areas to have at least one window opening directly into the open air.

Lighting

- All living areas must be adequately lit and all lights must have shades (unless the bulbs are a decorative style e.g. candle).

9. BEDROOMS

Flooring

- All rooms must have suitable floor finishes or coverings.

Furniture, Furnishings and Fittings

- A bedside table/shelf and light for each permanent bed, including bunk beds (twin beds may share a table and light)
- A top bunk must have a have light, but a shelf should only be provided where safe to do so.
- Non-flammable waste bins to be provided.
- A dressing table (or equivalent) with mirror, wardrobe or clothes hanging rail and adequate drawer space in each unit (shelf space is an acceptable alternative to drawers), to be provided in at least one double or twin room. Hooks on the backs of doors etc. are not an acceptable alternative, garments should be able to hang free.
- Provide sufficient hangers per person. Wire hangers are not acceptable.

Additional Requirements at 3 Star and 4 Star

- Bedside table or shelf and light for each occupant (twin beds may share). For bunk beds a light per occupant is required and a shelf for the top bunk should be provided, except where it is not safe.
- It is a requirement that a hairdryer is provided at Three and Four Star.

BEDROOMS (continued)

Additional Requirements at 5 Star

- A hairdryer to be provided in every bedroom at Five Stars (except children's rooms).

Beds & Bedding

- Single beds - minimum size 183cm x 76cm (6' x 2'6").
- Double beds - minimum size 183cm x 120cm (6' x 4').
- At least one bed for adults which is not a bunk bed.
- All mattresses to be sprung or foam or similar quality and in a sound clean condition.
- A headboard (or equivalent) should be provided for all permanent beds.
- Bedding must be supplied in sufficient quantity i.e. bedspread and two blankets per bed or one duvet of suitable tog rating, and at least two pillows per person. For winter, late or early season letting, the amount of bedding should be increased.
- All bedding to be clean and well aired.
- A mattress protector or under blanket to be fitted to all beds (plastic or rubber mattress protectors are not acceptable for normal use. Where a rubber cover is provided for children, it should be as an optional extra in addition to the normal mattress protector).
- Where linen is provided, it should be changed for all new occupants and weekly changes should be offered during the letting period.
- Spare linen and bedding to be available on request. Sheets must be poly-cotton or cotton.
- Where a bedroom is accessed via another bedroom, then this must be clearly advertised.
- Where a bathroom is accessed via a bedroom (not including en-suites), the unit must be designated as only being suitable for single family occupation, and advertised as such.

Additional Requirements at 2 Star

- All beds to be full size (except those clearly specified in brochures etc. as being for children's use only, or bed settees. The size of bed settee mattresses must be clearly shown in brochure etc.)
- Adult single beds – minimum size 190cm x 90cm/6'3" x 3'
- Adult double beds – minimum size 190cm x 137cm/6'3" x 4'6"
- Child beds - minimum size 183cm x 76cm/6' x 2'6"

Additional Requirements at 3 Star

- Bed linen made available, with or without extra charge. We strongly recommend beds are made up when linen is provided (cot bedding not included).

Additional Requirements at 4 Star

- All advertised sleeping spaces are to be in bedrooms only (where studio flats are clearly advertised as such, an exemption may be made).
- Bed linen to be provided and included in the hire charge.
- Beds must be made up for guests' arrival.

Additional Requirements at 5 Star

- All permanent beds in bedrooms to be full size proper beds, including beds for children (excludes 'Z' beds used on a temporary basis for children only).
- NB It is unlikely that where a bedroom or bathroom is accessed via another bedroom that this would ever achieve Five Star.

BEDROOMS (continued)

Galleried Bedrooms

- Where a property accommodates only two guests, any rating can be achieved (however, the galleried bedroom must be clearly advertised as such).
- Where the property accommodates more than two guests, and there is a galleried bedroom, this must be clearly advertised. The highest rating that can be awarded in these circumstances is Four Star. This is due to lack of privacy, light exclusion and potential for noise interruption.

Heating & Ventilation

- Means of heating must be available at all times which will, in most cases, mean heating is provided in each bedroom.
- All bedrooms must have at least one window opening directly into the open air, all windows to have opaque curtains, blinds or shutters.

Lighting

- All bedrooms must be adequately lit.
- All lights must have shades.
- Higher wattage bulbs and a greater range of lighting will be expected in larger rooms.

10. BATHROOMS AND WCS

General

- All units to have at least one bathroom and WC for every eight guests.
- The bathroom to be equipped with a bath or shower, bathmat, towel rail (pegs and hooks are not acceptable), shelf or flat surface and wash basin.
- Where the base of the bath or shower is not anti-slip then a non-slip mat must be available. Soap dish to be provided in showers.
- Where no bath is available this must be clearly advertised.
- Unless ensuite, access through a bedroom to the bathroom is not normally acceptable, except where the unit is for single family occupation.
- Washbasin in main bathroom is a minimum of 36cm x 24cm/14" x 9" internal, although a standard size wash basin is always recommended where space allows (additional basins offered in ensembles or separate WCs where basin in main bathroom complies, could be of smaller dimension).
- A mirror above or adjacent to the washbasin.
- All units to have at least one WC equipped with a full toilet roll and holder, toilet brush and disposal bin with sanitary bags or a lidded bin.
- All windows to have opaque curtains, blinds or shutters (glass doors to bathrooms and WCs must also have opaque curtain(s) or blind(s)).
- A means to provide hot water available at all times.
- A lock or bolt to be provided on all bathrooms/WC doors, including ensembles.
- Shaver point adjacent to the mirror, preferably with light. An adapter elsewhere in the unit is an acceptable alternative, providing it can be used close to a mirror.

BATHROOMS AND WCS (continued)

Additional Requirements at 3 Star

- Where more than six guests are accommodated a shower should be available. This must be hands free, but can be fitted over a bath e.g. mixer tap.

Additional Requirements at 4 Star

- Extra WC and washbasin (which may be in another bath/shower room) to be provided if the unit sleeps more than six. The shower must be hands free.
- Towels (one hand and one bath towel per person) available with or without extra charge.

Additional Requirements at 5 Star

- All units to have at least one bathroom with bath/shower, WC and basin for every **four** guests. Ratio to be maintained if the property sleeps more than four guests.
- At least one bathroom should have a bath (a dispensation may be given if the shower is of an exceptional quality).
- Towels provided and included in the hire cost.

Flooring

- All bathrooms/WCs must have suitable floor coverings. Consider the suitability of floor coverings for hygiene and housekeeping reasons.

Heating and Ventilation

- Heating to be provided in all bathrooms where there is an external window. A heated towel rail is acceptable. Heated bulbs are discouraged.

Lighting

- All bathrooms/WCs must be adequately lit, and lights must have shades or be suitably protected.

11. KITCHEN

General

- If two guests only are accommodated, then two boiling rings plus oven and grill must be provided.
- For more than two guests a cooker with an oven with at least two shelves, a grill and at least four boiling rings that may be used simultaneously with the oven or grill are required.
- For any large numbers of guests, i.e. twelve or more, it is anticipated that additional cooking facilities will be provided.
- A microwave is an acceptable alternative for one boiling ring. A combination microwave (oven, grill and microwave) is acceptable as a grill or oven, provided that a three-ring hob is also available separately.
- Cookers to be clean and in sound condition and functioning properly.
- Microwave oven to be provided, with microwave compatible cookware or crockery.

KITCHEN (continued)

- A refrigerator with an ice making compartment (unless a freezer is also provided). Larder fridges are not acceptable if no freezer is provided.
- A sink equipped with a draining board, dish drying rack, hot water and cold drinking water supply
- At least one hygienic work surface.
- An opening window or Local Planning Authority approved ventilation system.
- Opaque curtains, shutters or blinds on all external glass doors and windows.
- A covered waste disposal bin to be provided, with liner.
- A fire blanket. This should be wall mounted between the cooker and the door. Storage in a cupboard or over the cooker is not acceptable. It can be sited outside the kitchen provided it is quickly and easily accessible (further advice can be sought from your local fire safety officer).
- Storage space suitable for food.
- A vacuum cleaner in each unit (may be a compact type), unless a daily cleaning service is provided.
- Where a dishwasher is provided, crockery, cutlery and utensils should be dishwasher safe. Extra crockery should also be provided, so the dishwasher does not have to be operated at each mealtime for smaller numbers of guests.
- Sufficient storage space for all the crockery, cutlery, kitchen and cleaning equipment provided.

Additional Requirements at 4 Star

- Access to a washing machine if one is not provided in the unit. Ratio of one machine to every five units.
- 24 hour return laundry service also acceptable.
- Access to a freezer at Four Star is now a requirement (and not just a 3* icebox within a fridge), but it could be in a shed/garage etc. Assessors will use their judgement on appropriate size, depending on the occupancy of the unit. Dispensations may be considered if the property sleeps only two guests. Access to a shared freezer would be acceptable.

Additional Requirements at 5 Star

- Freezer provided within the unit.
- A dishwasher to be provided within the unit (adequate for the maximum number of guests).
- Washing machine in the unit (on multi-unit sites this may be provided in an exterior purpose made laundry room, but must allow 24 hour access). Ratio is a maximum of one machine to every five units.
- Use of property owner's washing machine is not acceptable but a 24 hour return laundry service is acceptable.

Flooring

- All kitchens must have suitable floor finishes or coverings. Consider the suitability of floor coverings for hygiene and housekeeping reasons.

Heating and Ventilation

- Adequate means of heating must be available at all times which will, in most cases, mean heating is provided in the kitchen, especially if this is large or a separate room.
- There must be an opening window or local planning authority approved ventilation system. Ensure windows and curtains can be reached by your guests, and are easy and safe to open and close.

KITCHEN (continued)

Lighting

- Kitchens must be adequately lit and lights must have shades or be suitably protected.
- Greater wattage and range of lighting will be expected in larger rooms.

12 KITCHEN Inventory

Equipping the Kitchen		
<ul style="list-style-type: none"> • Guests expect all the modern conveniences of home, even if they are not intending to use them. • Your property might be in an area surrounded by restaurants, but not all guests want to or can afford to eat out all of the time; therefore it needs to be fully equipped. • If you have the space, then a dishwasher, washing machine, dryer and separate freezer should all be considered, in addition to the other essential equipment. • Provide double the amount of crockery, cutlery and glassware for the number of guests, particularly if you provide a dishwasher. • Add extra touches, such as champagne flutes. 		
Items required at all ratings	Notes	Required at higher ratings
Matching crockery and cutlery.	Sufficient for the number of guests the unit sleeps. Extra if dishwasher in unit. Plenty of teaspoons essential, nothing chipped or cracked. Egg cups should be included.	A greater range of items, e.g. different sizes of crockery and choice of mugs/cups. Not essential to offer cups & saucers, but aim for a range of very good quality. Guests will expect small knives & forks and soup spoons at higher star ratings.
Glassware.	At least tumblers and wine glasses. Perhaps a water jug.	A greater range and quality of glasses (e.g. champagne) to suit target market.
Serving dishes.	Aim to suit your target market salad bowl, platter, fruit bowl, bread basket etc. Consider small dishes for crisps & nuts.	Greater range and quality expected at higher levels.
Serving spoons.		
Teapot, milk jug & container for sugar.	A cafetiere or coffee maker might be included.	At higher ratings guests may expect different sizes of teapots, cafetieres & jugs.

Equipping the Kitchen		
Condiments (salt & pepper).		
Useful containers for bread, food items etc.	Some airtight lidded plastic in different sizes, especially if dishwasher proof.	
Bread knife, carving knife & fork and other sharp knives.	Larger capacity units would need greater range in case all group cooking together.	
Chopping board(s)	Include a bread board	
Range of common kitchen utensils.	e.g. tin opener, potato peeler, grater, fish slice, potato masher, ladle, kitchen scissors, wooden spoons, whisk etc.	At higher star ratings more gadgets would be expected, e.g. food processor, bread mixer, pasta maker, electric whisk etc. and pestle & mortar.
Range of kitchen bowls, measuring jugs etc.	Kitchen scales could be considered for target market.	At higher star ratings, guests may expect bakery items, such as cake tins, cooling racks, rolling pin, cutters, pie dishes, casserole dish etc.
Roasting tin(s) and other oven-proof trays, dishes etc.		
Electric kettle and toaster	Consider a toast rack	
Range of saucepans (incl. one non-stick) and at least one frying pan.	Make adequate provision of large saucepans and frying pans for larger groups. Maybe an omelette pan.	Ensure frying pans in very good condition.
Colander or sieve.		
Corkscrew and bottle opener.		
Tray(s).		
Ice-making tray (or ice maker).		
Vase(s).		

Equipping the Kitchen		
Straws	For children and disabled guests.	
Ashtrays	Only if smoking is permitted.	
Matches/lighter.		
Facility to dry clothes (an airer or clothes line with pegs).	Plastic/wicker laundry basket might be appreciated.	
Vacuum/broom, floor mop & bucket, dustpan & brush,	As appropriate for floor type.	
Basic supply of cleaning materials, washing-up liquid, toilet roll.	Consider starter supply of dishwasher powder/tablets.	At higher star ratings, operators might consider leaving kitchen roll, foil, cling film etc.
Iron and ironing board.		
Oven glove or mitts.		
Supply of clean tea towels and or kitchen towel.		
Spare light bulbs.		
Torch(es).		
Tablecloth or place mats,	As appropriate, consider plastic cloth(s) for dining table for young families.	Linen/cloth napkins might be appreciated by some guests, especially if from overseas.
Washing-up bowl with new sponge/disposable cloths/clean brush.		
Door mat at exterior door(s).		

13. ADDITIONAL FACILITIES

- May include Pool, Laundry, recreation, reception, shop, bar, restaurant facilities. None of these are required, but where they are provided, their quality and condition will form part of the quality assessment, and should be commensurate with the general level of quality provided throughout

QUALITY GUIDANCE FOR NON-SERVICED VISITOR ACCOMMODATION

Any of the following indicators of quality can be considered by assessors to support decisions regarding the various levels of quality (One to Five) scored at assessment.

These indicators are representative of what might be seen at each quality level, but they are neither exhaustive nor prescriptive; that is to say they are included to offer suggestions on how quality can be improved and enhanced, but will not in themselves guarantee a higher quality grade.

The assessors' personal tastes in style or design are not considered.

QUALITY INDICATORS

Quality Grading Factors and Descriptions used

1 Star • Factors which indicate the minimum level of quality equivalent to One Star. Items may be described as acceptable. Generally, everything must be safe and clean, and older items, or those lacking in intrinsic quality, must work and be fit for their purpose. There should be no outstanding need for immediate repair and maintenance. This level will be presented to the consumer as a fair and satisfactory standard.

2 Star • Factors which indicate a quality level commensurate with Two Star. Generally described as quite good, these items may be of simple quality and the range may be limited. However, they should be in good working order and there will be a high standard of cleanliness. Items may be described as Quite Good to Good. This level will be presented to the consumer as a Good overall standard of quality.

3 Star • Factors which indicate a quality level commensurate with Three Star. Generally described as 'good'. Not necessarily expensive, but they must be of good, sound quality and show some care has been taken. There must be a good standard of maintenance and decoration. Items may be described as Good to Very Good. This level will be presented to the consumer as a Very Good standard.

4 Star • Factors which indicate a quality level commensurate with Four Star. Generally described as 'very good'. May be brand new, but not of the highest intrinsic quality or originally of high intrinsic quality, but not now necessarily in the best condition. Items may be described as Very Good to Excellent. This level will be presented to the consumer as an Excellent standard.

5 Star • Factors which indicate a quality level commensurate with Five Star. Generally described as 'excellent'. Providing high standards in the overall fabric of the building both internally and externally; together with excellent standards of management efficiency and guest services. . Items may be described as Excellent to Exceptional. This level will be presented to the consumer as Exceptional or World Class standard.

Advice: - Where possible, advice regarding overall quality has been included throughout this document in order to help you achieve or maintain a rating.

Aspects of a premises considered as part of the quality assessment.

1. **EXTERIOR** • Appearance of buildings • Grounds, gardens and parking • Environment and setting.
2. **CLEANLINESS** • Public areas (corridors/stairways/dining room/lounge areas) • Bedrooms • Bathrooms • Kitchen
3. **MANAGEMENT EFFICIENCY** • Pre-arrival guest information including brochure • Welcome and arrival procedure • In-unit guest information and personal touches.
4. **PUBLIC AREAS: include dining rooms, lounge areas, hallways, stairs and corridors** - Decoration • Flooring, • Furniture, furnishings and fittings • Lighting and heating • Space, comfort and ease of use
5. **BEDROOMS** • Decoration • Flooring • Furniture, furnishings and fittings • Lighting and heating • Beds • Bedding and linen • Space, comfort and ease of use.
6. **BATHROOMS AND WCS** • Decoration • Flooring • Fixtures, fittings, sanitary ware • Lighting, heating and ventilation • Space, comfort and ease of use
7. **KITCHEN** • Decoration • Flooring • Furniture and fittings • Lighting, heating and ventilation • Electrical equipment • Crockery, cutlery and glassware • Kitchenware, pans and utensils • Space, comfort and ease of use.
8. **ADDITIONAL FACILITIES** • Laundry • Recreation • Reception, shop, bar, restaurant

Each of these topics are addressed in detail below

Sections Headings are coloured to match the Minimum Entry Requirements sections listed above.

EXTERIOR - Appearance of Buildings

The décor, maintenance and repair of the building will be assessed under this section. This includes stonework, woodwork, paintwork, gutters, fall pipes, external plumbing, chimneys and roofs. External signage attached to the building (clarity and maintenance) and lighting is taken into account. Any outbuildings and storage areas e.g. refuse areas will be assessed, as will window boxes, tubs and hanging baskets attached to the building.

Quality Indicators

1 Star • Exteriors maintained in a sound, acceptable and clean condition, overall. • Some signs of ageing may be present and small defects to stone or brickwork. • Overall tidiness of immediate area including storage buildings/areas.

2 Star • Signs of ageing and defects should be limited to a small number of areas.

3 Star • Well maintained - weathering may be present. • No obvious structural defects. • Where displayed, signs to be maintained in good condition.

4 Star • High quality maintenance of stonework and paintwork, some natural weathering may be present. • Some additional external features to enhance appearance, this includes window boxes, especially in properties without a garden.

5 Star • Excellent standards of external maintenance including: outbuildings and signs e.g. fresh well maintained paint work, no unsightly staining to stonework. Addition of features such as flower tubs and window boxes where appropriate. • Attractive architectural features may be in evidence. • Well illuminated and clearly signed.

EXTERIOR - Grounds, Gardens, Roadways and Car Parking

If the property has no grounds, gardens or parking this section is not assessed. If it has, assessment will include garden areas, garden furniture, hedges, paths, driveways, parking and all other areas within the boundaries of the property which are visible from the property, or to which guests have access and which are under control of the owner.

Quality Indicators

1 Star • An adequate first impression, e.g. refuse bins discreetly positioned. • Immediate surroundings maintained so as not to detract from overall appearance e.g. lawns and borders not overgrown. • Reasonably easy access, safe and adequately maintained parking. If parking not available, information provided for potential guests on where to park. • Consideration given to control wild and domestic animals access around the property.

2 Star • Evidence of more effort made to make gardens more attractive, tidy and litter free. • Pathways without trip hazards. • Some attempt to define parking area.

3 Star • Well maintained and tidy overall appearance of grounds, gardens driveways and footpaths etc. • Easy access to parking with well-maintained surface and clear definition. • Effective lighting where required e.g. long driveway or path to the property. Parking area may also require light. • Parking to be on a better surface and pothole free.

4 Star • High standards of maintenance of garden. Generally tidy beds, pathways and hedges and all trees and shrubs, well-tended. • Dustbin areas not visible, preferably screened. • Evidence of some attention to detail e.g. well surfaced, pothole free driveways, colourful borders and wide level pathways. • Parking area to be weed free, on well-maintained surface and preferable close to the property.

5 Star • Maintained to an excellent standard e.g. well-tended borders or shrubs, tidy pathways and edges in good condition and well cut, hedges trimmed and an overall attempt to maintain the appearance throughout the year. • Attention to detail, including landscaping, driveways, the provision of garden furniture or architectural features, e.g. gazebo, pergola, summer house etc. • Ample car parking spaces adjacent to unit to accommodate likely number of guests. • Good, well positioned lighting. • Consideration given to the security of guests' cars.

ADVICE

First impressions are important, so grounds, gardens parking and driveways should be kept as weed free and tidy as possible.

Consider the market your property serves; for families, formal flower beds and ponds may not be suitable and grass may need to be a more resilient variety. Couples, however, may appreciate colourful, well-stocked gardens.

Where properties are situated close together or close to the owner's property, guests may prefer some kind of screening in an attempt to provide privacy.

Where wild & domestic animals are free to wander, guests may enjoy this, but may not enjoy quite as much the mess that can be left behind

EXTERIOR - Environment and Setting

A reflection of the positive or negative aspects of the location of the property and surrounding area that could affect the guests' comfort. Personal preference is avoided. Consideration will be given to efforts made to overcome a poor environment by screening or banking to reduce any unsightly outlook and noise e.g. double glazing. The approach to the property from the road is also taken with account.

Quality Indicators

1 Star • Satisfactory first impression. • Minimal excessive noise levels from traffic or industrial sources.

2 Star • Units may be close together. • Some attempt at noise insulation e.g. double glazing.

3 Star • Good first impression. • No excessive noise levels.

4 Star • Maybe in an excellent location, but in close proximity to other units. • In secluded location, but access may be difficult.

5 Star • Establishment is inviting. • Attractive surroundings. • Often a secluded situation in extensive grounds perhaps by a river or in an elevated position in an area of outstanding natural beauty. • In a city close to centre with excellent access to facilities.

CLEANLINESS – Public Areas (Dining rooms, Lounge areas, Hallways, Stairs and Corridors, etc.)

Pay attention to windows, flooring and skirting, stair treads, dado/picture rails and pictures, under seat cushions, inside and outside of furniture, power points and light switches, light fittings ceiling edges and electrical goods.

Quality Indicators

1 Star • All surfaces and equipment clean and generally free from dust but there may be limited signs of neglect. • All carpets vacuumed and floors cleaned. • All areas smelling fresh and clean for guests' arrival.

2 Star • Quite good standard overall although some areas overlooked e.g. cobwebs.

3 Star • Evidence of attention to detail, particularly high and low level. • Clean and fresh surfaces. • Soft furnishings and carpets deep cleaned on a regular basis or as required.

4 Star • Greater attention to detail, with high overall standards evident.

5 Star • Excellent level of cleanliness. • Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail. • Pristine soft furnishings and carpets.

ADVICE

It is anticipated that any metal ware is polished and tarnish free. Where pets are accepted, particular attention should be paid to removing pet smells and stale smoke smells where smoking is permitted, but beware overpowering perfumed air fresheners, which can be equally offensive.

Particular attention should be paid to room corners, under sofa/chair cushions, light fittings, curtain valances and electrical equipment, where static attracts dust.

Check curtain linings for staining.

CLEANLINESS - Bedrooms

Pay attention to Inside and outside of furniture (tops and inside of wardrobes), light fittings and ceiling edges, flooring and skirting, under beds, windows, bed heads, frames and mattresses.

Quality Indicators

1 Star • All surfaces and equipment clean and free from dust. • All carpets vacuumed and floors cleaned. • All areas smelling fresh and clean for guests' arrival. • Limited signs of neglect.

2 Star • Quite good standard overall although some areas overlooked e.g. cobwebs.

3 Star • Evidence of attention to detail, particularly high and low level. • Clean and fresh surfaces. • Soft furnishings and carpets deep cleaned on a regular basis or as required.

4 Star • Greater attention to detail, with high overall standards evident.

5 Star • Excellent level of cleanliness. • Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail. • Pristine soft furnishings and carpets.

ADVICE

Special attention should be given to tops and insides of wardrobes, insides of drawers, bedheads, underneath beds and mattresses, underneath furniture, curtain valances etc.

By moving hangers to one end of the wardrobe, it indicates to guests that attention has been given in this area.

CLEANLINESS - Bathrooms

Including wall finishes, flooring, equipment, shower curtains, light fittings, extractor fans, plug holes, taps and toilet brushes.

Quality Indicators

1 Star • All surfaces and equipment clean and free from dust. • All carpets vacuumed and floors cleaned. • All areas smelling fresh and clean for guests' arrival. • Limited signs of neglect.

2 Star • Quite good standard overall although some areas overlooked e.g. cobwebs.

3 Star • Evidence of attention to detail, particularly high and low level. • Clean and fresh surfaces. • Soft furnishings and carpets deep cleaned on a regular basis or as required.

4 Star • Greater attention to detail, with high overall standards evident.

5 Star • Excellent level of cleanliness. • Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail. • Pristine soft furnishings and flooring.

ADVICE

Consider when guests are seated in the bath, they can see everything at a lower level, therefore do not forget areas not normally seen at standing height e.g. behind washbasin pedestals, and behind WC and soil pipe. Areas above head height often mistakenly get missed in the normal cleaning routine, so tops of shower rails or cubicles, venetian blinds and extractor fans should be added to that routine.

Showerheads and taps may need more regular de-scaling in hard water areas during periods of constant use. Plugholes need to be checked at every change over and baths/shower drainage pipes should be regularly checked also to ensure they drain freely. A change of shower curtains will allow laundering on a regular basis and prevent mildew build up, as most can be machine-washed at low temperatures.

Old toiletries or bars of soap should be removed. Toilet brushes and holders require thorough and regular cleaning and replacement.

CLEANLINESS - Kitchen

This includes wall finishes, flooring, and ALL equipment and light fittings.

Quality Indicators

1 Star • All surfaces and equipment clean and free from dust. • Any carpets vacuumed and floors cleaned. • All areas smelling fresh and clean for guests' arrival. • Limited signs of neglect.

2 Star • Quite good standard overall although some areas overlooked e.g. cobwebs.

3 Star • Evidence of attention to detail, particularly high and low level. • Clean and fresh surfaces. • Soft furnishings and carpets deep cleaned on a regular basis or as required.

4 Star • Greater attention to detail, with high overall standards evident.

5 Star • Excellent level of cleanliness. • Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail. • Pristine soft furnishings and flooring, kitchen equipment.

ADVICE

Areas which require regular attention include: Cookers and cooker hoods, inside of ovens, grill pans, area around controls, underneath of hobs, inside and especially upper surface of microwaves and splashbacks.

Freezers and Fridges; Seals, defrost ice boxes, door trays. Best to leave doors open when turned off and not in use, to avoid mould and odours.

Dishwashers Washing Machines and Tumble Dryers; Clean filter and seals. Remove fluff and powder residue.

Other; food storage cupboards removal of left-over food, strip light diffusers remove dead flies and grime, clean extractor fans and inside of drawers.

MANAGEMENT EFFICIENCY - Pre-arrival Guest Services

Procedures for dealing with guests during booking, pre-arrival and arrival; and the provision of information to help the guests make the most of their stay.

Pre-arrival Guest Information, including Brochure

This includes any information provided prior to booking, to inform the guest about the property and the locality, including the operator's and/or any agent's websites for the property.

Quality Indicators

1 Star • Brochure may be a simple, typed sheet with basic information. • Map/directions clear and easy to follow after booking. • Confirmation letter sent by post/fax.

2 Star • Brochure may be more detailed, but could still be a single side.

3 Star • Including one picture or sketch (may be black and white) with more detailed information. • A letter of introduction may be included.

4 Star • Brochure would contain photographs and usually be in colour, but may not be professionally produced. • Well laid out informative brochure on quality paper.

5 Star • Produced to a professional standard with extensive, clear information. • Detailed, easy to follow directions sent after booking. • Personal letter of introduction with accompanying tourist information.

ADVICE

Colour photographs speak volumes to guests, particularly of the setting and/or interior. Remember, guests will often obtain several brochures before making a decision and so your brochure needs to have impact.

A general indication of the property's location should be given, but detailed directions should be sent after booking for security reasons.

Many operators send local attraction information and/or leaflets along with their brochure, which illustrates how much there is to do in the area, thereby prompting repeat visits.

MANAGEMENT EFFICIENCY - Welcome and Arrival

This covers the procedures used to welcome guests, including arrangements for access e.g. key collection.

Quality Indicators

1 Star • It may not be possible to welcome guests personally. • A key may be left for new arrivals.

2 Star • Key could be obtained from a key holder. There is limited additional welcome information or supplies provided on arrival.

3 Star • Welcome beverages provided e.g. tea and coffee, perhaps set on a tray. • Welcome card inviting guests to contact owners or caretaker at any time during stay. • Where bed linen is provided beds should be made up.

4 Star • Where no personal welcome given, a tea tray with welcome letter or a phone call or visit, sometime after arrival to check all is well. • A "Welcome pack" might be provided and may include tea, coffee, milk, fresh flowers and cake etc.

5 Star • Guests greeted on arrival and/or satisfaction check after 24 hours. • Welcome pack provided with e.g. fruit, flowers, gift etc.

ADVICE

Remember, your guests have chosen a self-catering holiday. A personal welcome is very good, but keep it short and informative and allow your guests to enjoy their holiday home.

Provide a welcome that works for you. You might not live close to your holiday home, but a simple welcome pack can be provided by your housekeeper.

It is important to ensure that, if no personal welcome can be provided, guests should be made fully aware of a local contact, should the need arise.

A “welcome pack” will make guests feel welcome and at home. On a simple level it can be tea, coffee and milk but may also include some of the following: wine, fresh flowers, fresh fruit, bread, eggs, home-baking or preserves, starter meal or seasonal gifts, e.g. Easter eggs.

If a personal welcome is not possible, a telephone call the day after arrival to check everything is okay may be considered, likewise a courtesy call when guests have returned home.

MANAGEMENT EFFICIENCY - Visitor Information

In-unit guest information and personal touches – this includes tourist information and household information about how to use the equipment. Personal touches make the property more homely and welcoming, such as plants, books, videos, ornaments etc.

Quality Indicators

1 Star • A selection of visitor information. • A limited range of personal touches. • Details of how to operate all equipment in the unit, and about refuse collection.

2 Star • Reasonable selection of up to date visitor information • A small range of personal touches, e.g. ornaments, books.

3 Star • An extended range of up to date visitor information covering the Bailiwick, including places to eat. • Good standard of presentation of household information. • Personal touches including books, games and magazines. • Detailed information on local shops, pubs, leisure, churches etc.

4 Star • A wide selection of visitor information as above. • Additional information personally compiled by owners could include local sporting and leisure activities, banks, shops (particularly those selling local produce). Good organisation of information e.g. in a loose leaf binder or in a rack. • Range of personal touches including books, games, mending kit, barbecue, plants and magazines.

5 Star • Visitor information may include local interest books, local maps, walking information etc. • Excellent range of personal touches e.g. toiletries, bathroom scales, cookbooks, telephone directories, CD/DVD/Blue Ray discs. • The expectation is comprehensive detail presented to the highest standard.

ADVICE

Think what you would like to know if you were a stranger in the area and list your personal recommendations for things such as restaurants, pubs, shops, walks etc.

Tourist Information leaflets could be indexed, e.g. child-friendly, rainy day activities etc. The aim is to let the guest know it will be worth them returning, as there is so much to see and do.

Start a book of guest recommendations so they can record where they went and where they ate, this helps keep knowledge up to date.

It is wiser to photocopy only the relevant sections from manuals for electrical/gas equipment etc. as they may otherwise be lost or damaged. These can be put into plastic wallets in a loose leaf binder for convenience.

Guests will appreciate a pleasant, homely atmosphere which for many will be achieved through the provision of homely touches that guests may be used to in their own homes. Where a DVD or CD player are provided then a selection of CDs and DVDs could be included.

Provide Wi-Fi and then a whole extra layer of information is available to guests.

PUBLIC AREAS - Decoration

Includes halls, stairs and landings as well as lounges, conservatories and separate dining rooms. Where bars and restaurants are provided on site these will be assessed under Additional Facilities. As well as wall and ceilings, the provision and quality of pictures and prints and other wall decorations are assessed here. The assessment of the decoration of walls, ceilings and woodwork looks at the quality, application and condition. The assessor's personal tastes of style or design are not considered.

Quality Indicators

- 1 Star** • Functional décor and limited co-ordination. • Limited use of pictures and wall hangings.
- 2 Star** • Competently applied décor of a quite good quality. Few obvious blemishes.
- 3 Star** • Good interior, with evidence of co-ordinated design. • Well finished, good quality wall coverings and paint work. • Use of pictures etc., where appropriate, particularly on plain walls.
- 4 Star** • A professional standard of finish in very good condition with appropriate level of adornment as befits the style.
- 5 Star** • Excellent interior design and overall impression. • High quality wall coverings in excellent condition; professional finish to all aspects of decoration. • Attractive use of pictures, prints and other decorative relief where appropriate. • Interesting architectural features, objects of interest, artwork, and objects d'art.

PUBLIC AREAS - Flooring

This includes all types of flooring such as carpets, laminate, ceramic, natural wood or vinyl. Assessment covers quality, condition and fitting.

Quality Indicators

1 Star • Adequate comfort to flooring, some signs of wear and tear may be evident. • May not be professionally fitted.

2 Star • Quite good quality, but carpets may have a high man-made fibre content. • Tiling should have little damage.

3 Star • Good quality flooring in sound condition and comfortable under foot. Some underlay for carpets. • Tiling to have clean grouting. • Wooden floors in good condition.

4 Star • High quality flooring, but not necessarily new, may show signs of wear or more moderate quality, but in pristine condition. Normally professionally fitted. • High quality rugs would be anticipated on wood or laminate flooring.

5 Star • High quality flooring in excellent condition, with substantial underlay. No real signs of wear and professionally fitted.

PUBLIC AREAS - Furniture, Furnishings and Fittings

This includes the quality and condition of dining and lounge furniture including seating, scatter cushions, curtain poles, curtains, light fittings, heating appliances, televisions etc.

Quality Indicators

1 Star • A sparing but adequate provision of furniture, furnishings and fittings, in terms of quality and quantity. • Limited co-ordination. • Curtains may be unlined, but should meet in the middle, blinds should run free.

2 Star • A greater provision of furniture which may be dated or have wear but will be sound. • No great degree of comfort for the guest. • Curtains to be of better quality, clean and easy to draw.

3 Star • Good quality furniture. • More substantial, lined curtains. They should not be watermarked. • Good use of co-ordination. • Where a separate dining area is provided provision for maximum number of guests to dine in comfort.

4 Star • High quality furniture, not necessarily new, but which offers substantial comfort. • Curtains to be full and may have additional embellishments, such as tiebacks.

5 Star • High quality modern, reproduction or antique furniture. Where drop leaf table provided, able to be used with minimum inconvenience. Excellent co-ordination of furniture and fabrics. • Excellent quality and well-fitted window covering with ample drape and with high degree of comfort. • High quality soft fabrics.

PUBLIC AREAS - Space, Comfort and Ease of Use

Take into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guests. Can guests all sit and watch TV in comfort? Is there enough room for the maximum number of guests to all dine together? Does furniture have to be moved for the facilities to be used? The use of sofa beds will be taken into account here as this affects the comfort and ease of use.

Quality Indicators

1 Star • Acceptable comfort and range of furniture. • Space for reasonably free movement. Large or over provision of furniture may mean it dominates the room. • Minimal intrusive noise from plumbing, corridors etc. Normal usage should be free from disturbing external noise, smells etc. • May be that little thought is given to layout.

2 Star • Quite good levels of comfort and a limited range of seating. • Environment free from disturbing external noise, smells etc. • Easy use of facilities.

3 Star • Range of sofas and/or armchairs. • Ample space for freedom of movement. • Convenient layout of furniture for practical use. • Fresh and airy atmosphere.

4 Star • Well planned layout of furniture to maximise use of free space. Guests should be able to dine together in comfort in one location. • Generous free space. • Where there is an open plan kitchen / living area, there should be adequate ventilation e.g. forced extraction to ensure minimal intrusion in the living area from steam and cooking odours.

5 Star • Lounge; generally separate from dining room or lounge/dining room with excellent spaciousness layout. • Excellent range of comfortable seating. • Large amount of free space which may include more than one sitting room. • Easy and convenient use of facilities, e.g. use of surfaces and access to power points etc. • No intrusive noise.

PUBLIC AREAS - Heating, Lighting and Ventilation

Relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the unit and the number of guests accommodated. There should be a balance of natural and artificial light where appropriate.

Quality Indicators

1 Star • Adequate levels of lighting, appropriately positioned (including stairs, landings and corridors). • Heating levels appropriate to size of rooms, may not be automatic or fixed.

2 Star • Quite good levels of lighting, may be main light and one other light, higher wattage than the minimum of 140 watts. • Heating might be free standing and may be automatic or thermostatically controlled.

3 Star • Good levels of controllable lighting in all areas including stairs, landing and corridors etc. • There is likely to be more than one source of lighting e.g. wall, standard lamps. Ample natural light. • Effective levels

of heating providing overall uniform temperature. • Properly fitted, automatic fixed heating which may be thermostatically controlled.

4 Star • Very good levels of controllable lighting which may include use of dimmers in rooms. There should be several forms of alternative lighting e.g. table lamps wall lights, picture lights etc. • Automatic heating will be fixed and thermostatically controlled.

5 Star • Excellent lighting which creates a good effect and shows off rooms to best advantage. • Light should be practical for all purposes such as reading etc. • Heating levels must be fully controllable at all times of day/night by the guest: NB some older storage heaters may not meet this requirement.

BEDROOMS - Decoration

Quality, application and condition of decoration of walls, ceilings and woodwork; the provision and quality of pictures and prints and other wall ornamentation. The assessor's personal tastes in style or design are not considered.

Quality Indicators

1 Star • Functional décor and limited co-ordination. • Limited relief and adornment.

2 Star • Competently applied décor of a quite good quality. • Limited obvious blemishes.

3 Star • Good interior, with evidence of co-ordinated design. • Well finished, good quality wall coverings and paint work, applied to a professional standard. • Use of pictures etc., where appropriate, particularly on plain walls.

4 Star • A professional standard of finish in very good condition with appropriate level of adornment as befits the style.

5 Star • Excellent interior design and overall impression. • High quality wall coverings in excellent condition; professional finish to all aspects of decoration. • Attractive use of pictures, prints and other decorative relief. • Interesting architectural features, objects of interest, artwork, objects d'art, floral arrangements.

BEDROOMS - Flooring

All types of flooring such as carpets, laminate, natural wood or vinyl.

Quality Indicators

1 Star • Adequate comfort to flooring. • Finishes may include carpets, solid flooring, wood, vinyl etc.

2 Star • Quite good quality, but carpets may have a high man-made fibre content. • Tiling should have little damage.

3 Star • Good quality flooring in sound condition and comfortable under foot.

4 Star • High quality flooring, but not necessarily new, and may show signs of wear *or* of more moderate quality, but in pristine condition. • Normally professionally fitted. High quality rugs expected on wood or laminate flooring.

5 Star • High quality flooring in excellent condition. No real signs of wear and professionally fitted.

ADVICE

High quality underlay for carpet is encouraged. Even a high quality underlay under a lesser quality carpet can help comfort and prolong the life of the carpet.

BEDROOMS - Furniture, Furnishings and Fittings

Includes fitted and freestanding furniture, curtains and rails, scatter cushions, heating appliances and light fittings.

Quality Indicators

1 Star • A sparing but adequate provision of furniture, furnishings and fittings in terms of quality and range; limited co-ordination. • Curtains may be unlined, but should meet in the middle, blinds should run free. • Lighting and heating fittings could be lacking intrinsic quality.

2 Star • A greater provision of furniture which may be dated or have wear but will be sound. • No great degree of comfort for the guest. • Curtains to be a better quality clean and run freely. • Light and heating fittings of a quite good standard.

3 Star • Ample provision would include dressing table and stool, drawers, etc., in each room. • Clothes hanging space within a wardrobe or designated curtained area in each bedroom. • Good quality fittings, in a sound and useable condition. • Good use of co-ordination. • The amount of furniture in proportion to the space available.

4 Star • Dressing table facility, wardrobe and drawer space should be available in each bedroom. • High quality furniture, not necessarily new, but which offers substantial comfort and space. • Curtains to be full and may have additional embellishments such as tie-backs. • Very good quality lighting and heating fittings maintained in a very good condition.

5 Star • Excellent quality modern, reproduction or antique furniture of sound construction. • Excellent co-ordination of furniture and soft furnishings of high intrinsic quality. • Additional features e.g. scatter cushions etc. • Excellent quality and well-fitted window covering with ample drape and width. • High quality lighting and heating fittings in pristine condition.

BEDROOMS - Beds

Includes the quality and condition of headboards or equivalent, bed bases, mattresses and frames.

Quality Indicators

1 Star • Acceptable quality bed and mattresses may or may not include a headboard which should be clean.

2 Star • Beds of a quite good quality but mattresses may be thin and bases shallow.

3 Star • Good quality comfortable bed, firm mattresses and sound base. • Headboards and bed frames may be of older style, but in good condition.

4 Star • Very good quality firm mattresses with quality sprung base. • Headboard and frame in very good condition.

5 Star • Excellent quality bed e.g. sprung mattress and high quality base. • Clean headboard, perhaps offering a high degree of comfort.

ADVICE

Sagging mattresses should be replaced.

It is advisable to turn and rotate mattresses in order to prolong their life.

Galleried Bedrooms

Where a property accommodates only two people, any grade can be achieved. The galleried bedroom must be advertised as such in the brochure.

Where the property accommodates more than two guests and there is a galleried bedroom, this must be clearly advertised in the brochure. The highest grading that could be achieved is Four Stars. This is due to lack of privacy, light exclusion and noise interruption,

BEDROOMS - Bedding and Linen

The quality and condition of pillows, duvets, blankets and sheets, pillow and mattress protectors, valances and bedspreads.

Quality Indicators

1 Star • Beds presented with acceptable quality, clean linen where provided and bed covers in good repair. • Adequate range of bedding, including sufficient blankets and/or duvets. • If additional bedding is provided, it should be clean and fresh, preferably wrapped to retain cleanliness. Pillows may be flatter and man-made fibre filled.

2 Star • Bedding may be faded but some attempt made to match it. • Pillows to be unstained and plumper.

3 Star • Well-presented beds, with ample, good quality, pressed, co-ordinated linen and bedding. • Valances may be present on divans. • Extra pillows and bedding available. • Pillows should be substantial.

4 Star • Very good quality linen co-ordinated with bedding and room. Choice of pillows may be offered e.g. feather or hollow fibre. Pillow protectors may be anticipated at this level. • Valances may be high quality and pleated.

5 Star • Co-ordinated and crisply laundered linen. A choice of bedding available e.g. thickly quilted, or similar quality bedspreads and blankets, or duvets with appropriate tog rating. All of a high quality and co-ordinated with bedroom décor and other soft furnishings. • Where duvets are used, then generosity of size should be considered, e.g. single beds having double duvets. • Quality padded mattress covers and pillow protectors would be anticipated.

BEDROOMS – Lighting Heating and Ventilation

The quality and provision of lighting and heating and whether it is sufficient for the size of the room and requirements e.g. reading in bed, making up, using a hairdryer at a dressing table. There should be a balance of natural and artificial light where appropriate. Heating needs to be sufficient for the size of the room and to cope with different guests' requirements.

Quality Indicators

1 Star • Adequate lighting appropriately positioned for practical use. • Heating levels appropriate to size of room, may not be automatic or fixed.

2 Star • Quite good levels of lighting, may be main light and one side light. Higher wattage than the minimum 140w. • Heating might be free standing and may be automatic or thermostatically controlled.

3 Star • Well positioned lights giving good levels of illumination which is easily controllable at night. • Effective levels of heating providing overall uniform temperature.

4 Star • Very good levels of light with easy access to controls. Different types of lighting may be used e.g. wall lights and lamps. • Properly fitted automatic fixed heating which may be thermostatically controlled.

5 Star • Well positioned, high quality lighting, giving excellent levels of illumination for various purposes, e.g. reading and at the dressing table. • Would be desirable to have main light controlled from door and bed. • Heating levels fully controllable at all times of day and night by the guest. Some older storage heaters may not meet this requirement.

ADVICE

Bedside lamps with hidden controls could prove difficult to locate in the middle of the night, as could small shades with restricted space to reach the switch. If beds are heavily draped e.g. four poster beds, then the light from the bedside lamp could be obscured, so more thought may need to be given to positioning.

Higher marks will be given where care has been taken to provide light in every part of the room where it may be needed, e.g. at the dressing table and by or inside the wardrobe. Lights for bunk beds should be hard wired for safety.

BEDROOMS – Space, Comfort and Ease of Use

Takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guests. Does furniture have to be moved for the facilities to be used? Is there somewhere to store luggage?

Quality Indicators

1 Star • Reasonable free movement not to be unduly restricted by intrusive low beams and ceiling. • Large furniture may dominate a room and make it less usable. • Little thought given to layout. • Minimal intrusive noise from plumbing, corridors etc.

2 Star • Quite good levels of comfort and a limited range of furniture. • Easy use of facilities with an uncluttered appearance.

3 Star • Sufficient space to allow free movement and a good degree of comfort. • Easy use of facilities. • Convenient layout of furniture for practical use. • Good access to both sides of double beds.

4 Star • Well planned layout of furniture to maximise use of generous free space. Rooms may be smaller than for 5 Star, but well-planned positioning of furniture would make them more usable. • Very good access to both sides of double bed.

5 Star • Bedroom should be of a sufficient size to allow the provision of all appropriate bedroom furniture and still give an easy access when using these facilities. • Area available for luggage storage without cluttering the room and obstructing access. This need not be in a bedroom. • Easy and convenient use of facilities e.g. access to power points etc. • Generous access to both sides of a double bed. • No intrusive noise.

ADVICE

When planning a bedroom, consider carefully whether installing too many beds will compromise the space for the guests. Perhaps by taking fewer guests overall, you create a higher quality experience, as they can fully use the rooms in comfort. Cramped, overpopulated rooms will invariably score lower for this section in the assessment.

Consider that guests may not always unpack and/or may need somewhere to store their suitcases.

Galleried bedrooms in units for more than 2 occupants are unlikely to score highly in this section due to lack of privacy and intrusive noise, light and smells. Bedrooms with 'sleeping platforms' with limited headroom and mattresses on the floor are also unlikely to score highly in this section.

There should be plenty of sockets strategically placed for all possible uses. This will include power points for lights, bedside alarm clocks and one located by a mirror for use with hairdryers etc. These should be easily accessible and negate the use of adapter plugs and extension leads, which could be a safety hazard. Lights for bunk beds should be hard wired for safety.

BATHROOMS AND WCS - Decoration

The quality and condition of décor of the walls and ceilings, including tiling, grouting and sealant.

Quality Indicators

1 Star • Functional décor with limited co-ordination.

2 Star • Quite good quality and condition of décor but may have some signs of wear.

3 Star • Well maintained, practical décor; wall and ceiling covering well applied. All in good condition.

4 Star • May be recently redecorated, but not highest quality or excellent quality with slight ageing.

5 Star • Excellent interior design. • Professional finish to all aspects of decoration. Highest quality finish to wall coverings; well fitted, high quality tiles, grouting and seals. • Attractive use of decorative enhancements, where appropriate.

ADVICE

Walls do not have to be fully tiled (or equivalent), but areas likely to come into contact with water, should be. Always maintain grouting and sealant to stop it becoming discoloured and unsightly. Use of a sealant, which guarantees long-term mould resistance, is recommended. Pipes where possible should be boxed in for ease of cleaning and aesthetic reasons.

BATHROOMS AND WCS - Flooring

The quality and condition of carpet, vinyl flooring, wood flooring, laminate and ceramic tiles. Non-slip flooring is always advisable in bathrooms.

Quality Indicators

1 Star • Practical, non-slip flooring with adequate comfort under foot.

2 Star • Quite good quality flooring. Tiling should have little damage.

3 Star • Good quality flooring in sound condition and comfortable under foot.

4 Star • High quality flooring, but not necessarily new. Some signs of wear or more moderate quality in pristine condition.

5 Star • Excellent quality professionally fitted flooring in excellent condition. No real signs of wear.

ADVICE

Carpeting, while providing warmth underfoot, may not always be the best flooring for hygiene reasons and water damage may also occur.

BATHROOMS AND WCS - Fixtures, Fittings, Sanitary Ware

Includes taps, plugs, showerheads, mirrors, shower screen/curtains, towel rails, shaver points, lighting and heating fittings, extractor fans, sanitary ware (bath, shower, WC, basin and bidet), towels, curtains and blinds.

Quality Indicators

1 Star • Fittings of an acceptable quality. • Correctly fitted, appropriate window covering. • Sufficient water pressure and satisfactory drainage for practical use of facilities. • Flat surface provided for guests' belongings.

2 Star • Fittings of a quite good quality, but may be dated or worn.

3 Star • Solid, matching, good quality and well-fitted appliances. • Co-ordinated sanitary ware and bath or shower tray. • Well fitted window covering, with sufficient width and height to draw completely across the window. • Good shelf space for guests' belongings. • Fixed razor point and light adjacent to mirror.

4 Star • Generally high quality fittings throughout, slight wear only. Good sized baths. Shower screen or heavy, high quality curtain. • All sanitary ware in good order, no cracks, crazing or dull finishes.

5 Star • Provision of bath and shower, with high quality fixtures and fittings, e.g. shower cubicles or shower screens, and thermostatically controlled showers. Full size washbasin and easy to use facilities. • Excellent quality and well fitted window covering. • Ample and convenient shelf space for guest belongings.

ADVICE

Assessment of bathroom fittings will cover their intrinsic quality and condition. Flimsy plastic towel rails or shelves will score less than high quality wooden, metal or ceramic fittings.

Matching or co-ordinated fittings will usually attract a higher score than a mixture of different styles.

A sturdy well-fitted shower screen will score higher than a thin plastic curtain that tends to "stick" to the guest when taking a shower. If a shower screen is ill fitting or awkwardly positioned so that access to the taps or shower controls, is difficult then the mark will be reduced accordingly.

A sturdy cast iron bath would attract a higher score than a cheap plastic bath that creaks and moves about. If the bath surface is dull, scratched or stained it will score less.

Credit will be given in the assessment for the provision of good quality hooks on doors, shelves or other conveniently placed surfaces for toiletries and equipment.

Thought must be given to shelf space and towel rail space where larger numbers are accommodated. Extra towel rail space can be provided in bedrooms. Position of mirrors should be appropriate for guests of most heights.

Where a shower is positioned over a bath, then the provision of a shelf/soap dish at standing height, as well as at bath sitting height is preferable. Consider the size of shower cubicles - can they accommodate larger guests?

BATHROOMS AND WCS - Lighting, Heating and Ventilation

The quality and provision of lighting and heating and whether it is sufficient for the size of the bathroom. Lack of sufficient heating and/or ventilation will give rise to condensation. There should be a balance of natural and artificial light where appropriate.

Quality Indicators

1 Star • Heating levels appropriate to size. This should be fixed in place for safety. • Adequate lighting appropriately positioned for practical use. • Window only may be provided.

2 Star • Heating to offer a good level of heat and may be automatically controlled. • Quite good levels of lighting. Higher wattage than minimum (140 watt).

3 Star • Effective levels of heating providing overall uniform temperature. • Well positioned lights giving good levels of illumination to the face.

4 Star • Correctly fitted, thermostatically controlled heating. • Normally an extractor and an opening window might be expected. • Very good levels of lighting, especially over or adjacent to a mirror. • Different types of lighting may be evident.

5 Star • Heating levels fully controllable at all times. Some older storage heaters may not meet this requirement. Additional heating in the form of a heated towel rail would be ideal. • Extractor fan fitted with a humidistat might be provided as well as window/s. • Well positioned excellent quality lighting, giving excellent levels of illumination.

ADVICE

It is important to have lighting in the right place, the area around the washbasin and mirror should be well illuminated. If the bathroom is an unusual shape then thought should be given to placement of lights.

Lighting over the bath and/or shower is extremely useful and adds to safety of use.

Combined light/heat bulbs are not encouraged for safety reasons. Bar heaters and circular radiant heaters will not score highly. For the highest marks heating should be automatic and thermostatically controlled.

Guests cannot be relied upon to open bathroom windows, particularly in colder weather, therefore the addition of an extractor fan is best. Condensation and mildew is caused by a combination of a lack of heat and ventilation, and the provision of background heating and an extractor fan will help overcome this, especially one with a built in humidistat (as the humidity rises, the fan comes on).

BATHROOMS AND WCS - Space, Comfort and Ease of Use

The use of space and how the room layout is planned to offer maximum convenience and ease of use for the guest's freedom of movement; with safety being a prime consideration. Ease of use is likely to be affected by too many guests sharing one bathroom, particularly where the WC is within the bathroom or where there is only a bath provided.

Quality Indicators

1 Star • Adequate space and lay-out such as to allow for practical use of facilities. • Minimal noise from plumbing.

2 Star • Quite good levels of comfort and a limited range of fittings. Easy use of facilities. • Convenient access to bath, shower and WC.

3 Star • Sufficient space to allow guests easy access to and use of the facilities.

4 Star • Well planned layout of sanitary wear and fittings to maximise convenience and ease of use.

5 Star • Ample space to allow free movement and easy access to the facilities. • Convenient lay-out with generous free space.

ADVICE

Thought should be given to planning of bathrooms e.g. heaters not too close to WCs and appropriate distance between facilities creating easy access and good ease of use.

Consider the number of guests and their toiletries in relation to the amount of shelf space provided – is it adequate for the job?

If the family market is being targeted then the provision of a bath may be desirable as it easier to wash small children in a bath than a shower.

If a shower only is provided in a property catering for a larger number of guests, then consideration should be given to whether the hot water tank is sufficient in size for several of the guests to shower directly after one another.

An electric shower or combination boiler may be a solution.

KITCHEN - Decoration

Assessment of the decoration of walls, ceilings and woodwork, the quality of wall finishes, their application and condition. This includes splash backs, tiling, grouting and sealant. The provision and quality of pictures and prints and all wall decorations. Hygiene is of prime importance, and use of appropriate materials and finishes is taken into consideration. The assessor's personal tastes as to style or design are not considered.

Quality Indicators

1 Star • Functional, including walls and ceilings. • Minimal marks, splashing, grease, signs of cooking.

2 Star • Quality good quality and condition of décor, but may have some signs of wear.

3 Star • Well maintained, practical décor, applied to a good standard. • Well co-ordinated with suitable, durable finishes such as tiling in working areas.

4 Star • May be recently done, but not of highest quality, or of excellent quality with slight ageing.

5 Star • Excellent standard of décor, professionally applied. • Co-ordinated interior design. • Highly durable surfaces, showing negligible wear and tear. • Freshly maintained grouting in tiled areas.

ADVICE

Use materials appropriate for a kitchen e.g. paint which will resist stains and moisture. Splash-backs of some type are encouraged especially by cookers, sinks and to the rear of work surfaces.

KITCHEN - Flooring

The quality and condition of carpet, vinyl flooring, and wood flooring, laminate and ceramic tiles. Account will be taken of the quality of fitting, especially around units and white goods.

Quality Indicators

1 Star • Well-fitted. • Some wear and tear may be evident. Maybe not professionally fitted.

2 Star • Quite good quality. • Carpet or solid finish, should be free from tears, stains or burns.

3 Star • Very durable flooring. Very good degree of maintenance, even in heavy traffic areas. • Tiling to have clean grouting. • Wooden floor in good condition.

4 Star • High quality flooring, but not necessarily new and may show some signs of wear; or more moderate quality but in pristine condition. • Normally professionally fitted.

5 Star • Flooring of highest quality in excellent condition. • Easily cleaned and professionally fitted.

ADVICE

Carpets are of limited practicality in kitchens, and present problems with spillages or burns as well as general hygiene and cleanliness issues.

KITCHEN - Lighting, Heating and Ventilation

The quality and provision of lighting and heating and whether it is sufficient for the size of the kitchen. There should be a balance of natural and artificial light where appropriate and it should be adequate for safe use of the cooker and work surfaces. Lack of sufficient heating and/or ventilation will give rise to condensation. Ventilation is an important aspect in kitchens and air change should be provided to ensure removal of steam and cooking odours particularly in open plan units. An opening window, if it operates satisfactorily, can provide adequate ventilation.

Quality Indicators

1 Star • Practical levels of artificial and/or natural lighting for safety. • Heating may be borrowed where open plan, but nevertheless of a satisfactory level. • Adequate ventilation perhaps only provided by opening windows.

2 Star • Quite good levels of lighting. Higher wattage than minimum (140 watt). • Heating to offer a good level of heat and may be automatically controlled.

3 Star • Good overall lighting. May include lighting directly over work surfaces. • Good ventilation may include forced extraction.

4 Star • Very good levels of lighting, especially over work surfaces. • Different types of lighting may be evident. • Properly fitted, thermostatically controlled heating. • Extractor fans as well as opening windows might be anticipated.

5 Star • Excellent lighting to all areas. • All areas well-lit including work surfaces and hob/cooker. • Easily controllable heating e.g. thermostatic valve fitted to radiators. • Forced extraction may include a humidistat.

ADVICE

Guests cannot be relied upon to open kitchen windows, particularly in colder weather, therefore the addition of an extractor fan is best.

Condensation and mildew is caused by a combination of a lack of heat and ventilation and the provision of a background heating and an extractor fan will help overcome this especially one with a built in humidistat (as the humidity rises the fan comes on).

KITCHEN - Furniture and Fittings

Quality and condition of all kitchen fittings, to include kitchen units and cupboards, work surfaces, curtains and blinds, light and heating fittings, extractor fans and any free standing furniture such as kitchen table and chairs.

Quality Indicators

1 Star • Work surfaces and storage may be limited but adequate, with at least one cupboard or shelving for food storage. • All surfaces sound and cupboard doors properly functioning.

- 2 Star** • Sufficient work surfaces and cupboards for practical use. • Units of quite good quality.
- 3 Star** • More than adequate cupboard and work surface space. • Well fitted and co-ordinated units of good quality. • Where the dining area is part of the kitchen, tables and chairs of good quality with seat padding, where appropriate. • Provision for maximum number of guests to dine in comfort.
- 4 Star** • Very good amount of work surface free from clutter and equipment. • Very good quality and well maintained units. • Ample storage space for guests' food etc.
- 5 Star** • Generous work surfaces of high quality finish, plentiful storage space including floor and wall mounted units. • Professionally fitted units of excellent quality.

KITCHEN - Electrical/Gas Equipment

All electrical and gas equipment provided in the kitchen, including cookers, hobs, refrigerators etc. All small electrical equipment such as food mixers and hand whisks etc. *“White goods” appliances, such as washing machines, tumble driers, and freezers, which are provided in another part of the property such as a utility room or the owners property will be assessed in this section.*

Quality Indicators

- 1 Star** • Minimal or no provision beyond the basic requirement. • Although some items may be older, all should be in sound and working condition.
- 2 Star** • Additional items of equipment may be provided, but may show signs of wear and tear.
- 3 Star** • All equipment in good order and very well maintained and free from signs of damage, marks, etc.
- 4 Star** • May be excellent quality, but not in pristine condition. A very good range of equipment.
- 5 Star** • Wide range of excellent quality items which may include food processors etc. • May include split level cookers for ease of use. • Highest standards of equipment throughout.

KITCHEN - Crockery, Cutlery and Glassware

Quality, condition and range of crockery, cutlery and glassware for tableware. It does not include cookware.

Quality Indicators

- 1 Star** • Minimal provision of acceptable quality. • Crockery of practical quality, all the same pattern. • Cutlery may be thin, low quality, mismatched. • Small range of glasses. May not match.
- 2 Star** • Crockery no chips, stains or crazing. • Cutlery may be lightweight. All items to be matching.
- 3 Star** • Heavier styles of cutlery free from signs of wear. • More than ample supply of all items for the maximum number of guests. • A reasonable selection of good quality glassware.

4 Star • Very good quality matching cutlery in pristine condition, or excellent quality in less than perfect condition.

5 Star • Excellent standard of china or other high quality pot or stoneware. • Highest quality stainless steel or silver-plate cutlery. • Matched high quality glassware in a larger range of sizes. • Numbers of each item well in excess of the number of guests. • Ancillary items, e.g. ramekins.

KITCHEN - Kitchenware, Pans and Utensils

Quality, range and condition of pans, baking trays, cooking and serving bowls and dishes as well as utensils. Range and quantity at a basic level should be commensurate with the number of guests i.e. larger numbers will require larger pans and serving dishes etc.

Quality Indicators

1 Star • Acceptable quality and limited range of pans. • Minimum range of mismatched utensils. Some items may be lighter weight or of more basic intrinsic quality.

2 Star • Pans of a heavier quality. Handles all secure and well-fitting lids. • Wide range of utensils, but not all of matching design.

3 Star • Pans in a range of sizes, all of good solid weight. • No old, misshapen plastic utensils. • Wide range of knives, wooden spoons, etc.

4 Star • Pans may be high quality but showing signs of age or wear and tear. • Greater range of utensils and cookware of various sizes and uses.

5 Star • All cookware and pans of the highest quality standard. Range of pans should be greater than the minimum. • Wide range of additional items, all co-ordinated, e.g. wok, garlic press, kitchen scales, juicer, splatter guard, slotted spoon, etc. • Range of items suitable for microwave.

KITCHEN - Space, Comfort and Ease of Use

Design and layout of the kitchen, taking into account the important aspect of space. It is possible to have too much as well as too little space, to the detriment of the practical use of the kitchen e.g. the layout precludes ease of use. Account will be taken of the maximum occupancy of the unit and the space in the kitchen for that number, especially if the dining area is located in the kitchen, with safety being a prime consideration.

Quality Indicators

1 Star • Limited space throughout, which includes storage, work surfaces and free space. • Adequate space to wash and drain dishes.

2 Star • Adequate space and lay-out such as to allow for practical use of facilities. • Convenient access to refrigerator, cooker/oven and hob. • Evidence of more thought given to the various tasks carried out in a kitchen. • Multiple unit use of washing machine facility.

3 Star • Sufficient space to allow easy access to, and use of the facilities. • Good amount of storage space for foodstuffs.

4 Star • Very good ease of use with plenty of space especially around dining tables if located in a kitchen. • Very good access to all units with thought given to the working triangle – cooker, fridge and sink. • Additional space would be anticipated where larger properties may have more than one person using the kitchen at the same time.

5 Star • Ample space to allow free movement and easy access to the facilities. • Very convenient lay-out with plenty of space. • There should be very generous space for storage, food etc.

ADDITIONAL FACILITIES

May be provided as part of a self-catering package. If provided, quality and presentation and ease of use will be taken into account in the assessment of the overall quality score. If not provided, there is no effect on the rating awarded.

ADDITIONAL FACILITIES - Laundry

Where there is a specific laundry room located outside the accommodation (includes owner's laundry room) with equipment for washing, drying and ironing clothes: it may be shared with the owners, or with other self-catering properties.

Quality Indicators

1 Star • All equipment to be in working condition in a practical working environment. • Simple instructions for use. • Opening hours may be limited.

2 Star • Evidence of wear and tear may be noted. • Walls and floors finished to a reasonable standard. • Equipment of a more domestic quality. • Instructions may be more detailed.

3 Star • Sufficient equipment for convenient use. • Premises in good decorative order. Good housekeeping and free from unsightly storage. • Equipment may be professional or domestic standard. • Opening hours appropriate to type of facility and functions e.g. size and style.

4 Star • Very good and ample provision of equipment exceeding the ratio of machines to units. • Could include indoor hanging area for wet coats and boots. • May have 24 hour access via a key or extended opening hours to suit customer needs.

5 Star • Well equipped premises in excellent decorative order and a high standard of cleanliness evident. • Well organised layout with consideration for ease of use of all equipment. • Provision of excellent quality equipment and clear instructions for use. Range of equipment may include: washing machine, tumble dryer, spin dryer, ironing facilities, hand wash facilities etc. • 24 hour access - which may be via a key etc.

ADDITIONAL FACILITIES - Recreation

Could be a swimming pool, barbecue, table tennis, gym, nature trail or sauna.

Quality Indicators

1 Star • Limited access and availability of recreational facilities. • All maintained in safe condition.

2 Star • Facilities should be of a quite good quality, and maintained in good working order.

3 Star • May specialise in one major type of activity to good standard. • All facilities and equipment in good order. • Opening hours appropriate to type of facility.

4 Star • Wider selection of facilities. • Facilities of a very good standard, clean and well maintained. • May include changing rooms where appropriate.

5 Star • Facilities provided to an excellent standard and equipment in excellent order. • Extended opening hours to suit customer needs.

ADDITIONAL FACILITIES - Reception/Shop/Bar/Restaurant

Not required, but where provided, they will form part of the assessment.

Quality Indicators

1 Star • Reception: may be part of overall administration room/building. Opening hours may be limited. • Shop: opening hours to suit customer needs. May be joint with reception. Sound condition with a good standard of cleanliness. • Bar/restaurant: facility for purchase of meals/snacks/drinks at specified times. May be limited seating. Limited range of food and drinks.

2 Star • Reception: décor, flooring and furnishings in sound condition of a quite good quality. Opening hours may be restricted. • Shop: limited size and stock. Quite good overall with a tidy appearance. • Bar/restaurant: sufficient seating to accommodate most guests. Quite good overall condition and quality.

3 Star • Reception: size sufficient for ease of use and comfort for number of guests. Good range of site and local information. Fabric and décor in good order with good housekeeping standards. Opening hours appropriate to type of facility and functions. • Shop: generally well positioned, good stock of consumer items. Fabric and décor in good order with good housekeeping standards. Opening hours appropriate to type of facility and functions e.g. range and type of merchandise. • Bar/restaurant: good decorative and housekeeping standards. Sufficient seating to accommodate all likely number of users. Good range of food and drinks available. Opening hours appropriate to type of facility and function e.g. size and style.

4 Star • Reception: very well decorated reception area with conveniently located desk. High levels of cleanliness with attention to detail evident. • Shop: very well kept interior and equipment. Evidence of attention to detail regarding cleanliness. • Bar/restaurant: well designed, convenient premises. Decorated to very good standard and in sound condition. Very good housekeeping standards. Comfortable seating for all guests and appropriate height for dining. Very good choice of food/drinks available.

5 Star • Reception: conveniently sited and well signed facility. Spotlessly clean, tidy and in excellent decorative order. Extended opening hours to suit customer needs. • Shop: shop well stocked with comprehensive range of goods, spotlessly clean, tidy and in excellent decorative order. Extended opening hours to suit customer needs. • Bar/restaurant: spacious, well designed, convenient premises. Decorated to excellent standard and in excellent condition. Excellent housekeeping standards. Wide choice of food/drinks available. Extended opening hours to suit customer needs.