



QUALITY STANDARD

FOR

GUEST

ACCOMMODATION



States of Guernsey Marketing and Tourism

Introduction

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

The delivery of these standards is administered by the Marketing & Tourism Quality Development Team under the oversight of the Committee for Economic Development

Guernsey is proud to deliver a quality tourism product that compares favourably with the Common Standards now offered throughout Great Britain, the Isle of Man and the Channel Islands.

The STAR ratings delivered by these standards provide a simple and easily understood means of informing customer expectation that is demonstrably objective, independent and sustainable.

Visitor Accommodation can only be marketed under the VisitGuernsey brand using the STAR Ratings and other Accolades awarded following assessment against the Common Standards.

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1.0 Quality Counts

Quality is key to success within the modern hospitality industry. In order for Guernsey's Guest Accommodation to compete successfully with other destinations it is important that our quality standards aim high and continue to evolve across all ratings and types of accommodation.

To help you meet current visitor expectations, and to move your business forward, your establishment receives an annual, unannounced overnight assessment visit. This visit examines all customer facing aspects of your operation, from the initial booking to checking out. Each visit includes feedback from the assessor, and a detailed written report of the outcome. These tools are designed to help you to monitor and improve your business. Where requested, our professional assessors will work with you to help realise the full quality potential of your establishment.

Following assessment, Marketing & Tourism will then confirm in writing the official STAR ratings and awards that can be published pending the next assessment.

The Quality Development team is here to work with operators between assessments, for example to resolve any outstanding complaints, or issues and queries resulting from assessment.

Expectation must be fulfilled

When a customer selects their accommodation they will have an expectation of quality commensurate with the published STAR rating and with the wider offer made in your advertising material.

Our assessors grade quality to five levels based on these general expectations. The assessors will **not** be making judgements about any aspect of your business based on style or personal taste. However, in advance of their visit our assessors will review your property's website and customer review sites, as would a typical potential guest.

Service & Hospitality

This is the name of the game – a happy face, a warm and genuine welcome and a willingness to please and serve customers is expected across all STAR ratings.

A small establishment might be able to provide excellent individual hospitality and friendly, efficient service with a very small number of staff. Larger premises could require a team of well-trained staff, which presents a very different challenge.

1.0 Quality Counts

Bedrooms & Bathrooms

The guest's personal space should be at the core of your business - whatever the style or concept of the bedrooms and bathrooms, quality and comfort are what your guests expect and what our assessors will be looking for. Specifically:

- 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

Cleanliness

Cleanliness is of paramount importance to **all** customers at **all** STAR levels. It is a basic expectation of the standard that all premises will be clean, both front and back of house

Hints & Tips

Be objective and self-critical when thinking about the level of quality you offer:

- Do not over promise. Customers travel with expectations, including those generated by you. It is **always** better to exceed expectations than to fail to live up to them.
- Be a customer of your own business on a regular basis: Take time to use your own website, sleep in all your own bedrooms (not just the best), shower in your own bathrooms, and eat in your own breakfast room – experience for yourself exactly what you are offering guests.
- Don't be afraid to follow your own style, to do things differently, or to support local suppliers. Locally sourced product can often surpass the quality of national brands.
- **First impressions count:** but remember that a guest arriving for the first time experiences not one but a whole series of first impressions. Each of these can imprint a positive experience on the guest, or be a potential pitfall to your success – so paying attention to the following critical areas will always pay dividends:
 - A well signed approach and entrance
 - Clean and tidy parking areas
 - Well-tended grounds & gardens
 - A welcoming smile on arrival
 - An obvious final polish in the bedrooms and bathrooms
 - Careful presentation of bedding, towels and toiletries

1.1 Measuring Quality - How DO they do that?

During an overnight assessment visit, the assessor will make quality judgements across all areas of your customer facing business including the five key areas of **cleanliness; hospitality & friendliness; bedrooms; bathrooms; breakfast.**

Assessors are trained to award scores against national benchmarks in each area. When the scores are totalled you will have an overall percentage score that will place you within one of the five STAR rating bands. However, to confirm a particular STAR rating the scores awarded within each of the **key sections** also need to fall within that rating band or higher. This is known as **sectional consistency**, and in this way we can all be confident that you are offering a level of service and facilities consistent with the STAR rating awarded.

GUIDANCE ON HOW TO MEET QUALITY EXPECTATIONS AND MAXIMISE YOUR SCORES FOR THE STAR RATING FOLLOWS THE MINIMUM STANDARDS CRITERIA SET OUT BELOW.

1.1 Gold & Silver Awards

If an Award is merited, this will be indicated at the front of the report and confirmed in writing by the Department. Awards are not given lightly and Gold Awards require confirmation by the Quality Assessment Area Manager. This may involve a second 'mystery visit' prior to confirmation. The assessment report shows the scores in all areas, so hotels can check how close they are to achieving an award - contact Quality Development for the up to date Award Scores Matrix, and ask your assessor's advice about the key improvements required to aim for a Silver or Gold award.

Gold and Silver awards are given in recognition of exceptional quality within a STAR rating. These awards help customers find those special places where the team go the extra mile, whatever the size, style or STAR rating of the establishment.

Eligibility for an Award is triggered by meeting a prescribed minimum overall level plus a minimum score in each of the critical areas listed above. 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 VisitGuernsey plaque for display over the period the award is valid.

Breakfast Award

Guest Accommodation achieving exceptionally high scores for the quality of breakfast during annual assessment will automatically qualify for a Breakfast award. The criteria are:

Choice and range of dishes offered

Presentation and culinary skills

Quality of ingredients/produce

Breakfast service/hospitality

The assessor will confirm an award during the assessment de-brief.



1.2 Accentuate the positive

There are many simple ways to maximise the quality potential of your business and your STAR rating – and it's not always a big spend that produces the best results.

Quality is not just about keeping up appearances, or how much you spend on nice stuff – obvious as it might sound, guests don't just want to look at your rooms - they have to live in them!! So get back to basics and learn to think ergonomically about **Ease of Use**.

Maximise the usability of the available space *when the room is occupied*. Design room layouts that give good access and ease of use in all these areas: the bed, other furniture; bathroom fixtures; curtains/blinds; lighting controls; thermostats; luggage storage; etc. Provide enough storage space, but not too much.

Look at space saving ideas (flat screen TV is a great example)

Test out rooms for yourself. Can you plug in all of your electronic devices easily? Is the hospitality tray easy to use without creating a safety hazard? Are mirrors accessible, and usable in conjunction with a hairdryer? You may discover that some or all of your bedrooms or bathrooms are a bit on the small side. Don't despair, just aim to maximise their potential: Space is an important factor when assessing quality, but a well-designed smaller room can compensate in many respects.

Never be afraid to innovate: The standards book is a flexible guide to the **minimum** requirements at each level. The hospitality industry is very dynamic in the way it provides services to its customers, and is continually evolving new ways to meet or exceed ever changing guest expectations. If you believe that your customers would benefit from, or appreciate a new way of doing things, **do not dismiss the idea just because it is not included in this standards book**. Talk to your assessor. We are flexible and willing to accommodate new ideas wherever possible.

Use Our Assessors: All of our assessors are hospitality professionals with a proven background in the industry. Together they have acquired experience and expertise across all aspects of accommodation and many have a particular expertise in the food and beverage sector. They spend their working lives as professional guests of literally thousands of establishments like yours. They experience best practice in all areas and are able to pass that knowledge on to you for the benefit of your business. They are your eyes and ears for the duration of their visit. They will assess the quality of your business honestly, but always with the objective of helping you to improve your operation.

How to get the most out of your assessor:

Ask questions, lots of questions! Between visits, address any questions, queries or comments via the Quality Development team – we will help you keep in touch.

1.3 Sustainability and Accessibility

Eliminate the negatives

Sustainability = Doing Business Even Better

There's a lot of talk about Green Tourism and sustainability these days. Given modern expectations, the adoption of sustainable practices among all tourism businesses is simply another route to improving the overall visitor experience.

'Going Green' does not mean going extreme – it does not have to be a chore, and is just as valid for properties in the town centre as in a rural location.

It's all about taking small positive steps that enable you to do business even better; small changes that will save money, improve employee relations, enhance profitability and provide a richer experience for customers; small changes which over time will improve your business' impact on the local economy, community and environment. In many cases these can be one and the same thing.

Throughout this standards booklet suggestions in green boxes are included on how you can improve the sustainable performance of your business. These are not compulsory but are recommended if you wish to make a positive impact on your business, and could also save you money.

Accessibility – A Lucrative Market?

Many people have special access needs, including those with hearing and visual impairments, those undergoing temporary illness or injury, older and less mobile people and people with babies and infants. Given Guernsey's core customer profile many of your current customers will probably have specific requirements, so always ask at the time of booking if there is anything you can offer to meet them.

The accessible tourism market is worth over £2bn to tourism businesses in England and grows apace due to an ageing population. Demand for accessible accommodation already outstrips the current supply. Make an effort to understand the needs of disabled people; make some small adjustments to your facilities; provide clear information on accessibility; do this and your accommodation could appeal to a wider range of visitors, and attract more valuable bookings.

Legal Obligations:

Tourism businesses in Guernsey currently have no legal obligations in this particular area, although this is on the way. However, many visitors expect the same level of consideration in Guernsey as they already receive at home. They may be mistaken, but common humanity and hard headed business sense alike should recognise the potential value of making a commitment, thinking ahead, and taking steps to address the barriers that impede disabled people.

Throughout this standards booklet, suggestions are included in gold boxes like this, on how you can improve the accessibility performance of your business. These ideas are not compulsory, but are recommended if you wish to make a positive impact on your business and could also save you money.

1.3 Sustainability and Accessibility

We Can Help - Clearly it is important to provide clear, basic information about the accessibility of your facilities and services. This can easily be achieved by producing an Access Statement. A number of tools and resources are available to help you do this - contact us to find out more.

There is also a specialist website called **Disabled Go-Guernsey**, where disabled visitors researching potential holiday destinations can find out what individual businesses in Guernsey can offer them. To find out more about being on the site visit:

www.disabledgo.com/en/org/guernsey-1

In the meantime don't wait until after a disabled person experiences difficulties using a service, when it will already be too late to make the necessary adjustment.

Instead consider making 'reasonable' changes to the way you do things – such as changing practices, policies or procedures where disabled people would be put at a 'substantial disadvantage' e.g. consider amending a 'no dogs' policy to allow service dogs.

Consider 'reasonable' changes to your built environment – such as making changes to the structure of a building to improve access e.g. altering or removing a physical obstruction.

Look at providing auxiliary aids and services – such as giving information in different accessible formats, or installing an induction loop for customers with hearing aids.

The only question you really need ask yourself is whether the adjustment is a 'reasonable' one to make. What is 'reasonable' will depend on a number of circumstances, including the cost of an adjustment, the potential benefit it may bring to your business, the potential benefit it may bring to other customers, your own resources and of course how practical the changes are.

1.4 THE GUEST ACCOMMODATION STANDARD

Who does it apply to?

Serviced visitor accommodation is broadly divided into three categories:

Hotels:	Offering formal accommodation with full service.
Guest Accommodation:	Offering informal accommodation with limited service.
Budget Hotels:	Offering uniform accommodation, maybe with limited service.

NB In Guernsey, an accommodation business may only advertise or describe itself using the word "hotel" if it holds a valid Boarding Permit granted under the Tourist (Guernsey) Law (1948-1998) describing it as such.

Any establishment operating with the word 'hotel' as part of their business name is therefore assessed using the Guernsey Hotel Standard.

1.4 THE GUEST ACCOMMODATION STANDARD

Guest Accommodation Designators

These give guests a better feel for the overall style and operation of the accommodation.

B&B

Accommodation provided in a private house, run by the owner.

Farmhouse

B&B or guest house accommodation provided on a working farm or smallholding.

Guest Accommodation

Alternative designator often chosen instead of B&B or Guest House.

Guest House

Usually a larger property than a bed and breakfast, possibly employing staff.

Inn

An inn is an establishment with a full liquor licence. Being open to residents and non-residents, the food and beverage is a significant part of the operation, with bar or restaurant available at lunchtimes and evenings. The guest accommodation element will be a relatively minor part of the operation by comparison. The facilities and services provided for the guests will have more in common with B&B style operations. Those 'inns' which provide traditional hotel style accommodation and service may prefer to be assessed under the hotel scheme and have a hotel STAR rating.

Restaurant with Rooms

A destination restaurant offering overnight accommodation with the restaurant being the main business and open to non-residents. The restaurant will be open at least 5 nights per week and the food and service will be of a high standard.

Room Only

Accommodation which generally does not offer breakfast. If breakfast is offered, this may be a continental self-service option or a breakfast left in a fridge in the bedroom.



1.5 The STAR Rating

Guest Accommodation needs to satisfy three elements to reach a particular STAR rating:

- All the relevant **minimum requirements** must be met.
- The overall percentage score for quality must fall within the appropriate band.
- The relevant standard of quality must be met in all critical areas:-

Cleanliness

Hospitality & Friendliness

Bedrooms

Bathrooms

Breakfast

Where additional facilities are provided e.g. a spa, these will also be assessed.

Dispensations

Marketing & Tourism may agree to a dispensation for certain individual requirements within these standards, as long as all the remaining requirements and quality levels for that rating are met or exceeded and the dispensation does not compromise the overall aims of the standard. The possibility of a dispensation should be discussed with your assessor in the first instance and will be considered on a case-by-case basis. Any exceptions will need to exhibit a proportional increase in quality in other areas to compensate.

1.6 THE RATING BANDS - KEY REQUIREMENTS

Overall Quality Bands

Guest Accommodation	1 STAR	2 STAR	3 STAR	4 STAR	5 STAR
<i>Overall</i>	30% - 46%	47%-54%	55%-69%	70%-84%	85%-100%
Cleanliness	40%	50%	65%	75%	90%
Hospitality	40%	50%	65%	75%	90%
Bedrooms	30%	47%	55%	70%	85%
Bathrooms	30%	47%	55%	70%	85%
Breakfast	30%	47%	55%	70%	85%

Note: Guest Accommodation 'Room Only' designator– Breakfast is not scored

1.6 THE RATING BANDS - KEY REQUIREMENTS

KEY REQUIREMENTS AT EACH RATING LEVEL

To be recognised within the Guest Accommodation standard you must meet all the Detailed Requirements listed below.

You must also provide sufficient quality to meet the minimum requirements for One STAR, in all areas of the operation covered by the Quality Indicators in the Quality Guidance Section

Key Minimum Entry Requirements

The Key minimum entry requirements for achieving a Guest Accommodation One STAR rating are:

- A cooked breakfast, or substantial continental available.
- Proprietor and/or staff available for guests' arrival, departure and at all meal times.
- Once registered, resident guests have access to the establishment at all times unless previously notified.
- All areas of operation meet the minimum quality requirements for cleanliness, maintenance and hospitality, as well as facilities and the delivery of services.
- A dining room or similar eating area is available unless meals are only served in bedrooms.
- You must meet all the current statutory obligations and provide Public Liability insurance cover.

Requirements at higher Rating Levels

As well as enhanced quality standards there are certain key requirements needed to achieve:

- **Three STAR and above** – access to both sides of all beds for double occupancy.
- **Three STAR and above** – bathrooms/shower rooms cannot be shared with the proprietor.
- **Four STAR** – 50% of guest bedrooms to be ensuite or with private facilities.
- **Five STAR** – all guest bedrooms to be ensuite or with private facilities.

2. Overall Standards

NB Unless otherwise indicated in the left hand column, (e.g. “ALL LEVELS”) the minimum requirements set out below are always cumulative – as the STAR rating level increases so the minimum requirements shown alongside each rating are additional to those already set out at the lower rating bands.

So at Five STARS the 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.

2.1 Statutory Obligations	Minimum Entry Requirements
FOR ALL RATING BANDS	<ul style="list-style-type: none"> • 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). • Public Liability Insurance: Provide evidence on request that Public Liability insurance cover is being maintained. • Compliance with current Fire safety Regulations. • Comply with Environmental Health Food Safety/Hygiene regulations • Guest Register: maintain a register of all guests; record passport number of all overseas guests. • Health & Safety: operate safely with due regard to health and safety legislation and with evidence of consideration for the safety of guests and 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 diagram for fire evacuation procedure. • Planning: comply with all local planning regulations. • Licensing: comply with all local licensing regulations. • Comply with The Hotel and Guest House Proprietor’s Liability (Bailiwick of Guernsey) Law, 1964
NB	<p>This list of Statutory Obligations is neither complete nor comprehensive. It is incumbent on a Boarding Permit Holder to ensure compliance with all relevant legislation and regulation.</p>

2. Overall Standards

2.2	Non Statutory Obligations
ALL RATING BANDS	<p>Operate in accordance with the Code of Practice for accommodation providers:</p> <p>A Boarding Permit Holder must at all times</p> <ul style="list-style-type: none">• 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 an unconnected annex or similar 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.

2. Overall Standards

2.2 (cont'd)	Non Statutory Obligations continued
ALL RATING BANDS	<ul style="list-style-type: none">• 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 visitors 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.• Welcome all guests courteously and without discrimination.• Comply with all relevant statutory requirements including housing, planning, environmental health, fire and health & safety legislation.• Allow reasonable access to the establishment on request for the Marketing & Tourism and its agents to confirm this code is being observed.• 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.
NB	Any establishment accommodating social security residents or acting as a homeless refuge hostel is unlikely to qualify for a rating under the standard, and may be in breach of the terms and conditions of its boarding permit.

2. Overall Standards

2.3 Guest Safety and Security	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Proprietor and/or staff to be on site or on call to resident guests 24 hours a day. • Printed instructions, provided in the bedrooms, for summoning assistance during an emergency at night. If the proprietor lives away from the hotel, it is expected that a member of management or staff sleep on site and that their night-time contact details are clearly advertised in every bedroom. • A high degree of general safety and security, including information on evacuation procedures in the event of an emergency, to be advertised in every bedroom. • Multi-lingual emergency procedure notices or use of symbols/diagrams clearly displayed in every bedroom. • Adequate measures in place for the security of guests and their property.
TWO STARS	<ul style="list-style-type: none"> • As One STAR
THREE STARS	<ul style="list-style-type: none"> • Proprietor and/or staff to be on duty from 7 am to 11 pm, and on site 24 hours a day.
FOUR STARS	<ul style="list-style-type: none"> • Proprietor and/or staff to be on duty 24 hours a day.
FIVE STARS	<ul style="list-style-type: none"> • As Four STARS
GOOD PRACTICE	Accessibility <ul style="list-style-type: none"> • Ensure the fire evacuation strategy details emergency exit procedures for disabled people. Remember guests with hearing impairment may not hear knocking at the door. Record room locations and any specific requirements and pass to staff at change of shift. • Welcome assistance dogs [legal obligation]. Many disabled people rely on assistance dogs to provide independence. See the dog as being part of the person. • Consider learning to communicate in basic British Sign Language (BSL).

2. Overall Standards

2.4 Maintenance	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Buildings, their fixtures, furnishings, fittings and exterior and interior décor maintained in a sound, clean condition and fit for the purpose intended. • All electrical and gas equipment in good working order and regularly serviced to ensure guests' safety. • Monitoring procedure in place for reporting of broken or damaged items in guests' bedrooms.
TWO STARS	<ul style="list-style-type: none"> • As One STAR
THREE STARS	<ul style="list-style-type: none"> • As One STAR
FOUR STARS	<ul style="list-style-type: none"> • Buildings, their fixtures, furnishings, fittings and exterior and interior décor maintained in a superior condition.
FIVE STARS	<ul style="list-style-type: none"> • Buildings, their fixtures, furnishings, fittings and exterior and interior décor maintained in an excellent, immaculate condition.

2.5 Cleanliness	Minimum Entry Requirements
One STAR	<ul style="list-style-type: none"> • Cleanliness of hotels at every STAR rating is of paramount importance to the consumer, so consistent standards of cleanliness are essential at every hotel. • Particular attention should be given to bathrooms, shower rooms and toilets especially items involving direct contact with guests, including: <ul style="list-style-type: none"> • Bedding, linen and towels. • Baths, showers, washbasins and WCs. • Flooring and seating. • Crockery, cutlery and glassware. • All bathrooms and shower rooms to be cleaned daily and checked to ensure appropriate standards of cleanliness. • Bathrooms and shower rooms clean and fresh smelling, with particular attention paid to WCs, plugholes, shower curtains, mirrors and extractor fans.

2. Overall Standards

2.5 Cleanliness (Continued)	Minimum Entry Requirements
TWO STARS	<ul style="list-style-type: none"> As One STAR
THREE STARS	<ul style="list-style-type: none"> As One STAR
FOUR STARS	<ul style="list-style-type: none"> As One STAR
FIVE STARS	<ul style="list-style-type: none"> Exceptional standards of housekeeping.
Good Practice	Sustainability <ul style="list-style-type: none"> Consider using low impact and chlorine-free cleaning products, such as microfibre cloths to reduce the amount of cleaning liquid used.

3. Service – Hospitality & Friendliness

3.1 Bookings & Pre-Arrival Information	Minimum Entry Requirements
All levels	<ul style="list-style-type: none"> Guests and prospective guests should be given an accurate description of the amenities, facilities and services that your establishment provides – in any advertisement, brochure or any other printed or electronic media used. You should make clear to guests exactly what is included in the prices you quote for accommodation, meals and refreshments. You must include service charges, taxes and other surcharges. Legally, you should not exceed the price you agree at the time of booking. You should explain in detail any charges for additional services or available facilities and cancellation terms, if applicable. If a deposit is required, you need to tell guests when they book and explain how it will be taken and whether or not it is refundable if they cancel. When you are taking a booking you should describe in detail any in-house policies e.g. no-smoking policy, payment methods, access restrictions. If prospective guests ask to see the accommodation before they book, you must show them. You must tell all prospective visitors about any major refurbishment work that might affect their stay.

GOOD PRACTICE	Accessibility <ul style="list-style-type: none"> • Offer your guests a choice of how to contact you e.g. telephone, fax, letter, email and find out about Text Relay used by people with a hearing impairment at www.textrelay.org • Always ask if an enquirer or any of the guests in the party have any specific access requirements. Promote your Access Statement.
GOOD PRACTICE	Sustainability <ul style="list-style-type: none"> • Make best use of local tourist information in your visitor information folders. • Include public transport options in promotional and booking information. • If you employ staff, brief them fully on your environmental and sustainable tourism policy and, if relevant, membership in any green tourism management schemes.

3.2 Guest Arrival, Welcome and Access	Minimum Entry Requirements
All Levels	<ul style="list-style-type: none"> • The owner or staff should be on duty during the main arrival and departure periods and during meal times. It is acceptable that the entrance may be locked and the guests may have to ring or knock for access. • Registration of all guests on arrival (legal requirement). • Once guests have registered, they should have access to the establishment and to their bedrooms at all times unless they were previously told about any restrictions. A key or security code may be given for the main entrance. • You should provide service that is appropriate to the style of accommodation and deal promptly with all enquiries, requests, reservations, correspondence and complaints from guests. • There must be an effective means for guests to call for the attention of the proprietor or staff, who need to be available at all reasonable times (as above). If the proprietor or staff are temporarily off-site or live away from the property, guests must be provided with a means to call for personal assistance 24 hours a day, without the need to use their own mobile phone. The contact telephone number needs to be clearly displayed. If foreign guests are accommodated, consideration needs to be given to the best ways of helping them understand this information, possibly by using symbols and/or diagrams. • Participants (or their designated representative) must be available to attend promptly in case of emergency.

<p>3.2 Hints and Tips</p>	<p>Greeting your guests</p> <ul style="list-style-type: none"> • Many people choose not to stay at a hotel because of the informal and friendly service available in the bed & breakfast and guest accommodation sector. • Being friendly and welcoming might come naturally to you, but don't leave it to chance, the best welcomes are well planned and are delivered consistently. • Guest registration is a legal requirement. Your assessor will have ideas as to how this can be carried out quickly and unobtrusively, so as it does not impinge on your hospitality. • Your welcome procedure might include assistance with luggage. Your paintwork is less likely to be damaged if you are carrying the bags! • You might like to offer refreshments to your guests on arrival, but if they go straight to their room, fresh milk is always appreciated for that first cup of tea.
<p>Good Practice</p>	<p>Accessibility</p> <ul style="list-style-type: none"> • Ensure guests identifying themselves as being disabled e.g. visual impairment are offered a familiarization tour. • Provide a vibrating alarm clock for hearing impaired guests. Provide information in a range of formats e.g. large print and photographs. • A clipboard and pen will assist communication with hearing impaired guests. • Welcome assistance dogs. Many disabled people rely on the dog to provide independence. Try to visualise the dog as an integral part of the person.

<p>3.3 Guest Payment & Departure</p>	<p>Minimum Entry Requirements</p>
<p>All levels</p>	<ul style="list-style-type: none"> • The means of payment must be clearly detailed to guests i.e. how and where they pay. • If payment is requested on arrival then this should be made clear at the time of booking especially if cash only is accepted. • You should provide written details of payments due and a receipt to any visitor who requests it.

4. Breakfast

Breakfast General requirements	Minimum Entry Requirements
All levels	<ul style="list-style-type: none"> • A full cooked, or substantial continental breakfast should be available
Hints and Tips	<p>A traditional English breakfast is what most guests are expecting in a bed & breakfast or guest accommodation establishment, but how do you make your breakfast stand out? Consider the options and ideas below and pick out any that are right for you and your customers.</p> <ul style="list-style-type: none"> • Consider good quality local produce wherever you can and shout about it on your menu. • Rather than just orange juice, how about a selection of juices, even a freshly squeezed orange juice or a home-made fresh fruit smoothie? You can increase the choice and reduce waste by keeping individual bottles or cans of less popular juices, such as tomato or grapefruit. • Fresh fruit salad or a fresh fruit platter can be very popular, especially if accompanied by natural or fruit yogurts. Dried or fresh fruit compote and pastries are other popular options for the menu or buffet table. • Go for high quality ingredients wherever possible; fresh local eggs and dry cured bacon. Do not forget the house and local specialities that make your business or region stand out. • Do not forget vegetarian and other special diets. • Keep the high quality theme throughout the meal, with good breads, preserves, butter and low fat options.
Good Practice	Accessibility <ul style="list-style-type: none"> • Try to be flexible by accommodating requests for food outside regular meal times to help diabetic people regulate their blood sugar. • Ensure tables are stable and provide support for people rising from their chairs. • Ensure crockery contrasts with table linen or surface to assist visually impaired. • Offer guests a choice of seating location. Provide a selection of chairs with and without arm rests. • Provide a large print menu (minimum font size 16pt) in a clear font such as Arial. • Provide for different dietary requirements e.g. dairy free, wheat free, lactose free, nut free. • Offer guests assistance with self-service buffet where appropriate. • If a self-service operation, offer guests assistance where appropriate. • Provide meals in rooms (on request) where appropriate e.g. disabled guests.
Good Practice	Sustainability <ul style="list-style-type: none"> • Highlight the connection with local producers and incorporate a description of where local ingredients are sourced and why you have chosen them.

5. Bedrooms

5.1 Bedroom size & Space	Minimum Entry Requirements
All levels	<ul style="list-style-type: none"> All bedrooms should have sufficient space for guests to move easily around the room. <i>When we assess bedroom size we take into account the usable space available around furniture and fittings. For a higher quality rating, rooms will be expected to be spacious.</i> Bedrooms that are smaller than the following sizes are unlikely to meet the minimum requirements: Single 5.6 sq m/60 sq ft Double 8.4 sq m/90 sq ft Twin 10.2 sq m/110 sq ft For a higher quality rating, rooms will be expected to considerably exceed these minimum sizes. The ceiling height for the major part of the room needs to be sufficient for a person of 6 ft to move around without stooping. Sloping eaves and ceilings are acceptable as long as they do not restrict guest's movement to an unacceptable degree. It should be possible to fully open doors and drawers without having to move other furniture. Rooms for family occupation need to be significantly larger. <p>NB Where there is access to only one side of a double bed, a maximum rating of Three STAR can be awarded, and guests must be made aware at time of making the booking.</p>
GOOD PRACTICE	Accessibility <ul style="list-style-type: none"> Try to provide a ground floor bedroom. Do not move furniture and personal items in the bathroom or bedroom as in most cases they have been placed in positions that are accessible to the guest. Ensure housekeeping equipment does not obstruct hallways.
GOOD PRACTICE	Sustainability <ul style="list-style-type: none"> Bedrooms need to be warm when guests arrive, but consider how much heat is required and when to turn it on. Lights can be turned on at the time of arrival. Use could be made of towel and laundry agreement notices, whereby guests are asked to indicate if they wish their bed linen and towels to be laundered less frequently. Signs could be made in-house or sourced externally. Good examples of wording can be found on the COAST website www.coastproject.co.uk (select business support).

5. Bedrooms

5.2 Beds and bedding Size & Quality	Minimum Entry Requirements
All Levels	<p>Minimum bed sizes:</p> <ul style="list-style-type: none">• Single: 190 cm x 90 cm (6 ft 3 ins x 3 ft)• Double: 190 cm x 137 cm (6 ft 3 ins x 4 ft 6 ins)• 122 cm (4 ft) beds to be designated as singles. <ul style="list-style-type: none">• Beds of 183 cm x 75 cm /6 ft x 2 ft 6 ins beds will only be acceptable for children and can only be used as part of a family room.• Beds of 190 cm x 122 cm/6 ft 3 ins x 4 ft beds will be acceptable for single rooms only. <ul style="list-style-type: none">• Rooms with bunk beds only are not acceptable for adult use.• All mattresses should be comfortable and have a sprung interior or be made of foam or similar. All mattresses should have a protector. Plastic or rubber mattress protectors are not acceptable except when used for small children.• All beds and mattresses should be of sound condition with a secure headboard or equivalent. <p>NB - Bunk beds should have a minimum 75 cm (30 ins) clear space between the mattress of the bottom bed and the underside of the top bed. Reference: <i>The Bunk Beds (Entrapment Hazards) (Safety) Regulations 1987</i></p>
GOOD PRACTICE	<p>Accessibility</p> <ul style="list-style-type: none">• Provide zip and link beds so that a guest and partner or a guest and carer can be accommodated, particularly in accessible bedrooms. Provide blocks so that bed heights can be adjusted.• Provide hypoallergenic bedding.

5. Bedrooms

5.3 Bedding Quality & Provision	Minimum Entry Requirements
All Levels	<ul style="list-style-type: none">• All beds should be made daily.• All bedding should be clean and in sufficient quantity, according to the season and the needs of guests.• As a guide each bed should have either: two sheets, two blankets and a bedspread or a duvet with duvet cover and one or two sheets.• If duvets are provided, alternative bedding should be available on request.• There should be two pillows in individual pillowcases per person (one pillow is acceptable at one STAR).• If feather pillows or duvets are provided, a non-allergenic alternative should be available on request.• All bed linen (sheets, pillowcases and duvet covers etc) should be fresh for each new guest. It should be changed at least once in every week for guests.• Spare blankets and pillows should be available on request.• Bedding of good quality and condition. <p>For best practice, we suggest that you also use pillow protectors and that any spare pillows and bedding are clean, fresh and preferably wrapped.</p> <p>NB - 100% man-made fibre sheets are not acceptable.</p>
GOOD PRACTICE	Sustainability <ul style="list-style-type: none">• Spare bedding does not need to be wrapped in disposable bags, its freshness can be indicated by tying the folded bedding with a re-useable ribbon, or other tie, placing in a re-useable bag, or simply folding neatly.

5. Bedrooms

5.4 Furniture, Furnishings and Fittings	Minimum Entry Requirements
All Levels	<p>Each bedroom should have:</p> <p>A bedside table, cabinet or shelf for each bed although twin beds may share and 75 cm/2 ft 6 ins bunk beds are exempt.</p> <p>A dressing table, writing desk, small table or equivalent, with a mirror adjacent.</p> <p>A chair or a stool.</p> <p>If a lounge is not available, a comfortable easy chair should be provided in the bedroom for guests to use whilst reading etc. (Dispensations may be available for individual rooms, where lack of space precludes this).</p> <p>A wardrobe or clothes hanging space with sufficient hangers. (Wire hangers are not acceptable). <i>An alcove with a rail is acceptable but coat stands, hooks on walls or behind doors are not.</i></p> <p>Adequate drawer or shelf space. The drawers should run freely.</p> <p>Opaque curtains, blinds or shutters on all windows, including glass panels to doors, fanlights and skylight windows so that guests have privacy and can exclude any light from outside the room.</p> <p>NB Where bedrooms are located on the ground floor, you should consider providing additional privacy with a net curtain or blind.</p>
GOOD PRACTICE	Accessibility <ul style="list-style-type: none">• Consider having the door frames a contrasting colour to the wall and avoid high gloss finishes to assist visually impaired guests.

5. Bedrooms

5.5 Windows and ventilation	Minimum Entry Requirements
All Levels	<ul style="list-style-type: none"> • Every bedroom must have at least one opening window with clear glass to provide natural light and adequate ventilation. Rooms without windows are generally not acceptable. (Dispensations may be available for specific rooms, but only if air conditioning is installed). If windows are sealed, a Local Planning Authority approved ventilation system should be provided. • Windows should be well fitted, easy to shut and open and remain open. • Security fittings installed on all bedroom windows where, when open, access could be gained from outside – for example, patio or French doors, ground floor windows and windows overlooking fire escapes. • You should make an effort to insulate against external noise. • You should provide a pole for opening high ‘Velux’-style or skylight windows, where these are the only opening windows.
GOOD PRACTICE	Accessibility <ul style="list-style-type: none"> • Ensure windows and curtains can be reached by your guests and are easy to open and close.
GOOD PRACTICE	Sustainability <ul style="list-style-type: none"> • Check windows for draughts to ensure that heat is not lost.

5.6 Lighting	Minimum Entry Requirements
ALL LEVELS	<ul style="list-style-type: none"> • Bedrooms well lit. A low energy light bulb is acceptable. • A shade or cover provided for all bulbs, unless decorative. • At least one light controlled from the door. • Bedside reading light for each person, controllable from the bed, in addition to the light controlled from the door. However, twin beds may share a central bedside light.
GOOD PRACTICE	Accessibility Enable lighting levels to be adjusted using a dimmer switch and/or make available additional bedside/dressing table lamps.
GOOD PRACTICE	Sustainability <ul style="list-style-type: none"> • Improved insulation and greater use of thermostatically controlled and zoned heating will save on energy use. For example fit thermostatic valves to your bedroom radiators.

2.4 Bedrooms

5.7 Heating	Minimum Entry Requirements
ALL LEVELS	<ul style="list-style-type: none"> • There should be adequate in-room heating provided. • Additional heating should be available on request.
GOOD PRACTICE	Sustainability <ul style="list-style-type: none"> • Improved insulation and greater use of thermostatically controlled and zoned heating will save on energy use. For example fit thermostatic valves to your bedroom radiators.

5.8 Flooring	Minimum Entry Requirements
ALL LEVELS	<ul style="list-style-type: none"> • Bedrooms should have fully fitted carpets or hard flooring.
GOOD PRACTICE	Accessibility <ul style="list-style-type: none"> • Avoid deep pile carpets that may cause trips or make it difficult for a wheelchair to manoeuvre

5.9 Beverage making	Minimum Entry Requirements
ALL LEVELS	<ul style="list-style-type: none"> • Tea/coffee-making facilities available and accessible 24/7 either in bedrooms or in public areas. • Self-service ingredients for hot drinks to be provided, and kept topped up. They should be kept wrapped or in lidded containers. • Bedroom kettles should not have to be operated at floor level. • Fresh milk should be available on request.
GOOD PRACTICE	Accessibility Hospitality trays at a height accessible to all guests. Cordless kettle and provide a variety of drinking cups/mugs or make available on request.
GOOD PRACTICE	Sustainability Items, such as sugar and biscuits, do not need to be individually wrapped – use can be made of airtight containers for dried goods and wherever possible locally produced goods or Fair Trade products could be sourced.

5. Bedrooms

5.10 Telephone	Minimum Entry Requirements
ALL LEVELS	<ul style="list-style-type: none">• Where telephones are provided in bedrooms a rate card illustrating typical charges for local, long-distance, international, internet, use of phone card and connection to mobile phones to be displayed• Sample call charges to be shown, priced by minute, not by unit.

5.11 Miscellaneous	Minimum Entry Requirements
ALL LEVELS	<p>Each bedroom should have:</p> <ul style="list-style-type: none">• A means of securing bedroom doors from inside and out, and a key should be available.• A waste paper container. It should be non-flammable if smoking is permitted.• An ashtray if smoking is permitted.• One drinking tumbler per guest. (Glass or a wrapped disposable)• Sufficient, conveniently situated, power sockets to allow for the safe use of all electrical equipment provided.• Printed advice on how to obtain emergency assistance at night must be clearly displayed within the bedroom.• Written advice on how to contact the owner in an emergency, especially during the night. This could be a bell, house phone or similar. If the owner/manager does not sleep on the premises, then a 24-hour contact phone number should be provided. Consider how a guest would contact you if they don't have a mobile phone or there is no phone signal.• Iron and ironing board available on request (advertise in the room)• Early morning calls available on request or an alarm clock provided.• For bedrooms without an ensuite or private bathroom, a towel rail or equivalent should be provided with one hand towel and one bath towel per person. There should be fresh soap for each new letting. If you provide liquid soap dispensers, you need to pay particular attention to their cleanliness and hygiene. <p><i>NB As a matter of best practice, all establishments are encouraged to display clear fire instructions where appropriate.</i></p>

5. Bedrooms

5.12 Bedrooms	General Hints and Tips
ALL LEVELS	<p>When planning bedrooms, remember, quality is the key to success.</p> <ul style="list-style-type: none"> • Beds are very important. Buy the best quality you can afford. If you have room for a 5 ft double, choose this instead of a 4 ft 6ins. • Choose good quality bed linen and pillows. Washable mattress protectors are essential and ideally pillow protectors too. Your guests will appreciate a comfortable night sleeping in well-laundered fresh linen. • You might want to avoid plain-coloured carpets. Choose one which is less likely to show marks. • Do not be tempted to add too many beds into each room. If you are looking for flexibility of sleeping options, then a 6ft zip-link bed will give you a super king double or twin beds. • Many guests stay for only few days, so if space is short, do not provide any more clothes storage space than is necessary and look for good quality space saving solutions.
GOOD PRACTICE	Accessibility <ul style="list-style-type: none"> • Ensure TVs can provide subtitles (Teletext page 888, digital (DVB), Sky subtitles), to benefit hearing impaired and foreign language speaking guests. • Ensure all information is in clear print at a height accessible to all guests. • Consider providing door notices for hearing impaired guests as part of your emergency evacuation procedures.
GOOD PRACTICE	Sustainability <ul style="list-style-type: none"> • Each room could contain, where possible, an up-to-date visitor information folder. Visitor information folders could include: • Details of nearby outlets supplying local food, drink and gift products. • Local visitor attractions. • Local heritage and culture information, including details of special events. • Options for car-free travel such as walking and cycling routes, public transport timetables and contact numbers. Suggestions for a series of car-free days out. • Your environmental policy if you have one, or details about any green scheme with which you are affiliated. • Notices could be used to request guests to completely turn off all electrical appliances when not in use, rather than leaving them on standby. Staff could also be trained to turn them off standby when cleaning the room.

6. Bathrooms, Shower Rooms & Ensuites

6.1 General	Minimum Entry Requirements
ALL LEVELS	<p>All establishments must provide:</p> <ul style="list-style-type: none"> • Hot water at all reasonable times. • When an establishment has four or less bed spaces for paying guests, it is acceptable for a bath or shower room to be combined with a washbasin and WC. • If there are any guest bedrooms without washbasins, there should be a hand washbasin in the WC. • Additionally, where the maximum number of residents within an establishment, including the proprietors, is no more than six, it is acceptable that facilities are shared between guests and proprietors. However, this will limit the achievable rating to Two STAR. • Where a shared arrangement exists, proprietors and their family should avoid prolonged use of the bathroom during the early to mid-morning period. They should also remove their personal belongings from the bathroom.
GOOD PRACTICE	<p>Accessibility</p> <ul style="list-style-type: none"> • Hot water supply should have at each fitting a mixer valve, controlled to a maximum 41 degrees C to prevent scalding
GOOD PRACTICE	<p>Sustainability</p> <ul style="list-style-type: none"> • Use thermostatically controlled settings for hot water. • Although providing shower facilities can help reduce water consumption, remember that power showers can use more water than a bath. Therefore, consider using reduced water flow shower heads or gravity fed showers where possible.

6.2 Ensuites	Minimum Entry Requirements
ALL LEVELS	<ul style="list-style-type: none"> • An ensuite facility consists of a bath or shower, WC and washbasin in a separate room, connected to a bedroom and entered directly from it. • The WC must always be in its own properly ventilated room. If the shower cubicle is situated in the bedroom then additional ventilation should be added to take account of this. • It is acceptable for the washbasin to be in the bedroom, as long as the WC is contained within a room of its own, within the bedroom. • Accommodation with shower cubicles sited in the bedrooms is unlikely to achieve a high quality rating. If the bath or shower cubicle is located in the bedroom, guests must be told when they book. This should not be described as ensuite facilities.

6. Bathrooms, Shower Rooms & Ensuites

6.3 Ensuite Provision	Minimum Entry Requirements
ONE to THREE STAR	<ul style="list-style-type: none"> • There is no minimum requirement for ensuite facilities. • However, where they are provided their quality will be assessed as part of the bathroom quality assessment.
FOUR STAR	<ul style="list-style-type: none"> • To achieve a Four STAR rating, you will need to provide at least 50% of bedrooms with an ensuite or a private bath/shower facility.
FIVE STAR	<ul style="list-style-type: none"> • To achieve a Five STAR rating, every bedroom must have an ensuite or a private bath and/or shower facility.

6.4 Private Bath and Shower Rooms	Minimum Entry Requirements
ALL LEVELS	<p>What is meant by a private bath or shower room? A private bathroom is one in which the bath or shower, WC and perhaps a washbasin are allocated for the sole use of the occupants of one particular bedroom. The bathroom should be on the same floor and be reasonably close to the bedroom. It should be lockable with a key provided. Access to the bath and/or shower rooms from the bedrooms through a lounge, dining room etc. is not acceptable.</p> <p>What is a public bath or shower room? A public facility is one that may be shared by the occupants of more than one bedroom, and perhaps the owners or their family. Access to the bath and/or shower rooms from the bedrooms through a lounge, dining room etc. is not acceptable.</p>

6. Bathrooms, Shower Rooms & Ensuites

<p>6.5 Fixtures & Fittings – ALL bath & shower rooms</p>	<p>Minimum Entry Requirements</p>
<p>ALL LEVELS</p>	<p>All bath and/or shower rooms should have:-</p> <ul style="list-style-type: none"> • A bath or shower. If a shower is provided, a screen or curtain is required, unless the design is such that this is not necessary. • A lidded WC. • A toilet roll holder with toilet paper. • Fresh soap provided for each new guest. If liquid soap dispensers are used, pay particular attention to their cleanliness and hygiene. • A covered bin/open bin with sanitary disposal bags provided. • An internal lock/bolt. Private bathrooms need a lock and key so that the guest has sole use and can confidently leave their belongings in the bathroom. • Appropriate flooring. Experience suggests that washable flooring is more hygienic than carpeting. • Opaque window curtains or blinds for privacy and comfort. • An extractor fan for adequate ventilation, or a window that opens. • Adequate heating. All bathrooms with an external window must have heating. • A hook for clothes. • A non-slip bath mat where shower trays and baths are not non-slip. • A towel rail or equivalent. A radiator alone is not acceptable, but a towel ring or a hanging rack on a radiator is. • A clean hand and bath towel for each guest. Unless there is a clearly advertised environmental policy, they should be changed <i>at least</i> every three days. • A clean bath mat for each new let. • An electric razor point or adapter within easy reach of the mirror. This may be located in the bathroom, or in the bedroom. • All bathrooms need to be well lit by a covered light. • Hot water for bathing available at all reasonable times.
<p>GOOD PRACTICE</p>	<p>Accessibility</p> <ul style="list-style-type: none"> • Appropriate support rails at urinals, toilets and wash basins. • Provide a selection of equipment such as bath seats, toilet seat height raisers and shower chairs. Provide a support rail by the shower attachments. • Towels that contrast in colour to the walls and floor, to assist visually impaired guests.

6. Bathrooms, Shower Rooms & Ensuites

6.6 Public/Shared Bathrooms

Minimum Entry Requirements

ALL LEVELS

Access to bath/shower rooms from a bedroom through a lounge; dining room etc. is not acceptable. In addition to the requirements listed before in 2.5.5 Fixtures & Fittings for all Bath/Shower Rooms, all Public/Shared bathrooms and/or shower rooms should have:

- Heating.
- A bath mat that is changed daily.
- Soap as well as the soap provided in the bedrooms.
- Hand-drying facilities.
- All public bathrooms need to be well lit.

6.7 Guest Toilets (Shared)

Minimum Entry Requirements

ALL LEVELS

Access to guest toilets from a bedroom through a lounge, dining room etc. is not acceptable.

Fixtures & Fittings

- All guest toilets need to have:
- A lidded WC.
- A toilet roll holder and toilet paper.
- A covered bin or open bin with sanitary disposal bags.
- A hand washbasin (not necessarily a washbasin) and hot water, soap and hand towel/drying facilities, if all guest bedrooms do not have a washbasin.
- A covered light.
- An extractor fan for adequate ventilation or a window that opens.
- An opaque window curtain or blind for privacy and comfort.
- An internal lock or bolt.

6. Bathrooms, Shower Rooms & Ensuites

6.8 Washbasins in Bedrooms	Minimum Entry Requirements
ALL LEVELS	<p>To achieve a Three STAR rating all bedrooms require a washbasin – either free-standing or in a vanity unit or ensuite.</p> <p>Fixtures & Fittings Recommended minimum size is 36 cm x 24 cm/14 ins x 9.5 ins. Its suitability will depend on shape, position of taps etc.</p> <p>Where a washbasin is provided in a bedroom there should be:</p> <ul style="list-style-type: none">• A mirror with a light above or adjacent.• A towel rail or equivalent. A radiator is not acceptable, but a towel ring or a hanging rack on a radiator close by is.• Shelf space close to the washbasin, safely positioned.• A clean hand towel or hand drying facility.• Fresh soap. A liquid soap dispenser is acceptable.
6.9 Bathrooms HINTS & TIPS	<p>Bathrooms are expensive to build and set up and will probably need to last longer than any other part of the business between major refurbishments. So, it is important to get it right first time if possible.</p> <ul style="list-style-type: none">• If you have room for a bath and shower, then provide both if you can, but a shower only is very acceptable to most guests.• Always try to fit a thermostatically controlled shower. Mixer taps can be fiddly, unpredictable and potentially dangerous.• Think about the floor covering. A good quality hard flooring might be easier to clean and more hygienic than carpet.• Think about lighting. Good bathrooms have lighting in the shower cubicle, above the bath and above the mirror.• All guests will appreciate large, soft towels.• If you are providing toiletries think try to provide a high quality national brand or local product. You can also consider the environment by using larger and re-fillable containers, rather than individual containers where there will be more wastage.

7. Guest Meals (this section does not apply for room-only designator)

7.1 Breakfast	Minimum Entry Requirements
ALL LEVELS	<p>All food must be properly cooked and carefully prepared and presented.</p> <ul style="list-style-type: none"> • A cooked or substantial continental breakfast should be available. If a cooked breakfast is not available, you must make guests aware at the time of booking and highlight on the property website and on third party websites. To achieve the higher STAR ratings, a greater choice and quality is expected. • The owner and/or staff should be available at breakfast for responding to guest's needs e.g. clearing of dishes, replenishing buffet and offering top-ups of tea and coffee. • Where breakfast is served in the bedrooms, service should be of an equivalent or better level than if it were to be served in a breakfast room. This includes service of hot beverages. • It is acceptable to offer a buffet style cooked breakfast.
7.2 Dinner Where Provided	Minimum Entry Requirements
ALL LEVELS	<ul style="list-style-type: none"> • All food must be properly cooked and carefully prepared and presented. • If requested at the time of booking, there must be at least one vegetarian option available.
GOOD PRACTICE	Accessibility <ul style="list-style-type: none"> • Try to accommodate requests for food outside of regular meal times to help diabetic people regulate their blood sugar. • Ensure tables are stable and provide support for people rising from their chairs. • Ensure crockery contrasts with table linen or surface to assist visually impaired guests. • Offer guests a choice of seating location. Provide a selection of chairs with and without arm rests. • Provide a large print menu (minimum font size 16pt) in a clear font such as Arial. • Provide for different dietary requirements e.g. dairy free, wheat free, lactose free nut free. • Offer guests assistance with self-service buffet where appropriate.

7 Guest Meals (this section does not apply for room-only designator)

7.2 GOOD PRACTICE

Sustainability

Food and drink products could be sourced locally, thereby helping to support the local economy and reduce food miles. Menus containing local specialities could highlight the connection with local producers and really help differentiate your offering from that of competitors. So highlight the connection with local producers wherever possible, and incorporate a little description of where ingredients are sourced, who the producer is and why you've chosen them.

Opportunities exist in many areas through the local farmers' forum, or local producer networks, to build up sustainable and rewarding relationships with local producers. Offering the guest "something different" can reinforce the feeling of a "sense of place" which is different from home.

8. Public Areas

<p>8.1 Lounges, Bars, Dining Areas, Restaurants, Hallways, Stairs, Corridors & Landings</p>	<p>Minimum Entry Requirements</p>
<p>ALL LEVELS</p>	<ul style="list-style-type: none"> • There should be a dining room or breakfast area available, unless meals are only served in bedrooms, in which case guests need to be told of this when they book and this should be highlighted on property website and on third party websites. • Where televisions are not provided in the bedrooms, there should be access to a lounge that has comfortable easy seating and a colour television at no extra charge. If you have a 'Peace and Quiet' policy that is clearly advertised in your brochure/on your website and guests are advised at the time of booking, a dispensation may then be made at the discretion of the assessing body. • Corridors and stairs should be in good repair and free from obstruction. • The levels of lighting in all public areas should be adequate for safety and comfort. • Stairways and landings should also have sufficient light at night. • All public areas should have an adequate level of heating.
<p>GOOD PRACTICE</p>	<p>Accessibility</p> <ul style="list-style-type: none"> • Provide a variety of seating: low, high, firm, soft, with and without arms. • On each step or change of level, provide a nosing strip that contrasts in colour to the floor. • Provide at least one continuous handrail on steps and where changes in levels occur. • Provide clear signage, see Sign Design Guide www.signdesignsociety.co.uk Ensure lifts provide audible messages and have raised letters and numbers on the control panel. A mirror on the rear wall assists a wheelchair user to manoeuvre in and out.
<p>GOOD PRACTICE</p>	<p>Sustainability</p> <ul style="list-style-type: none"> • Décor – use could be made of local artist's work, prints and/or photographs of images depicting local scenes, historical, or heritage related images – it all adds to a visitor's enhanced sense of place. • Lighting – greater use could be made of energy saving light bulbs throughout the establishment. It might be possible to make greater use of natural light. • Heating – improved insulation and greater use of thermostatically controlled and zoned heating will save on energy use.

8. Public Areas

8.2 Safety & Security	Minimum Entry Requirements
ALL LEVELS	<ul style="list-style-type: none"> • The main entrance should be clearly identified and the doorway illuminated. • You should maintain a high degree of general safety and security. All information on emergency procedures should be up-to-date. • Printed details in every bedroom explaining to guests how to summon help if there is an emergency during the night. • If the proprietor or staff are temporarily off-site or live away from the property, guests must be provided with a means to call for personal assistance 24 hours a day, without the need to use their own mobile phone. Operators (or their designated representative) must be available to attend promptly in case of emergency. • You should take adequate measures to protect the security of guests and their property. In particular consider the safety and security of guests staying in bedrooms on the ground floor. • For the safety of guests, all car parks should be adequately lit.
8.3 Exterior & Condition of Buildings & Equipment	Minimum Entry Requirements
ALL LEVELS	<ul style="list-style-type: none"> • Buildings, their fixtures, fittings and exterior décor must be maintained in a sound, clean condition and must be fit for the purpose intended. • All electrical or gas equipment should be safely maintained and in good working order.
GOOD PRACTICE	Accessibility <ul style="list-style-type: none"> • Provide within the grounds of the property or identify nearby, a free run/spend area for assistance dogs. • Ensure paths are kept clear of obstacles, debris, moss, ice and fallen leaves and have firm, well-maintained surfaces. Ensure that any permanent features en route are securely fixed – e.g. flower pot arrangement status.
GOOD PRACTICE	Sustainability <ul style="list-style-type: none"> • For grounds, gardens and frontages, establishments could consider the use of materials which are in keeping with the local environment and physical characteristics of the local geography, geology and age of the buildings. • Consider using local varieties of flowers, plants etc.

8. Public Areas - Annexes

8.4 Annexe Acommodation	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none">• If you are offering guests accommodation in an unconnected annexe or with separate external access, you must tell them when they book.• You must also advise them if there is any change to a booking that involves an annexe or separate external access. You should also tell them where the annexe is.• Paths or passageways to the annexe must be in good condition and adequately lit.

9. QUALITY GUIDANCE

9.1 QUALITY INDICATORS

Examples are given of the level of quality expected to achieve a quality level of **One to Five STAR** for each area of Assessment. Phrases such as 'acceptable', 'good', and 'very good' are used to signify ascending levels of quality in broad terms only. They are deliberately non-specific because we recognise the wide variety of quality elements that can be included. The Quality Indicators given below represent typical expectations for condition and intrinsic quality.

BUT - They are neither definitive nor exhaustive.

9.2 CLEANLINESS

1 STAR

- All surfaces clean and free from dust.
- All rooms vacuumed daily.
- Public areas kept tidy.

2 STAR

- A quite good standard overall, although some areas may be overlooked.

3 STAR

- Evidence of attention to detail, particularly high and low level dusting and areas which come into contact directly with the guests, e.g. bedding and crockery, WCs and baths.
- Soft furnishings and carpets well-maintained.
- All areas free from clutter.
- All areas smelling fresh and clean.

4 STAR

- Clean and freshly polished surfaces. Soft furnishings and carpets regularly deep cleaned.
- Greater attention to detail, with high overall standards.
- Hygienically stored spare blankets and pillows in bedrooms.

5 STAR

- Clearly a pristine finish.
- Gleaming surfaces. No smears or marks. Evidence of thorough cleaning.
- Spotless soft furnishings and carpets.
- Bedding visibly crisp and clean.

9.3 SERVICE

9.3.1 SERVICE - HOSPITALITY AND FRIENDLINESS

1 STAR

- Limited guest contact and interaction.

2 STAR

- All guests dealt with promptly and in a courteous and helpful manner.

3 STAR

- A positive and friendly attitude from cleanly attired proprietors and staff.
- Good first and last impression with a welcoming smile.

4 STAR

- Attentive, personalised service with very good levels of customer care such as use of guest's name.
- Pro-active approach to guests with effort made at social interaction and conversation.
- Guests made to feel very much at home with a warm cheerful welcome on arrival.

5 STAR

- Guests personally greeted on arrival.
- Awareness and anticipation of individual guest's needs with nothing being too much trouble.
- An offer of additional services such as fresh milk, use of the telephone, information on the locality and recommendations for eating out etc.
- Excellent first and last impression.

9.3.2 SERVICE - MANAGEMENT EFFICIENCY - BOOKING AND ARRIVAL

1 STAR

- Basic guest details recorded on booking.
- Access on arrival may be restricted.
- Ad hoc registration of guests.
- Guests directed to their rooms.

2 STAR

- Competent telephone manner when taking bookings with a better range of details taken, e.g. guest names, addresses, telephone number, dates of stay, number of single/double rooms required etc.
- Guests made aware of any access restrictions when they are booking.
- Sound registration procedures.

3 STAR

- Organised approach for dealing with all guest enquiries, reservations, correspondence, complaints etc.
- Willingness to help guests on arrival.

4 STAR

- Competent and efficient booking procedure with directions offered.
- Escort to the bedrooms and indication given of public areas.
- Offer made of assistance with luggage.

5 STAR

- Usually no more than five rings before telephone is answered.
- Bookings handled in a professional manner that makes the guest feel welcome and gives confidence that details have been accurately recorded.
- Confirmation letter and directions sent by post/fax/email.
- Guests shown to rooms with luggage assistance.
- Explanation of accommodation and bedroom facilities.
- Appropriate use of guest's name.
- Offer of refreshment on arrival.

9.3.3 SERVICE - DINNER (WHERE SERVED) AND GENERAL SERVICES

1 STAR

- Adequate social and service skills.
- Tables laid appropriately for the meal being served.

2 STAR

- Competent service with helpful attitude.
- Reasonable food and drink knowledge.

3 STAR

- Prompt response to requests for additional services e.g. iron and ironing board, fresh milk etc.
- In larger establishments, all requests and any contact with reception or bars efficiently handled in a timely and professional manner.
- Where an evening meal is not served, help is provided, on request, to find a place to eat/drink.
- Where an evening meal is served, verbal or written explanation of dinner dishes available.
- Good food and drink knowledge.
- A well-paced meal service.

4 STAR

- A willingness to provide additional services such as fresh milk on request or on the tea tray.
- Spontaneously offered help in finding a place to eat or drink.
- A high standard of food and drink knowledge.
- Attentive service such as offering bread and water, prompt table clearing and satisfaction checks.

5 STAR

- Where an evening meal is not served, detailed information and/or menus about local dining options provided.
- Proactive offer of additional services e.g. warming and lighting a bedroom in winter before a guest arrives. Efficient service with high levels of technical skills and anticipation of guests' needs.
- Comprehensive descriptions of dishes available and good judgement in timing of serving the different courses.
- Proprietors and staff able to provide guests with advice on menu and wine list (where provided).

9.3.4 SERVICE - BREAKFAST

1 STAR

- Adequate social and service skills.
- Tables laid appropriately for the meal being served.

2 STAR

- Competent service with helpful attitude, timely awareness of guests' arrival in the breakfast room.
- Reasonable knowledge about what is on offer.

3 STAR

- Breakfast buffet items kept topped up.
- Verbal or written explanation of available breakfast choices.
- Good product knowledge.
- A well-paced meal service.

4 STAR

- The choosing of standard breakfast items in the morning at the breakfast table, and not the day before.
- A high standard of food knowledge. More attentive service, e.g. the offer of hot drinks and toast.
- Prompt table clearing and satisfaction checks.

5 STAR

- Clean and well-presented menus.
- Efficient service with high levels of technical skills and anticipation of guests' needs.
- Comprehensive descriptions of dishes available and good judgement in timing of serving the different courses.
- Highly attentive service with the offer of fresh hot drinks, toast etc.

9.3.5 SERVICE - DEPARTURE

1 STAR

- Adequate service on departure with limited guest contact.
- Bill provided upon request.

2 STAR

- No undue delays for the guest on departure.
- Proprietors and staff willing to assist if bill is unclear or inaccurate.

3 STAR

- Efficient procedures for handling guest departure.
- Accurate bill prepared in advance of guests' departure.

4 STAR

- Prompt attention when summoned.
- Proprietors and staff well versed in all methods of payment where appropriate.
- Exchange of pleasantries upon departure.

5 STAR

- Awareness that departing guests are ready to pay and that proprietors or staff make themselves available.
- Bill correct in all details and clearly presented and explained.
- Guests asked if they enjoyed their stay.
- Offer of assistance with luggage and offer of directions to next destination.

9.4 PHYSICAL CONDITION

9.4.1 PHYSICAL CONDITION - EXTERIOR - BUILDINGS, APPEARANCE AND MAINTENANCE

1 STAR

- Exterior of buildings maintained in a sound, clean condition.
- Adequately maintained property, overall.

2 STAR

- Overall tidiness, including window boxes, hanging baskets, tubs etc. where appropriate.
- Signs of ageing and defects limited to a small number of areas.
- Neat appearance of outbuildings.

3 STAR

- Well-maintained property and outbuildings. Some natural weathering may be present.
- Attractive use of window boxes, hanging baskets and tubs where appropriate.
- Where displayed, signs maintained in good condition.

4 STAR

- Very good maintenance of stonework and paintwork, although some natural weathering is acceptable.
- Some additional external features to enhance the appearance. This includes window boxes, especially in properties without a garden.

5 STAR

- Excellent standards of external maintenance including outbuildings and signs, allowing for the age of the building.
- Fresh, well-maintained paintwork in a new building. No unsightly staining and stonework in older buildings.
- Addition of features such as flower tubs and window boxes where appropriate.
- Attractive architectural features and decorations.
- Well illuminated and clearly signed.

9.4.2 PHYSICAL CONDITION - GROUNDS, GARDENS AND FRONTAGE

1 STAR

- An adequate first impression, e.g. refuse bins and storage areas discreetly positioned and tidily kept.
- Safe pathways.
- Adequately maintained driveway.

2 STAR

- Refuse bins and storage areas kept discreetly positioned.
- Evidence of more effort made to make gardens more attractive, tidy and litter free.
- Pathways without trip hazards.

3 STAR

- Well-maintained and tidy grounds, driveways, footpaths etc.
- Attractive overall appearance.
- Effective lighting and signage where required e.g. long driveway.
- Easy access. Well-maintained surface.

4 STAR

- Dustbin area not visible and preferably screened.
- High standards of maintenance in the garden. Generally tidy flowerbeds, pathways and hedges with all trees and shrubs well-tended.
- Evidence of some attention to detail e.g. well-surfaced, pothole-free driveways, colourful borders and wide level pathways.

5 STAR

- Attractively maintained, well-tended borders or shrubs, tidy pathways and edges, lawns in good condition and well-cut, hedges trimmed and an overall attempt to maintain an attractive appearance throughout the year.
- Good attention to detail, including landscaping, driveways, the provision of garden furniture or architectural features e.g. gazebo, pergola, summerhouse etc.
- Excellent, well-positioned lighting and signage.

9.4.3 PHYSICAL CONDITON - CAR PARKING (WHERE PROVIDED)

1 STAR

- Reasonably easy, safe and adequately maintained parking.
- In a B&B, a less formal provision of parking might be appropriate.

2 STAR

- Some attempt to manage parking arrangements.

3 STAR

- Good, easy access with signage as appropriate.
- Adequate lighting.
- A more structured approach to parking for establishments who receive non-residents.

4 STAR

- Clear definition of parking area or spaces. Signage prevents confusion for guests on arrival. This may be informal.

5 STAR

- Ample car parking spaces, clearly signed.
- Good, well-positioned lighting.
- Consideration given to the security of the guests' cars.
- Paths and steps well-lit at night.

9.4.4 PHYSICAL CONDITION - RECREATION FACILITIES (WHERE PROVIDED))

1 STAR

- Acceptable standard of facilities maintained in a functional condition.

2 STAR

- Quite good standard of facilities maintained in neat and sound condition.

3 STAR

- Good standard of facilities in good condition.

4 STAR

- Very good standard of facilities provided in very good condition.

5 STAR

- Excellent standard of facilities in well maintained condition.

9.5 BEDROOMS

9.5.1 BEDROOMS – DÉCOR - QUALITY AND CONDITION

1 STAR

- Functional decoration and limited co-ordination.
- Limited pictures and wall hangings.

2 STAR

- Decoration may be old, but not damaged, scratched or torn.

3 STAR

- Co-ordinated interior decoration.
- Well-finished, good quality wall coverings and paint work.
- Wall and ceiling coverings well applied.
- Use of pictures etc. where appropriate, particularly on plain walls.

4 STAR

- Very good standard of decoration with use of high quality pictures and prints where applicable.
- Some effort made to hide surface-mounted pipes and wires.

5 STAR

- Excellent interior design, with high attention to detail. Thoughtful co-ordination of patterns, colours and textures.
- High quality wall coverings with professional finish to all aspects of decoration.
- Attractive use of pictures, prints and other decorative relief.
- Consideration may be given to historic properties and listed buildings.

9.5.2 BEDROOMS - FURNITURE, FURNISHINGS AND FITTINGS

1 STAR

- A limited range of furniture, furnishings and fittings in terms of quality and range.
- Limited co-ordination of furniture, furnishings and fittings.
- Light and heating fittings of adequate quality and safety for the style, size, and shape of the bedroom.
- All window coverings correctly fitted, with sufficient width and height to draw completely across the window.

2 STAR

- A greater provision of furniture, which may be dated but will be sound and fit for the purpose.
- Alternatively, furniture may have been excellent quality, but now showing signs of age, wear and tear.
- No great degree of comfort for the guest.
- Better quality curtains that are clean and easy to draw.
- Lighting and heating fittings of quite good quality and in a quite good condition.

3 STAR

- Good quality furniture, in a sound and usable condition.
- Good use of co-ordination.
- Size and amount of furnishings in proportion to the space available.
- Well positioned lights giving good levels of illumination.
- Good quality light fittings with appropriate shades.
- Substantial, lined curtains.

4 STAR

- High quality furniture, furnishings and fittings. Not necessarily new, but furniture still offering substantial comfort.
- Full curtains, possibly with additional embellishments such as tiebacks.

5 STAR

- Excellent quality, modern reproduction or antique furniture. Some excellent antique furniture may show signs of distress which does not detract from its excellence (depending on the degree of deterioration).
- A more extensive range of furniture offering a greater degree of comfort and higher quality including, at least, two comfortable chairs.
- Excellent co-ordination of soft furnishings of high intrinsic quality with additional features such as scatter cushions.
- Curtains denoting a degree of luxury with good use of pelmets and tiebacks, ample drape and width. Curtains to be fully lined so as to retain heat and keep out light.
- Excellent quality light fittings of various types. Shades add to overall theme of the decoration.
- Heating fittings such as radiators should be in excellent condition and may be disguised by painting or radiator covers.

9.5.3 BEDROOMS - FLOORING

1 STAR

- Adequate comfort to flooring. Some signs of wear and tear may be evident.
- Not necessarily professionally fitted.

2 STAR

- Quite good quality flooring, but carpets may have a high man-made fibre content.

3 STAR

- Well-fitted, good quality flooring in sound condition and comfortable under foot.
- Wooden floors in good condition.
- Some underlay for carpeting.

4 STAR

- High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition.
- Normally professionally fitted.

5 STAR

- Professionally fitted, high quality carpeting, (e.g. high percentage wool content, in excellent condition) with substantial underlay.
- Polished floorboards or high quality laminate with rugs.

9.5.4 BEDROOMS - BEDS AND BEDDING

1 STAR

- Acceptable quality, but mattresses may be thin and bases shallow.
- Clean, secure headboards or equivalent.
- Adequately presented beds with clean linen and bed covers in good repair.
- Adequate range of bedding, including sufficient blankets.

2 STAR

- Beds and bedding of a quite good quality.
- Well-maintained beds and mattresses.
- Bedding may be faded, but some attempt at co-ordination.

3 STAR

- Good quality, comfortable bed. Firm mattress and sound base.
- Bed frames may be of older style, but in good condition.
- Well-presented beds with good quality, freshly laundered, co-ordinated linen and bedding.
- Clean and fresh additional bedding, preferably wrapped, provided in guest rooms.

4 STAR

- Very good firm / deep mattresses and sound bases.
- Headboards offer a degree of comfort.
- Very good quality linen co-ordinated with bedding and decoration theme.
- Possibly a choice of pillows e.g. hollow fibre or feather.
- The presentation of some styles of bed may benefit from the presence of a valance.
- Additional bedding provided in guest rooms is wrapped.

5 STAR

- Excellent quality bed e.g. sprung mattress and high quality base.
- Clean headboard offering a high degree of comfort.
- Co-ordinated and crisply laundered linen changed at least every two days. A choice of bedding available e.g. thickly quilted or similar quality bedspreads and blankets, or duvets with appropriate tog rating.
- Beds and bedding all of a high quality and co-ordinated with bedroom décor and other soft furnishings.
- High standard of overall presentation. Appropriate use of valances, pillows and cushions.

9.5.5 BEDROOMS - LIGHTING, HEATING AND VENTILATION – QUALITY OF PROVISION

1 STAR

- Adequate lighting levels for the style, size, and shape of the bedroom.
- Effective heating in rooms at all reasonable times.
- Heating levels appropriate to the size of bedroom, possibly may not be automatic or fixed.

2 STAR

- Quite good levels of lighting. Possibly a main light and one bedside light. Wattage higher than the cumulative minimum of 160 / 220 watts.
- Heating may be free standing, but might be automatic or thermostatically controlled.

3 STAR

- Well-positioned lights giving good levels of illumination, which are easily controllable at night.
- Ample natural light.
- Effective levels of heating providing overall uniform temperature.
- Properly fitted, thermostatically controlled heating.

4 STAR

- Very good levels of light with easy access to controls. Different types of lighting may be used for practical or aesthetic reasons e.g. halogen downlights, standard lamps or picture lights.
- Properly fitted automatic heating which may be thermostatically controlled.

5 STAR

- Variety of quality lights, well-positioned and effective for all purposes, e.g. reading and at the dressing table.
- Controllable lighting, giving variable levels of light as appropriate. This may include main bedroom light controlled by door and bed.
- Individual thermostatically controlled heating. Some older storage heaters might not meet this requirement.
- Fans for guests' comfort available on request in hot weather.

9.5.6 BEDROOMS - ACCESSORIES

General: These are NOT requirements but, if they are provided, their quality, range, presentation and ease of use will be taken into account in the assessment.

Examples include: ingredients and equipment for making hot drinks, colour TV, radio, hairdryer, in-room information, telephone, fruit, sweets, complimentary bottled water, fresh flowers or plants, reading material, clothes brushes, mending kits, biscuits, hot water bottles, trouser press, fridge, writing materials, tissues etc.

1 STAR

- Very limited in range and quality accessories.

2 STAR

- Small range of quite good quality accessories.

3 STAR

- Good range and quality accessories.

4 STAR

- A substantial range of very good quality accessories.

5 STAR

- Excellent range of high quality accessories.

9.5.7 BEDROOMS - SPACE, COMFORT AND EASE OF USE

1 STAR

- Doors and drawers should be able to be fully opened without having to move other furniture.
- Room large enough to contain all necessary furniture, but little thought given to layout.
- Provides reasonable free movement not unduly restricted by intrusive low beams. Large furniture possibly dominating the room, making it less usable.
- Reasonable sound insulation with minimal intrusive noise from plumbing, corridors, etc.

2 STAR

- Room sizes will need to be larger with significantly more usable space around furnishings and fittings.
- Uncluttered rooms.
- Satisfactory seating for style of accommodation.

N.B. Where double beds have access to one side only; a maximum rating of Two STAR can be awarded.

3 STAR

- Sufficient space to allow free movement and a good degree of comfort.
- Easy use of all bedroom facilities.
- Convenient layout of furniture for practical use.
- TV, where provided, visible from sitting area or bed.
- Good access to both sides of a double bed.
- Practical, comfortable chairs.
- Ample socket provision for all provided equipment.

4 STAR

- Well-planned layout of furniture to maximise use of the free space. Rooms could be smaller, but considered planning means free space is just as usable.
- Very good access to both sides of a double bed.
- One chair per guest possibly provided.
- Spare and accessible sockets that are well placed for all uses.
- Minimal noise.

5 STAR

- A spacious, well-planned room with furniture in suitable convenient places to allow a high degree of comfort.
- Area available for luggage storage without cluttering the room and obstructing access.
- Easy and convenient use of facilities, e.g. use of surfaces without moving tea tray or TV (where provided), access to power points etc.
- Comfortable easy chairs.
- Appropriate levels of flat, clear surface to suit the market e.g. establishments attracting business people may need to provide working space.
- Generous access to both sides of a double bed.
- No intrusive noise.

9.6 BATHROOMS, ENSUITES AND WCs

9.6.1 BATHROOMS, ENSUITES AND WCs – DÉCOR, QUALITY & CONDITION

1 STAR

- Functional decoration and tiling. No real co-ordination.

2 STAR

- Decoration possibly old, but not damaged, scratched or torn.

3 STAR

- Well-finished, good quality wall coverings and paint work.
- Wall and ceiling coverings well applied.

4 STAR

- Very good standard of decoration, possibly recently re-decorated but not of highest quality.
Or
- Excellent quality with some slight ageing.
- Some effort made to hide surface-mounted pipes and wires.

5 STAR

- Excellent interior design, with considerable attention to detail and everything in pristine condition.
- Professional finish to all aspects of decoration with high quality décor and tiling. Sealant and grouting immaculate.
- Attractive use of pictures, prints and other decorative relief, where appropriate.

9.6.2 BATHROOMS, ENSUITES AND WCs - EN SUITES FIXTURES AND FITTINGS

1 STAR

- Fittings of an acceptable quality.
- Correctly fitted, appropriate window covering.
- Provision of flat surface for guests' belongings.
- Adequate quality lighting and heating fittings.
- Adequate, but sparing towel rail provision.

2 STAR

- Fittings of a quite good quality, but may be dated or worn.
- Sanitary ware may not be matching and may include plastic washbasins, shower trays etc.

3 STAR

- Solid, matching, good quality and well-fitted, co-ordinated sanitary ware.
- No small baths or undersized showers with awkward access.
- Good quality light fittings.
- Well-fitted window covering, with sufficient width and height to draw completely across the window.
- Good shelf space for guests' belongings.

4 STAR

- Good sized bath and washbasin. Shower screen or high quality shower curtain.
- Very good quality bath and shower trays – probably ceramic/enamel or composite.
- Generally high quality fittings throughout with only slight wear. All sanitary ware in good order, no cracks, crazing or dull finishes.
- High quality taps and showers with strong and refreshing flow of water, easy to control.

5 STAR

- High quality, solid, well-made fittings in excellent order, all in matching style.
- Sturdy cast iron or steel and enamel bath. High quality shower cubicles or screens.
- Power showers or high quality fittings which are responsive, thermostatically controlled and easy to use.
- Plenty of hot water at all times.
- Generous amount of towel rail space.
- Heated towel rail, or towel rail fitted above radiator.

9.6.3 BATHROOMS, ENSUITES AND WCs - FLOORING

1 STAR

- Adequate comfort to flooring. Some signs of wear and tear may be evident.
- Possibly not fitted professionally.
- Best practice suggests that washable flooring is more hygienic than carpeting.

2 STAR

- Quite good quality flooring, but any carpets may have a high man-made fibre content.
- Vinyl flooring or tiles should have little damage.

3 STAR

- Well-fitted, good quality flooring in sound condition and comfortable under foot.
- Wooden floors in good condition.
- Some underlay for carpeting.

4 STAR

- High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition.
- Normally professionally fitted.

5 STAR

- Professionally fitted, high quality carpeting, tiles or vinyl.
- Polished floorboards or high quality laminate with rugs.
- Where the flooring is tiled, grouting and sealant is in excellent order.

9.6.4 BATHROOMS, ENSUITES AND WCs - LIGHTING, HEATING AND VENTILATION

1 STAR

- Adequate lighting levels for the style, size, and shape of the bathroom.
- Adequate heating for size of room at all reasonable times, may not be automatic, but should be fixed for safety.
- Effective ventilation. Possibly window only.

2 STAR

- Quite good levels of lighting. Possibly main light only.
- Heating offering a good level of heat which might be automatic or thermostatically controlled.

3 STAR

- Well-positioned lights giving good levels of illumination particularly by the mirror. Ample natural light.
- Comfortable heating levels, appropriate to the room size and providing overall uniform temperature.

4 STAR

- Very good levels of light especially over or next to the mirror.
- Different types of lighting possibly used for practical or aesthetic reasons, e.g. halogen down lighters.
- Properly fitted, automatic, thermostatically controlled heating.

5 STAR

- Well-positioned, good quality lights giving good levels of illumination for various purposes, e.g. shaving, applying make-up etc.
- Responsive, thermostatically controlled, automatic heating. Some older storage heaters possibly don't meet this requirement. Heating source possibly a heated towel rail.
- Where there is a window, an extractor fan as well as the window will be expected.

9.6.5 BATHROOMS, ENSUITES AND WCs - TOWELS AND TOILETRIES

1 STAR

- Satisfactory quality, with minimum range and size of towels.
- Soap only provided. Possibly unwrapped or in a dispenser of acceptable quality.
- No evidence in public/shared bathrooms of proprietors' personal belongings.

2 STAR

- Towels possibly slightly thicker and matching.
- Soap may be of average quality, but possibly wrapped. Additional accessories – if any – possibly of a basic quality and presentation.

3 STAR

- A better range of good quality absorbent towels.
- Towels changed at least every three days except where, as part of an environmental policy, guests are invited and agree to a less frequent change.
- Good quality toilet paper and a range of quality toiletries including wrapped soap, shampoo etc. Large bottles of proprietary brands are acceptable but should be kept topped up.

4 STAR

- High quality, soft and fluffy towels, smelling clean and fresh. Face cloth may be included.
- Toiletries of a higher quality with better packaging and presentation – perhaps all part of the same range.

5 STAR

- Greater range of quality towels, e.g. bath sheets, bathrobes and flannels.
- Towels changed every two days, except where, as part of an environmental policy, guests are invited and agree to a less frequent change.
- Luxury toilet paper and a good range of well presented, quality toiletries, e.g. high quality soap, shampoo, shower gel, conditioner, tissues, cotton wool balls, cotton buds etc.

9.6.6 BATHROOMS, ENSUITES AND WCs - SPACE, COMFORT AND EASE OF USE

1 STAR

- Adequate space with satisfactory layout and sufficient free movement.
- Adequate water pressure and satisfactory drainage.
- Flat surface available for guests' belongings.

2 STAR

- Quite good levels of comfort. Possibly limited space but guests should be able to use facilities comfortably with convenient access to bath, shower and WC.

3 STAR

- Sufficient space to allow easy access to the facilities.

4 STAR

- Well-planned layout of sanitary ware and fittings to maximise convenience and ease of use.
- Very good provision of shelf space for guests' belongings etc.

5 STAR

- Ample space to allow easy access to the facilities.
- Convenient layout with plenty of provision for laying out toiletries, shaving equipment and hanging up clothes.
- Minimal noise from plumbing.

9.7 ALL PUBLIC AREAS - INCLUDING: LOUNGES, BARS, HALLS, STAIRS, LANDINGS AND PUBLIC WCs .

9.7.1 PUBLIC AREAS - DECORATION

1 STAR

- A sparing but adequate provision of furniture, furnishings and fittings in terms of quality and quantity.
- Functional décor and limited co-ordination. Limited pictures and wall hangings.

2 STAR

- Decoration may be old, but not damaged, scratched or torn.
- More attempt at co-ordination.

3 STAR

- Co-ordinated interior decoration.
- Well-finished, good quality wall coverings and paint work.
- Wall and ceiling coverings well applied.
- Use of pictures, etc, where appropriate, particularly on plain walls.

4 STAR

- Very good standard of decoration with use of high quality pictures and prints where applicable.
- Some effort made to hide surface-mounted pipes and wires.

5 STAR

- Excellent interior design with high attention to detail. Thoughtful co-ordination of patterns, colours and textures.
- High quality wall coverings with professional finish to all aspects of decoration.
- Attractive use of pictures, prints and other decorative relief.

9.7.2 PUBLIC AREAS - FURNITURE, FURNISHINGS AND FITTINGS

1 STAR

- Furniture, furnishings and fittings of limited quality, range and co-ordination.

2 STAR

- A greater provision of furniture, which may be dated, but will be sound and fit for the purpose. Or furniture possibly once excellent, but now showing signs of age, wear and tear.
- Curtains to be a better quality, clean and free from stains.

3 STAR

- Good quality, functional furniture in a sound condition.
- Range of good quality sofas and/or armchairs in lounges.
- Good quality light fittings with appropriate shades.
- Substantial, lined curtains with good use of co-ordination.
- Some personal touches e.g. books, magazines, local historical information etc available in lounges.

4 STAR

- High quality furniture, furnishings and fittings – not necessarily new, but still offering substantial comfort. Or good quality furniture in excellent, new condition.
- Light fittings varied and of very good quality and condition.
- Curtains to be full and may have additional embellishments such as tiebacks.

5 STAR

- Comfortable lounge, generally separate from dining room.
- All furniture in excellent quality and condition. This could be modern, reproduction or antique furniture.
- A more extensive range of furniture offering a greater choice of seating.
- Excellent co-ordination of soft furnishings of high intrinsic quality with additional features such as scatter cushions.
- Curtains denoting a degree of luxury with good use of pelmets and tiebacks, ample drape and width. Curtains to be fully lined so as to retain heat and keep out light.
- Excellent quality light fittings of various types. Shades add to overall theme of the decoration.
- Heating fittings such as radiators should be in excellent condition and may be disguised by painting or radiators covers.

9.7.3 PUBLIC AREAS - FLOORING

1 STAR

- Adequate quality flooring. Some signs of wear and tear may be evident.
- Possibly not professionally fitted.

2 STAR

- Quite good-quality flooring, but carpets may have a high man-made fibre content.

3 STAR

- Well-fitted, good quality flooring in sound condition and comfortable under foot.
- Wooden, stone or tiled floors in good condition.
- Some underlay for carpeting.

4 STAR

- High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition.
- Normally professionally fitted.

5 STAR

- Professionally fitted, high quality carpeting, e.g. high percentage wool content in excellent condition with substantial underlay.
- Polished floorboards or high quality laminate with high quality rugs or mats where appropriate.

9.7.4 PUBLIC AREAS - LIGHTING, HEATING AND VENTILATION

1 STAR

- Adequate lighting levels for the style, size, and shape of the room.
- Effective heating levels appropriate to the size of the room. Possibly not automatic or fixed at all reasonable times.

2 STAR

- Quite good levels of lighting.
- Heating may be free standing, but might be automatic or thermostatically controlled.

3 STAR

- Well-positioned lights giving good levels of illumination.
- Effective levels of heating providing overall uniform temperature. Properly fitted, thermostatically controlled.
- Public WCs kept clean and well ventilated.

4 STAR

- Very good levels of light where different types of lighting may be used for practical, aesthetic and ambience reasons e.g. halogen downlights, standard lamps or picture lights.
- Properly fitted, automatic heating which may be thermostatically controlled.

5 STAR

- Variety of types of lighting giving good levels of illumination for all practical purposes such as reading menu and wine list in bars etc.
- A positive effort made to ensure that heating meets the guests' needs. Likely to be automatic, thermostatically controlled heating. Some older storage heaters may not meet this requirement.
- Backup source for heat for very cold weather, which may include open fires where appropriate, or coal/gas/log effect fires.
- Public WCs in excellent condition.

9.7.5 PUBLIC AREAS - SPACE, COMFORT AND EASE OF USE

1 STAR

- Room large enough to contain all necessary furniture.
- Little thought given to layout but adequate space for guest comfort.
- Large furniture possibly dominating a room, making it less usable.
- Acceptable environment for guests without disturbing levels of noise, music, smells, smoke, pets, etc.

2 STAR

- Room sizes will need to be greater with significantly more usable space.
- Uncluttered rooms.
- No great degree of comfort for the guest.
- Sufficient space allowing for guests to register and pay their bills.

3 STAR

- A lounge shared with the owners should be clutter free for comfortable use by guests.
- Sufficient space to allow a good degree of comfort for guests.

4 STAR

- Public areas, including lounge where provided, possibly designated for guest use.
- Well-planned layout of furniture to maximise use of the free space. Rooms possibly smaller but considered planning means free space is just as usable.
- Minimal intrusive noise.
- Space to allow for a small reception desk/area where guests can register and pay their bills easily.

5 STAR

- A spacious, well-planned room with furniture in suitable, convenient places allowing a high degree of comfort. Easy and convenient use of facilities.
- Comfortable easy chairs. Ample space.
- Fresh and airy atmosphere.
- High degree of comfort with generous flat surface for guests to register and pay their bills.

9.8 DINING ROOM OR RESTAURANT

9.8.1 DINING ROOM OR RESTAURANT – DECOR

1 STAR

- Functional decoration and limited co-ordination.
- Limited pictures and wall hangings.

2 STAR

- Decoration possibly old but not damaged, scratched or torn. Free from food splashes.

3 STAR

- Co-ordinated interior decoration.
- Well-finished, good quality wall coverings and paint work.
- Wall and ceiling coverings well applied.
- Use of pictures etc where appropriate, particularly on plain walls.

4 STAR

- Very good standard of decoration with use of high quality pictures and prints where applicable.
- Some effort made to hide surface-mounted pipes and wires.

5 STAR

- Excellent interior design, with high attention to detail.
- Thoughtful co-ordination of patterns, colours and textures.
- High quality wall coverings with professional finish to all aspects of decoration.
- Attractive use of pictures, prints and other decorative relief.

9.8.2 DINING ROOM OR RESTAURANT - FURNITURE, FURNISHINGS AND FITTINGS

1 STAR

- Furniture, furnishings and fittings adequate in terms of quality and range. Limited coordination.
- Dining furniture possibly not matching.
- Light and heating fittings of acceptable quality and safety for the style, size, and shape of the room.
- All window coverings correctly fitted, with sufficient width and height to draw.

2 STAR

- Furniture, furnishings and fittings of quite good quality, sound and fit for the purpose. Alternatively, furniture may have been excellent quality but now showing signs of age, wear and tear.
- Better quality curtains which are clean and easy to draw.
- Lighting and heating fittings of a quite good quality and in a quite good condition.

3 STAR

- Furniture of good quality and condition. Size and amount of furnishings in proportion to the space available.
- Good use of co-ordination.
- Good quality light fittings and shades, free from scorch marks.
- Substantial, lined curtains.

4 STAR

- High quality furniture, furnishings and fittings in very good condition. Furniture not necessarily new but still offering substantial comfort.
- Full curtains, possibly with additional embellishments such as tiebacks.

5 STAR

- All furniture in excellent quality and condition. Modern, reproduction or antique furniture. Some excellent antique furniture may show signs of distress that does not detract from its excellence.
- Excellent co-ordination of soft furnishings of high intrinsic quality.
- Lined curtains of ample drape and width. Looking luxurious. Possibly with pelmets and tiebacks.
- Excellent quality light fittings of various types. Shades add to overall theme of the decoration.
- Heating fittings in excellent condition. Radiators possibly disguised by radiator covers or painting.

9.8.3 DINING ROOM OR RESTAURANT - FLOORING

1 STAR

- Adequate comfort to flooring. Some signs of wear and tear possibly evident.
- Possibly not professionally fitted.

2 STAR

- Quite good quality flooring, but carpets may have a high man-made fibre content.

3 STAR

- Well-fitted, good quality flooring in sound condition and comfortable under foot.
- Wooden, stone and tiled floors in good condition.
- Some underlay for carpeting.

4 STAR

- High quality flooring, possibly not new and showing signs of wear. Or more moderate quality but in pristine condition.
- Normally professionally fitted.

5 STAR

- Professionally fitted, high quality carpeting e.g. high percentage wool content, in excellent condition with substantial underlay.
- Polished floorboards or high quality laminate etc with rugs.

9.8.4 DINING ROOM OR RESTAURANT LIGHTING AND HEATING

1 STAR

- Adequate lighting levels for the style, size, and shape of the room.
- Effective heating in rooms at all reasonable times.
- Heating levels appropriate to the size of room. Possibly not automatic or fixed.

2 STAR

- Quite good levels of lighting.
- Heating may be freestanding, but might be automatic or thermostatically controlled.

3 STAR

- Well-positioned lights giving good levels of illumination.
- Ample natural light.
- Effective levels of heating providing overall uniform temperature.
- Properly fitted, thermostatically controlled heating.

4 STAR

- Very good levels of light with easy access to controls. Different types of lighting may be used for practical, aesthetic or ambience reasons e.g. halogen downlighters, standard lamps or picture lights.
- Properly fitted, automatic heating which is possibly thermostatically controlled.

5 STAR

- Variety of quality lights, well-positioned and effective for all purposes e.g. reading menu etc.
- Individual thermostatically controlled heating. Some older storage heaters do not meet this requirement.

9.8.5 DINING ROOM OR RESTAURANT - TABLE APPOINTMENT

1 STAR

- Table appointments of an acceptable standard e.g. lightweight, stainless steel and single-ply paper napkins.

2 STAR

- Crockery and cutlery generally matching and a better quality napkin.
- Basic breakfast items such as milk and sugar available on the table/s and in sufficient quantities for the numbers seated.
- Full salt and pepper containers on tables at all meals.

3 STAR

- Well-laid tables with matching crockery and cutlery.
- Good quality paper napkins.

4 STAR

- Very good quality of crockery and cutlery. Cloth or high quality paper napkins and tablemats and/or tablecloth.
- Flowers or other appropriate decoration on tables.

5 STAR

- Table appointment of the highest standard, quality accessories and glassware.
- High quality cloths and napkins or well-presented wood tables with mats.
- Table enhancements of high quality, e.g. candles or fresh flowers as appropriate.

9.8.6 DINING ROOM OR RESTAURANT - SPACE, COMFORT AND EASE OF USE

1 STAR

- Room large enough to contain all necessary furniture, but little thought given to layout.
- No intrusive noise.
- Tables of adequate size with acceptable circulation space.
- Convenient positioning of tables and chairs.

2 STAR

- Room size will need to be larger with significantly more usable space around tables and other furniture. Room possibly smaller but considered planning means free space is just as usable.
- Uncluttered rooms.

3 STAR

- Good layout and adequate circulation space to allow staff and customers to pass without inconvenience.
- Appropriate table and chair heights.
- Practical, comfortable chairs.

4 STAR

- Well-planned layout of furniture to maximise use of free space.

5 STAR

- As above

9.9 FOOD QUALITY

9.9.1 DINNER (WHERE PROVIDED)

- QUALITY, TEMPERATURE AND FRESHNESS OF FOODS; RANGE OF DISHES AND PRESENTATION.

1 STAR

- Possibly a set menu but with an alternative available on request.
- Limited garnishes or decoration.
- Buffet and carvery simply presented.

2 STAR

- Food served at the correct temperature, on a hot or cold plate as appropriate.
- Limited choice available.
- Meals prepared with a quite good level of care.

3 STAR

- Well-presented food freshly cooked from good quality ingredients.
- Evidence of some fresh ingredients being used.
- Particular attention to food quality rather than an extensive choice.

4 STAR

- Obvious use of fresh ingredients cooked with a high level of care and attention to detail.

5 STAR

- Excellent cooking with an emphasis on fresh, seasonal, local ingredients and cooked with skill.
- Strong emphasis on consistent food quality.
- Obvious care and attention to detail and appearance with attractive garnishes and decorations as appropriate, making the food look appetising.

9.9.2 BREAKFAST

– QUALITY, TEMPERATURE AND FRESHNESS; RANGE OF DISHES AND PRESENTATION.

1 STAR

- Possibly a set menu with, for example, juice, cereal, bacon and egg, toast, coffee and tea.
- All hot food properly cooked and presented.
- Care taken to ensure that juices are chilled, toast is crisp and tea and coffee are freshly made.

2 STAR • Food served at the correct temperature, on a hot or cold plate as appropriate.

- Limited choice available.
- Food prepared with a quite good level of care.

3 STAR

- A choice of good quality items available, e.g. fruit, choice of cereals, sausage, tomato, brown or white toast and a range of preserves.
- An attractive buffet (if provided).
- Freshly cooked items served at the correct temperature. Eggs cooked to order.
- Particular attention to food quality rather than an extensive choice.

4 STAR

- Greater choice of items available, possibly including 'house specials' such as smoked fish.
- Obvious use of fresh ingredients cooked and presented with a high level of care and attention to detail.

5 STAR

- High quality, fresh ingredients and a wide choice of items, e.g. fresh fruit juices, freshly-ground coffee, choice of teas, cheeses and cold meats, high quality bakery items and home-made preserve.
- Regional specialities and/or home-made items.
- Good use of fresh local/home-grown produce where available.

CODE OF PRACTICE FOR BOARDING PERMIT HOLDERS:

A Boarding Permit Holder must at all times:

- Comply with the provisions of the Tourist (Guernsey) Law (1948-1998) and any conditions shown on a boarding permit or notified separately to them in writing.
- Maintain standards of guest care, cleanliness, and service appropriate to the type and grade 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 designator should always be included and current Advertising Standards should be followed at all times.
- 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 an unconnected annex or similar, 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; that complaints are investigated promptly and courteously; the outcome is communicated clearly to the client.
- Give consideration to the requirements of visitors with special needs, and make suitable provision for them where appropriate, including the provision information on the suitability of the premises for guests of various ages, particularly for the elderly and the very young.
- Welcome all guests courteously and without discrimination.
- Comply with all relevant statutory requirements including those relating to housing, planning, environmental health, fire and health & safety legislation.
- Allow reasonable access to the establishment on request for the department and its agents to confirm this code is being observed.
- 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.



CONTACT US	Telephone 01481 234567
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