



QUALITY STANDARD

FOR

HOTEL

ACCOMMODATION



States of Guernsey Marketing and Tourism

Introduction

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

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

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

The star ratings awarded against those schemes provide a simple and easy to understand way to inform customer expectation in a manner that is demonstrably objective, independent and sustainable.

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

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1.0 Quality is King

Quality is key to success within the modern hospitality industry. In order for Guernsey's hotels 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 a hotel they have an expectation of quality commensurate with the published Star rating, and with the wider offer made by the hotel in their 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 hotel might be able to provide excellent individual hospitality and friendly, efficient service with a very small number of staff. Larger hotels will require a team of well-trained staff, which presents a very different challenge.

At the four star level it is expected that **all** staff will be highly trained and skilled, anticipating the needs of guests, and providing an efficient service in all areas.

Five star hotels are expected to offer a level of service excellence that would be immediately and universally recognised as such by visitors from anywhere around the world.

1.0 Quality is King

Bedrooms & Bathrooms

Smart public areas may impress, and first impressions are important. However, the guest's personal space is always at the heart of a good hotel - whatever the style or concept, quality and comfort are what your guests expect, and what our assessors are 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 hotels will be clean and presentable at all times, both front and back of house

Hints & Tips

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

- Customers travel with expectations, including those generated by your marketing and previous guests' reviews. Do not over promise - it is always better to exceed expectations than to fall short.
- Be a customer of your own business on a regular basis. Take time to use your own website; to sleep in **all** of your own bedrooms (not just the best), to shower in the en-suites, and to eat in your own restaurant – in other words explore the full guest experience that you offer.
- But don't be afraid to follow your own style; to do things differently; to support local suppliers. Locally sourced product can often surpass the quality of national brands.
- **First impressions count:** but for a guest at any hotel there is not one but a whole series of first impressions. Each of these can be a positive experience for the guest, or present a potential pitfall to your success. Paying particular 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.
 - Fresh flowers.
 - An obvious final polish in the bedrooms and bathrooms.
 - Careful presentation of bedding, towels and toiletries.
- **Last Impressions** are often lasting impressions, so don't overlook the effect of a well handled guest departure.

1.1 Measuring Quality - How DO they do that?

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

Assessors are trained to award scores against well-established benchmarks in each area. When the scores are totalled the overall percentage score that results 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 **six 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 a hotel is offering a level of service and facilities consistent with the star rating awarded.

Assessment example

The Hanoi Hotel provides all of the services and facilities required of a four star hotel, and is seeking a four star rating. To succeed, the hotel needs to meet the overall percentage score required (at least 70%) as well as the specific scores required in each of the **key sections** (cleanliness, bedrooms, bathrooms, service & efficiency, hospitality & friendliness, and food quality).

The assessment reveals that the hotel meets the overall percentage score required for four stars (74%) and also achieves scores within the four star range for cleanliness, bedrooms and bathrooms. However, the hotel fails to meet the scores required at four stars for service & efficiency and also for hospitality & friendliness (scoring high in the three star range in both these areas). The hotel just meets the four star score for food quality, so this score is borderline.

The outcome is a **three star rating**, but the future potential for a four star rating is acknowledged. Advice is provided as to how to improve the percentage scores in the two key areas, as well as for the food quality. *If all else remains the same*, this should help the Hanoi to achieve a four star rating at the next assessment visit.

It could be that the scores in **all** key areas meet or exceed the benchmark for a particular rating, but the rating is not confirmed at that level. This will invariably be because the establishment is in some way restricted by the absence of one or more of the key requirements, customer services, or facilities required for the higher grade, as set out in the detailed criteria of the hotel standard.

Please Note: Marks and scoring thresholds are for illustrative purposes only and may be subject to change in future.

1.1 Gold & Silver Awards

Gold and Silver Awards (sometimes called accolades) are given in recognition of exceptional quality delivered within a hotel's star rating. The awards help customers find those special places where the hotelier and staff all go the extra mile for their guests, whatever the size, style or star rating of the hotel.

To qualify for an Award, Hotels must demonstrate *consistent* levels of high quality in the six key areas identified by consumers as being very important to their accommodation experience. Eligibility for an Award is triggered by meeting the prescribed minimum overall score plus a minimum score set for each of the critical areas listed below:

Cleanliness

Bedrooms

Bathrooms

Service & Efficiency

Food Quality

Hospitality & Friendliness

If an assessor considers an Award is merited, this will be indicated at the front of the report, and subsequently confirmed in writing by Marketing & Tourism. Awards are not given lightly, and Gold Awards require moderation by a senior assessor to ensure all the requirements have been correctly assessed. This may even involve a second 'mystery visit', prior to confirmation.

The assessment report shows the scores achieved in all areas, so hoteliers can easily see 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 any key improvements required if you aspire to a Silver or Gold award.

An Award can offer a significant marketing advantage – you can feature the Award on your website or in print, display the Award symbol at your property, and you will be provided with a Visit Guernsey plaque for display over the period the Award is valid. All Awards are reviewed annually.

Breakfast Award

Exceptionally high scores for the quality of their breakfast will automatically qualify an establishment for a Breakfast Award. The criteria that count are:

- **Choice and range of dishes offered**
- **Presentation and culinary skills**
- **Quality of ingredients and produce used**
- **Breakfast service and hospitality**

The assessor will confirm their recommendation for an Award during the assessment de-brief.



1.2 Accentuate the positives

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 big results.

Quality is not just about keeping up appearances, or how much has been spent on “nice stuff” – guests have to live in rooms, as well as look at them!! **Ease of Use** is equally important for the guest, so think ergonomically about the layout and design of your rooms.

Try to 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; around other pieces of furniture; bathroom fixtures; curtains/blinds; lighting controls; thermostats; luggage; etc. Provide sufficient storage, but don't waste valuable space with too much.

Use space saving ideas (a flat screen TV or sliding or folding doors are good examples)

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 potential: Space is important when assessing quality, but a well-designed smaller room can compensate in many respects. Don't think of smaller rooms as “lets of last resort”; instead decorate, furnish and equip them to the best standard you can.

Innovate: The standards offer 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-evolving 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 the standard**. Talk to your assessor or talk to us. We are flexible and willing to accommodate new ideas wherever possible.

Tap into the available knowledge base: - Our assessors are hospitality professionals with a proven background in the industry. Together they have acquired experience and expertise across all aspect of accommodation, and many have a particular expertise in the food and beverage sector. They have spent their working lives as professional guests at innumerable establishments like yours. They experience best (and worst!) practice in all areas on a day to day basis, and are eager to share that knowledge with you. Look on them as extra 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.

Get the most out of your assessment: - Ask questions, lots of questions! Include as many staff as possible at the debrief. Commendation or constructive criticism from the assessor might help to inspire and motivate staff. Between visits you can address any questions, queries, or comments that come to mind 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

The concepts of Green Tourism and sustainability are well established these days. The adoption of sustainable practices is simply another route to improving the overall visitor experience and meeting expectations.

'Going Green' does not mean going extreme – sustainability does not have to be a chore, and is just as valid for properties in the town centre as in a rural location. Take small positive steps that help you to do business 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's impact on the local economy, community and environment. In many cases these outcomes are one and the same thing.

Suggestions in the green boxes are included to show 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 = Access to a potentially lucrative market segment?

Many people, not only wheelchair users, 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 guests may already fit these descriptions, to a greater or lesser degree.

The accessible tourism market grows apace mainly 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.

Tourism businesses in Guernsey currently have no legal obligations with regard to accessibility – **YET!!** However, your visitors are probably unaware of this, and expect the same level of consideration in Guernsey as they already receive at home. Common humanity should drive such consideration, and hard headed business sense should recognise the potential value of thinking ahead, and making a commitment to address the barriers that impede disabled people staying away from home.

Research shows that when disabled guests find accommodation that meets their needs they are very loyal customers.

Suggestions are included in the Gold boxes on how to improve the accessibility 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.

1.3 Sustainability and Accessibility

To avoid disappointed customers, and the complaints that inevitably follow, it is important to provide clear information about 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 with this. This includes the specialist website called **Disabled Go-Guernsey**, where disabled visitors can research potential holiday destinations and individual businesses online.

To obtain a listing on the site visit: www.disabledgo.com/en/org/guernsey-1

In the meantime consider making reasonable changes to the way you do things – such as changing practices, policies or procedures that could place disabled people at a ‘substantial disadvantage’ e.g. consider amending a ‘no dogs’ policy to allow assistance dogs.

Consider making reasonable changes to your built environment – perhaps modifying the structure of a building to improve access by altering or removing a physical obstruction.

Look at providing auxiliary aids and services for guests – 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 how practical the changes are to effect.

But don’t wait until after a guest experiences difficulties using a service, and complains - it will already be too late to make the necessary adjustment, and bad news travels fast on customer review sites.....

1.4 THE HOTEL QUALITY STANDARD

Serviced Visitor Accommodation falls broadly into two categories:

Hotels: Which offer formal accommodation, with full service.

Guest Accommodation: Offering informal accommodation, with limited service.

Any establishment using, or wishing to use, the word 'hotel' as part of their business name will be assessed against the hotel standards criteria listed in this booklet. In Guernsey a visitor accommodation business may only legally advertise or describe itself as a hotel **if it holds a valid Boarding Permit granted under the Tourist (Guernsey) Laws (1948-1998) describing it as such.**

The Guernsey Quality Standard for Guest Accommodation is published separately.

Designators

These form part of the recommended rating, and are there to give guests a better feel for the overall style and operation of the establishment. The visitor accommodation industry is a dynamic sector and we may amend, add to, or delete from the list of designators shown below from time to time.

Hotel

Fully serviced accommodation providing all hotel services, with a minimum of 5 bedrooms.

Country House Hotel

Fully serviced accommodation with ample grounds or garden, set in a rural or semirural situation, with an emphasis on peace and quiet.

Small Hotel

Hotel accommodation offering a maximum of 20 bedrooms, and likely to be personally run by the proprietor. *May not provide the full range of services usually expected at a given star rating – but dispensations may be available to cover this.*

Town House Hotel (3 – 5 star rating only)

High quality town/city centre properties of individual and distinctive style, with a maximum of 50 bedrooms, and a high staff-to-guest ratio. Public areas may be limited. Possibly no dinner served in-house, but room service will be available instead. Where a dining room is not provided, room service breakfast is acceptable.

1.4 The Star Rating

A hotel must 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 six critical areas.

Nine areas are considered in the overall assessment. The six critical areas are:

- **Cleanliness**
- **Bedrooms**
- **Bathrooms**
- **Service & Efficiency**
- **Food Quality**
- **Hospitality & Friendliness**

The other three areas included in the assessment are:

- Exterior
- Public Areas
- Dining Room / Restaurants.

Where additional facilities are provided e.g. a spa or other leisure facilities these will also be assessed, and are expected to be of a standard commensurate with the rest of the services and facilities provided.

Dispensations

Marketing and Tourism may agree to requests for a dispensation against individual requirements of the standard, 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 integrity of the standard.

The possibility of seeking a dispensation should be discussed with your assessor in the first instance, and requests will be considered by Marketing & Tourism on a case-by-case basis. You may be asked to exhibit a proportional increase in quality in other areas to compensate.



1.5 THE RATING BANDS - KEY REQUIREMENTS

<p>1 STAR</p> <p>(30% - 46%)</p>	<ul style="list-style-type: none"> • A minimum of five letting bedrooms. • 100% of bedrooms with en suite or private facilities. • Resident guests, once registered, to have access to the hotel at all times. • Proprietor and/or staff on site all day and as a minimum on call to resident guests at night. • A dining room/restaurant or similar eating area serving a cooked or continental breakfast seven days a week. • A dining room/restaurant or similar eating area serving evening meals at least five days a week. • Hotels that do not offer dinner but are located within easy walking distance of a choice of places to eat dinner, can be rated under the hotel scheme as a Metro or Town House hotel. This must be made clear to all prospective guests in all marketing, and all other hotel requirements must be met. • A bar or sitting area with a Liquor Licence must be provided • Generally open seven days a week during its operating season providing the level of service and facilities appropriate to its star rating on every day it is open,. • Proprietor and/or staff available during the day and evening to receive guests and provide information/services such as hot drinks and light refreshments. • A clearly designated reception facility. • Meeting all the current statutory obligations and providing Public Liability insurance cover.
<p>2 STAR</p> <p>(47% - 54%)</p>	<p><i>In addition to the requirements for One Star</i></p> <ul style="list-style-type: none"> • All areas of operation should meet the Two Star level of quality for cleanliness, maintenance and hospitality, and for the quality of physical facilities and delivery of services.

1.5 THE RATING BANDS - KEY REQUIREMENTS

<p>THREE STAR</p> <p>(55% - 69%)</p>	<p><i>In addition to the requirements for Two Stars</i></p> <ul style="list-style-type: none">• All areas of operation should meet the Three Star level of quality for cleanliness, maintenance and hospitality, and for the quality of physical facilities and delivery of services.• Once registered, residents have access at all times during the day and evening (e.g. from 7 am until 11 pm) without use of a key.• Access also available outside these times.• Dinner served a minimum of six evenings a week with bar snack or equivalent available on seventh evening (unless hotel does not have a restaurant – i.e. metro or town house, located close to choice of places to eat).• Room service as a minimum of hot and cold drinks and light snacks (e.g. sandwiches) during daytime and evening. Option to provide on request only, without need for full menu promoted in bedroom. Guests should be made aware of this service provision via room information and be made aware of prices before ordering.• All bedrooms with en-suite bathrooms.• Internal or direct dial telephone system required (minimum is ability to phone from bedroom to reception and vice versa).• Wi-Fi available in public areas.
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1.5 THE RATING BANDS - KEY REQUIREMENTS

<p>4 STAR</p> <p>(70% - 84%)</p>	<p><i>In addition to the requirements for Three Stars</i></p> <ul style="list-style-type: none">• Expectation is for higher quality of service levels in all Services and in general higher staffing levels; as well as a serious approach and clear focus to the food and beverage offering.• All areas of operation should meet the Four Star level of quality for cleanliness, maintenance and hospitality, and for the quality of physical facilities and delivery of services.• Once registered, residents should have 24 hour access, facilitated by on-duty staff.• 24 hour room service, including cooked breakfast and full dinner during restaurant opening hours.• Enhanced services offered, e.g. afternoon tea, offer of luggage assistance, meals at lunchtime, table service on request at breakfast.• At least one restaurant, open to residents and non-residents, for breakfast and dinner seven days a week. Hotels without restaurants, located within easy walking distance of a range of places to eat, are required to serve as a minimum snacks/light refreshments in public areas/bedrooms, at least in core hours of between 7 am to 11 pm.• All bedrooms with en-suite bathrooms and all with WC and thermostatically controlled showers.• Wi-Fi or internet connection provided in bedrooms.
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1.5 THE RATING BANDS - KEY REQUIREMENTS

<p>FIVE STAR</p> <p>(85% - 100%)</p>	<p><i>In addition to the requirements for Four Star</i></p> <ul style="list-style-type: none"> • Excellent staffing levels with well-structured and dedicated teams with depth in management levels. • Exceptional levels of proactive service and customer care. • All areas of operation should meet the Five Star level of quality for cleanliness, maintenance, hospitality, and for the quality of physical facilities and delivery of services. • Hotel must be open seven days a week all year. • Enhanced services offered e.g. valet parking, escort to bedrooms, proactive table service in bars and lounges and at breakfast, 'concierge' service, 24-hour reception, 24-hour room service, full afternoon tea. • At least one restaurant, open to residents and non-residents for all meals seven days a week. • Minimum 80% bedrooms with en-suite bathroom with WC, bath and thermostatically controlled shower. 20% may be shower only. • A choice of environments in public areas of sufficient relevant size to provide generous personal space. • Additional facilities e.g. secondary dining, leisure, business centre, spa, etc. • At least one permanent luxury suite available (comprising three separate rooms – bedroom, lounge and bathroom).
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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 Overall Standards

2.1.1 Statutory Obligations

Minimum Entry Requirements

FOR ALL RATING BANDS

Premises must at all times comply with the terms and conditions of any Boarding Permit granted under **the Tourist (Guernsey) Law (1948-1998)** and operate in compliance with all the other provisions of that Law. For serviced visitor accommodation permits the standard conditions are:

1. A permit holder must operate the premises specified in the permit in accordance with the Tourist (Guernsey) Laws, 1948 to 1998 and all other legislation or resolutions of the States of Guernsey that have a bearing on the operation of those premises.
2. The total number of visitors and other guests accommodated at the premises must not, at any time, exceed the number specified on a permit, and the number of persons accommodated in individual guest bedrooms, suites or other units of accommodation must not, at any time, exceed the number specified on the permit for that unit.
3. The premises specified in a permit must not be used to provide permanent accommodation for a person at any time, or to provide long-term accommodation for a guest other than in accordance with Condition 4.
4. Occupancy of Premises:
A significant majority of the guest accommodation must be used or be available for occupation by visitors at all times. The remainder of the accommodation can be used to accommodate other guests or staff as well as visitors, provided that for such other guests:
 - a) Such persons are lawfully accommodated.
 - b) The period of accommodation of any individual does not exceed 5 consecutive calendar months.
 - c) Such usage does not detract from the enjoyment, safety or wellbeing of visitors, or affect the minimum standards of the grade shown
5. A permit holder must maintain the premises at the minimum quality standard for the grade awarded to those premises by the Committee and must apply the Code of Practice for Boarding Permit Holders whilst any visitors or other guests are accommodated.
6. A permit holder must provide information that the Committee may reasonably require from time to time about the use and operation of premises and it must be provided in the format as may be reasonably requested.
7. A permit holder must maintain a register of ALL visitors and guests accommodated in the premises, which must, as a minimum, contain a record of the date of arrival, length of stay, and the stated reason for staying, for each person. Registers must be kept for a minimum of two years and be made available to the Committee for inspection on demand.
8. A permit holder must notify the Committee, in writing, as soon as practicable of any material alterations (proposed or actual) to the premises and/or the operation of the premises, the partial or complete closure of the premises and changes in the ownership or management that have a bearing on who is named on the Permit.
9. A permit holder must hold Public Liability Insurance cover, provided by a recognised insurer, in the sum of at least two million pounds throughout the permit period.
10. The permit must be displayed in clear public view in the main entrance of the premises.

2.1 Overall Standards

2.1.1	Non Statutory Obligations
ALL RATING BANDS	<p>Must 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">• 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.

2.1 Overall Standards

2.1.1	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 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 Service 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.

2.1 Overall Standards

2.1.2 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 are to be 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.

2.1 Overall Standards

2.1.3 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.

2.1.4 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.

2.1 Overall Standards

2.1.4 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	<p>Sustainability</p> <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.

2.1.5 Physical Quality	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> Accommodation of acceptable quality and comfort.
TWO STAR	<ul style="list-style-type: none"> Accommodation of quite good quality and comfort.
THREE STAR	<ul style="list-style-type: none"> Providing good quality, comfortable and more spacious accommodation.
FOUR STAR	<ul style="list-style-type: none"> Setting high standards for the hospitality industry. All aspects of the hotel offering a very good level of quality, spaciousness and comfort.
FIVE STAR	<ul style="list-style-type: none"> Hotels setting the highest international standards for the hospitality industry. All aspects of the hotel offering an excellent level of quality, spaciousness and comfort, providing an overall luxurious standard.

2.1 Overall Standards

2.1.6 Hospitality	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Guests will be greeted and acknowledged in a friendly, efficient and courteous manner throughout their stay.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • As One Star
FOUR STAR	<ul style="list-style-type: none"> • Proactive interaction and anticipation of guests' needs.
FIVE STAR	<ul style="list-style-type: none"> • Excellent levels of hospitality and customer care offering a personalized approach to every individual guest
Good Practice	<p>Accessibility</p> <ul style="list-style-type: none"> • Ensure that staff check if a guest has any accessibility needs. • 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.

2.1.7 Services	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • A relatively straightforward range of services offered – often provided by the proprietor and family/staff. • All enquiries, requests and reservations, correspondence and complaints from visitors dealt with promptly and politely. • Service and efficiency skills of a competent standard.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Good guest service with appropriate staffing levels to provide a prompt and efficient service without detriment to other service areas at the same time. • Good social skills and anticipation of individual guests' needs evident in dealings with all guests. • All staff demonstrating a positive attitude and willingness to help. • Service, efficiency and technical skills of a good standard.

2.1 Overall Standards

2.1.7 Services (Continued)	Minimum Entry Requirements
FOUR STAR	<ul style="list-style-type: none"> • Very good guest service, giving guests the impression of being well cared for by trained, professional and attentive staff. • Very good social skills and anticipation of individual guests' needs evident in dealings with all guests. • Service, efficiency and technical skills of a very good standard and without detriment to other service areas at any time.
FIVE STAR	<ul style="list-style-type: none"> • Flawless and unobtrusive guest service, giving guests the impression of being very well cared for by highly trained, professional, proactive and well managed staff. • Excellent social skills and anticipation of individual guests' needs evident in dealings with all guests. • Service and efficiency of an excellent standard without detriment to other service areas at any time. • Delivered by a structured team of staff with a management and supervisory hierarchy. • Some multi-lingual staff in hotels with an international market.
Good Practice	Accessibility <ul style="list-style-type: none"> • Provide specific training for staff on how to welcome all types of guests. • Consider having someone trained in basic British Sign Language.
Good Practice	Sustainability <ul style="list-style-type: none"> • Include public transport options material in promotional and booking information. • Ensure all staff are fully briefed and updated on any sustainable tourism policies of the hotel, particularly reception, concierge and dining room staff.

2.1 Overall Standards

2.1.8 Opening	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> The Hotel will generally open seven days a week during its operating season providing a consistent level of service and facilities appropriate to its star rating on every day it is open.
TWO STAR	<ul style="list-style-type: none"> As One Star
THREE STAR	<ul style="list-style-type: none"> As One Star
FOUR STAR	<ul style="list-style-type: none"> As One Star
FIVE STAR	<ul style="list-style-type: none"> The Hotel will open seven days a week, all year round, providing a consistent level of service and facilities.

2.1.9 Guest Access	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> Once registered, resident guests have access to the hotel at all times. Proprietor and/or staff to be on site, or on call to resident guests, 24 hours a day. It is acceptable for a front door key or security code to be issued.
TWO STAR	<ul style="list-style-type: none"> As One Star
THREE STAR	<ul style="list-style-type: none"> Once registered, residents must have access at all times during the day and evening without needing to use a key. Best practice suggests this should be between 7 am and 11 pm. There must be access available outside these times, possibly using a door key or security code.
FOUR STAR	<ul style="list-style-type: none"> 24 hour access, 7 days a week, facilitated by on-duty staff.
FIVE STAR	<ul style="list-style-type: none"> Both prior to and after registration, guests should have access without having to ring a bell. During the night a bell is acceptable.

2.2 Services

2.2.1 Staff appearance	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Staff tidily dressed and well groomed. • Staff clothing fresh and well ironed. • Particular attention given to personal hygiene. • The style of hotel may dictate staff dress – from formal uniforms to informal and casual outfits.
TWO STAR	<ul style="list-style-type: none"> • As One star
THREE STAR	<ul style="list-style-type: none"> • Staff smartly attired. • Staff dressed so that guests can easily distinguish staff from guests.
FOUR STAR	<ul style="list-style-type: none"> • As Three Star
FIVE STAR	<ul style="list-style-type: none"> • Staff impeccably presented with a uniform appearance.

2.2.2 Reservations, Prices & Billing	Minimum Entry Requirements
ONE STAR	<p>There should be an easy and efficient booking service including:</p> <ul style="list-style-type: none"> • Prospective visitors told clearly what is included in the prices quoted for accommodation, meals and refreshments, including all service charges, taxes and surcharges. • Advising of circumstances which may impact on the guests' stay e.g. smoking policy, any works in progress, upcoming functions/events. House policy where facilities need to be pre-booked e.g. spa treatments, dinner etc. should also be notified at the time of booking. • Give advance warning if the restaurant is to be closed or is likely to become fully booked during the guest's stay. • Provide details of cancellation policy, including information about charging credit cards for cancellation or changes to the booking. • Information about deposits, including details of how & when taken and whether or not it is refundable on cancellation. • Clear explanation of charges for additional services or available facilities including cancellation terms. • Information about acceptable and unacceptable types of payment, e.g. credit cards, travellers' cheques, Euros etc. • Notify any fees charged for the acceptance of credit cards, or exchange rates.

2.2 Services

2.2.2 Reservations, Prices & Billing (Continued)	Minimum Entry Requirements
ONE STAR (Continued)	<ul style="list-style-type: none">• Bookings may be confirmed in writing by email/letter, verbally by phone or via text message.• Communication with prospective guests, whether verbal or written, should be prompt, efficient, professional and helpful. A good first impression is critical at all levels.• The price agreed at the time of booking must not be exceeded.• All agreed prices must include service charges, taxes and other surcharges where applicable.• Advise guests in advance about the hotel location and any car parking restrictions that apply.• Advise guests at time of booking, and subsequently in the case of any change, if the accommodation offered is in an unconnected annexe or has separate external access.• Unless notified in writing in advance, price confirmation is to be at least indicated on a key card or similar.• Prospective guests should be left confident that their booking was recorded accurately. At minimum, record name, address and/or contact telephone number at time of booking.• All bookings handled in a friendly and courteous manner, even when there is no dedicated reservations Service.• Provide each guest with printed or clearly written details of payment due, and a receipt on request.• Presentation of accounts ensuring that purchases are clearly detailed.• Particular attention should be paid to accuracy.
TWO STAR	<ul style="list-style-type: none">• As One Star
THREE STAR	<ul style="list-style-type: none">• Ability to make a prompt and effective reservation during the day and evening.• Guests should be able to charge all account services to one main account, and pay on departure.• Guest accounts to be updated on an ongoing basis to minimize the delay at check-out.• Confirmation provided by email/fax/text or letter on request from hotel (not only from third party booking site).

2.2 Services

2.2.2 Reservations, Prices & Billing (Continued)	Minimum Entry Requirements
FOUR STAR	<ul style="list-style-type: none">• Ability to make a prompt and effective reservation during the day and up to 11 pm.• Confirmation provided by email/fax/text or letter from hotel (not only from third party booking site).
FIVE STAR	<ul style="list-style-type: none">• Ability to make a prompt and effective reservation 24 hours a day. Every booking confirmed by letter, fax, email or text message.• The account well explained and well presented, perhaps in an envelope or folder.
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.• Find out about Text Relay, used by people with a hearing impairment at www.textrelay.org• Always ask every enquirer if they 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">• Consider drafting and promoting an environmental management policy, setting out the environmental and sustainable management actions taken by you and your organisation.

2.2 Services

2.2.3 Reception: staffing for arrival and departure	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Reception is likely to be the guest’s first and last point of contact. Special attention should be given to providing a good standard of customer care. • Direct guest contact given priority over other reception duties. Proprietor or staff available to receive guests and provide information/services from just before breakfast to late evening at approximately 10 pm. • Receptionist possibly summoned by a bell or telephone. • Guests clearly directed to their room and given a brief explanation of location of hotel facilities. • Issue of a bedroom key to guests and the charging of items to account always done discreetly to ensure guest’s security. • Guests to be escorted to bedrooms if requested. • Guests informed of meal times, bar opening times etc.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Reception service provide from just before breakfast until late evening. Best practice suggests 7 am to 11 pm. • Receptionist on duty during busy check-in/out times when it is essential to provide full cover. At other times, possibly summoned by bell or telephone for minimal delay. • Extra services e.g. express check-out, 24 hour check in / out where need exists, e.g. hotels in city centres or by airports.
FOUR STAR	<ul style="list-style-type: none"> • Reception staffed at all times between 7 am and 11 pm with staffing levels sufficient to ensure a minimal delay. • A member of staff – possibly the night porter – available and able to perform reception duties between 11 pm and 7 am.
FIVE STAR	<ul style="list-style-type: none"> • 24 hour reception with sufficient highly skilled staff to ensure no delay for guests. • Arriving guests greeted without delay outside the entrance. • Valet parking offered. A seamless transition on arrival from outside the hotel entrance to the reception area. • Offer an escort to the bedroom by a member of staff with excellent skills. Guests informed of important hotel and bedroom facilities by escort.
Good Practice	Accessibility <ul style="list-style-type: none"> • Ensure all guests identifying themselves as disabled (e.g. with a visual impairment) are offered a familiarisation tour of the property.

2.2 Services

2.2.4 Luggage handling	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> Assistance with luggage must be available on request throughout the day and evening.
TWO STAR	<ul style="list-style-type: none"> Provide secure short-term luggage storage.
THREE STAR	<ul style="list-style-type: none"> As Two Star
FOUR STAR	<ul style="list-style-type: none"> Assistance with luggage must be readily available.
FIVE STAR	<ul style="list-style-type: none"> Hotel staff should take control of luggage, from guest's arrival outside to prompt delivery in bedroom. The same quality of service to be repeated on departure. Secure short-term luggage storage with receipt provided.

2.2.5 Other Reception Concierge Housekeeping services	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> Iron and ironing board available. Early morning call on request or an alarm using a clock, telephone or television available in the room. Appropriate tourist, travel and/or local information, suitable to market needs. Should be well presented e.g. in a folder, rack or electronically.
TWO STAR	<ul style="list-style-type: none"> As One Star
THREE STAR	<ul style="list-style-type: none"> Laundry service may be provided and advertised with prices. Incoming telephone calls to resident guests handled in a professional and discreet manner. Messages written down and every effort made to inform guests a message is waiting for them. Interactive TV and voicemail systems are acceptable. A selection of daily newspapers available for purchase or complimentary paper provided. Well-presented travel and/or local information such as details of visitor attractions, taxi firms, banks, churches, railway stations, florists etc. available in bedrooms.

2.2 Services

2.2.5 Other Reception Concierge Housekeeping Services (cont'd)	Minimum Entry Requirements
FOUR STAR	<ul style="list-style-type: none"> • Laundry and possibly dry cleaning service provided and advertised with prices. • Early morning call. Guests not expected to set their own alarm call. • Messages delivered promptly to the bedrooms or to the guest in the public areas. • Newspapers can be ordered and delivered to guests' bedrooms.
FIVE STAR	<ul style="list-style-type: none"> • Pressing service (minimum same day), dry cleaning and 24 hour return laundry service. • Cloakroom service (coat storage) with a receipt provided. • An advertised shoe cleaning service which can include a conveniently positioned machine or shoe cleaning materials available. • All messages discreetly handled and written messages presented in an envelope. • A full concierge service provided. • This may vary depending on location and style of the hotel but may include some or all of the following: theatre bookings, sightseeing trips, taxi bookings, valet parking and other requests.
Good Practice	Accessibility <ul style="list-style-type: none"> • Provide a vibrating alarm clock for hearing impaired guests. • Provide hotel information in a range of formats e.g. large print, Braille, photographs, MP3 downloads and audio description on websites.
Good Practice	Sustainability <ul style="list-style-type: none"> • Make best use of local tourist information in both the hotel's promotional literature and visitor information folders in the bedrooms.

2.3 – All meals – dining quality and other information

2.3.1 Dining Provision	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • A designated eating area, open to residents for breakfast, seven days a week. • Designated eating areas can include restaurant, dining room, brasserie, bistro or bar • Evening meals provided at least five days a week. • Guests informed when they book if dinner is not available on a particular evening. In this case, a range of refreshments and snacks, e.g. soups, sandwiches etc. should always be offered. • Residents' guests may take dinner by prior arrangement.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • At least one restaurant, open for dinner six days a week, to residents and their guests. Where appropriate, the restaurant should be open to non-residents e.g. city centre and by airports. • On the day the restaurant is not open a bar meal option or similar must be available. • A bar is not acceptable as the only eating area. • Non-residents may be required to book dinner in advance.
FOUR STAR	<ul style="list-style-type: none"> • At least one restaurant, open to residents and non-residents, for breakfast and dinner seven days a week. • A superior brasserie/ bistro/bar is acceptable for lunches, provided guests are able to eat in comfort, order and be served at the table.
FIVE STAR	<ul style="list-style-type: none"> • At least one restaurant, open to residents and non-residents, for all meals seven days a week.
Good Practice	<p>Accessibility</p> <ul style="list-style-type: none"> • Try to be flexible with meal times to help diabetic people regulate their blood sugar.

2.3.2 Ownership	Minimum Entry Requirements
ALL RATING BANDS	<ul style="list-style-type: none"> • Where dinner is served in a restaurant which is separate or contracted out, it will be included in the overall assessment. This is acceptable if: • The hotel accepts full responsibility over the quality of surrounding, food and service provided in the restaurant. • Guests are informed when they book a bedroom that dinner is served in a separate restaurant. • Access is easy on foot e.g. within approximately 250 metres walking (1/4 mile or ten minute walk - preferably umbrella provided), or within 5/10 minutes if hotel provides complimentary transport. • The guest can charge meals and drinks to their hotel account.

2.3 – All meals – dining quality and other information

2.3.3 Tables/Table appointment	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Individual tables available for each guest or party. • Table appointments of acceptable quality and appropriate to the type of meal served. • Tables of an appropriate height for comfortable dining, even if set close together.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Table appointments of good quality, in many cases using propriety brands.
FOUR STAR	<ul style="list-style-type: none"> • Table appointments of very good quality. • Tables to be a good size and well-spaced.
FIVE STAR	<ul style="list-style-type: none"> • Table appointments of excellent quality.
Good Practice	<p>Accessibility</p> <ul style="list-style-type: none"> • Ensure tables are stable and provide support for people rising from chairs. • Ensure crockery contrasts with table linen or surface to assist visually impaired guests.

2.3.4 Meal Service: Staff	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Sufficient staff to ensure prompt service at all meals served. • Polite and courteous staff providing an acceptable standard of customer care and demonstrating acceptable levels of knowledge about the dishes being served.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • A supervisor on duty in the dining area to ensure a more efficient service. • Polite and courteous staff providing a good standard of customer care and demonstrating good levels of food, beverage and wine product knowledge, and service skills.
FOUR STAR	<ul style="list-style-type: none"> • A manager on duty in the restaurant to ensure a highly efficient service. • Unobtrusive, polite and courteous staff providing a very good standard of customer care and demonstrating very good levels of food, beverage and wine product knowledge and service skills.

2.3 – All meals – dining quality and other information

2.3.4 Meal Service: Staff (cont'd)	Minimum Entry Requirements
FIVE STAR	<ul style="list-style-type: none"> • A well-structured team of staff with management presence. • The restaurant always staffed by unobtrusive, polite and courteous staff providing an excellent standard of customer care. • Highly trained, professional and proactive staff. • Guests welcomed and escorted to their table at all meals and in all areas where food and drinks are served. • Prompt table service in public areas where guests seat themselves. • Staff demonstrating excellent levels of food, beverage and wine product knowledge and service skills.
Good Practice	Accessibility <ul style="list-style-type: none"> • Offer guests a choice of seating location. • Provide a selection of chairs with and without arm rests.

2.4 Breakfast

2.4.1 Provision	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • A cooked or continental breakfast provided in a designated eating area on the premises and advertised as such.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • A cooked and continental breakfast provided in a designated eating area on the premises and advertised as such.
FOUR STAR	<ul style="list-style-type: none"> • As Three Star
FIVE STAR	<ul style="list-style-type: none"> • As Three Star
2.4.2 Breakfast Times	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Breakfast served at an appropriate time for the hotel's market.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Breakfast served for at least one and a half hours.
FOUR STAR	<ul style="list-style-type: none"> • Breakfast served for at least two hours.
FIVE STAR	<ul style="list-style-type: none"> • Breakfast served for at least three hours.

2.4.3 Pricing	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Breakfast price on display when a room-only rate option is available. • The price of any breakfast items carrying an additional charge clearly advertised.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • If breakfast available to non-residents, the price should be clearly displayed.
FOUR STAR	<ul style="list-style-type: none"> • As Three Star
FIVE STAR	<ul style="list-style-type: none"> • As Three Star

2.4.4 Menu	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • A verbal explanation of dishes available is acceptable.
TWO STAR	<ul style="list-style-type: none"> • A clean and well-presented menu provided for breakfasts served from the kitchen. • Where there is a buffet, any items available but not included on the buffet should be detailed on a menu.
THREE STAR	<ul style="list-style-type: none"> • As Two Star
FOUR STAR	<ul style="list-style-type: none"> • A menu detailing the full breakfast range provided.
FIVE STAR	<ul style="list-style-type: none"> • A menu, presented to the highest standard, detailing the full breakfast range provided.

Good Practice	<p>Sustainability</p> <ul style="list-style-type: none"> • Menus highlighting local specialities can really help differentiate your offering from that of your competitors. 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 have chosen them.
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Good Practice	<p>Accessibility</p> <ul style="list-style-type: none"> • Provide a large print menu (minimum font size 16pt) in a clear font such as Arial.
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2.4 Breakfast

2.4.5 Range of Dishes	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • A set menu is acceptable. • Continental offering to include as a minimum: fruit juice, cereal, yogurt, coffee, tea and toast. • Cooked breakfast to include at least three hot items e.g. bacon, egg, sausage, mushroom, baked beans plus coffee, tea and toast.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • A good range of hot and cold items, together with a choice of good quality accompaniments. • Examples include preserves, ground and decaffeinated coffee, teas, butters and spreads. • Guests offered a choice of how their eggs are cooked to include fried, poached, boiled and scrambled.
FOUR STAR	<ul style="list-style-type: none"> • A superior range of hot and cold items.
FIVE STAR	<ul style="list-style-type: none"> • A comprehensive range of excellent quality hot and cold dishes. Examples • might include freshly squeezed juices, a variety of fresh fruits in season and • ripe, cold meats and cheeses, free range eggs, local specialities, fresh fish, range of bakery items and pastries, special dietary produce and a comprehensive range of appetising hot items.
Good Practice	<p>Accessibility</p> <ul style="list-style-type: none"> • Provide for different dietary requirements e.g. dairy free, wheat free, gluten free, lactose free, nut free.

2.4 Breakfast

2.4.6 Food Quality	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> All hot foods well-presented and served at the correct temperature on hot plates. Ensure juices are chilled, toast crisp and coffee/tea freshly made.
TWO STAR	<ul style="list-style-type: none"> As One Star
THREE STAR	<ul style="list-style-type: none"> Good quality ingredients cooked and presented to a good standard. Consideration given to providing healthy eating options.
FOUR STAR	<ul style="list-style-type: none"> All food cooked correctly and prepared with a very good level of skill, care and presentation and served at the correct temperature.
FIVE STAR	<ul style="list-style-type: none"> High quality ingredients cooked and presented to an excellent standard.
Good Practice	<p>Sustainability</p> <ul style="list-style-type: none"> Where possible, source food and drink products locally. Build up relationships with local producers and traders. Staff dealing with food and drink service fully briefed on the source, characteristics and significance of local products.

2.4.7 Style of Service	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> Table appointment appropriate to the style of service. Self-service buffet-style is acceptable. However, buffets should be replenished on a regular basis. Where provided, buffets set out and operated in a practical and customer friendly manner. Self-service hot beverages are acceptable.
TWO STAR	<ul style="list-style-type: none"> As One Star
THREE STAR	<ul style="list-style-type: none"> Tables laid with a table setting for each guest of main knife, side knife, fork, cereal spoon, cup, saucer, teaspoon, side plate and napkin. Also salt, pepper, sugar, milk, butter and preserves. Hot beverages are served at the table but the additional option of high quality vending machines is acceptable.
FOUR STAR	<ul style="list-style-type: none"> There is a heightened level of service with extra attention to detail. Table service advertised and available on request.
FIVE STAR	<ul style="list-style-type: none"> Table service proactively offered. Where there is a buffet, a higher level of assistance available.
Good Practice	<p>Accessibility</p> <ul style="list-style-type: none"> Offer guests assistance with self-service buffet where appropriate.

2.5 Other meals

2.5.1 Dinner Service Hours	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Dinner served for minimum of one hour, specific times according to market need and clearly advertised. • Some snacks or cold meal provision for late arrivals, by prior arrangement. It is acceptable for resident guests to be asked to choose dishes for dinner at an earlier time of the day. However, guests who prefer to choose later, including up to the meal time, must be able to do so without being put under any pressure to choose earlier. New arrivals should not be asked to choose dishes for dinner in advance of arrival.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • The restaurant should be open for a minimum of two hours. Specific opening times to suit market need. • Guests not expected to choose dishes for dinner at an earlier time of day. Meal times should be clearly advertised and explained to guests in advance, to avoid disappointment.
FOUR STAR	<ul style="list-style-type: none"> • As Three Star
FIVE STAR	<ul style="list-style-type: none"> • As Three Star
Good Practice	<p>Accessibility</p> <ul style="list-style-type: none"> • Try to be flexible with meal times to help diabetic people regulate their blood sugar.

2.5.2 Range of dishes	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Two courses the main course to be a substantial hot dish.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Three courses available. • A choice of substantial hot and cold dishes.
FOUR STAR	<ul style="list-style-type: none"> • As Three Star
FIVE STAR	<ul style="list-style-type: none"> • An extensive choice of food. • A broad range of dishes of outstanding quality.
Good Practice	<p>Accessibility</p> <ul style="list-style-type: none"> • Provide for different dietary requirements e.g. dairy free, wheat free, gluten free, lactose free, nut free.

2.5 Other meals

2.5.3 Menu & Pricing	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Acceptable, clean, well presented written menus, with accurate descriptions. • It is acceptable to offer a verbal description of the dishes available. • The price of dinner should be displayed if the accommodation tariff does not include dinner. • Clearly advertise any price surcharge made for a particular dish. • Additional charges, such as service, and cover charge, clearly identified on the menus.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Quality written menus with prices clearly displayed.
FOUR STAR	<ul style="list-style-type: none"> • As Three Star
FIVE STAR	<ul style="list-style-type: none"> • Immaculately presented menus.
Good Practice	Accessibility <ul style="list-style-type: none"> • Provide a large print menu in a clear font such as Arial – min 16pt
Good Practice	Sustainability <ul style="list-style-type: none"> • Menus highlighting local specialities can really help differentiate your offering from that of your competitors. 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 have chosen them.

2.5.4 Food Quality	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • All meals freshly cooked/prepared on the premises with an acceptable level of skill and presentation, and served at the correct temperature. Evidence of some fresh produce. • At least one vegetarian option available (at least on request) at each course.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • All meals, including any room service, prepared with a good level of skill, care and presentation and served at the correct temperature. • Particular attention given to food quality rather than extensive menus.
FOUR STAR	<ul style="list-style-type: none"> • All meals, including any room service, prepared with a very good level of skill, care and presentation and served at the correct temperature. • Provision made for a variety of dietary requirements.

2.5 Other meals

2.5.4 Food Quality Continued	Minimum Entry Requirements
FIVE STAR	<ul style="list-style-type: none"> • All meals, including any room service, prepared with an excellent level of skill using fresh produce. • Cuisine quality meeting a high international standard.
Good Practice	<p>Sustainability</p> <ul style="list-style-type: none"> • Where possible, source food and drink products locally. Build up relationships with local producers and traders. • Staff dealing with food and drink service should be fully briefed on the source, characteristics and significance of local food and drink products.

2.5.5 Style of Service	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • A self-service operation e.g. a carvery or buffet style is acceptable.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • The main course served to the guest at their table on request. • Full table service, but a carvery is acceptable.
FOUR STAR	<ul style="list-style-type: none"> • As Three Star
FIVE STAR	<ul style="list-style-type: none"> • All courses served to the guest at their table.
Good practice	<p>Accessibility</p> <ul style="list-style-type: none"> • If a self-service operation, offer guests assistance where appropriate.

2.5 Other meals

2.5.6 Wine and Wine Service	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Red and white wine provided. • Wine prices and measures clearly displayed. • Staff demonstrating basic knowledge about the wines available e.g. country of origin.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • A choice of good quality wines offered. • Clean and well-presented wine list, clearly and accurately listing the choice of wines and measure available, should be provided. • Staff demonstrating good knowledge of the wines available.
FOUR STAR	<ul style="list-style-type: none"> • Superior range and quality of wines offered. • An informative and detailed wine list.
FIVE STAR	<ul style="list-style-type: none"> • Excellent range and quality of wines offered. • Staff demonstrating excellent wine knowledge and wine service skills. Likely to involve dedicated wine team (sommelier).

2.5.7 Alcoholic drink service / Licence	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • A current liquor licence or equivalent. • Alcoholic drinks served at meal times to residents. • A range of drinks available in a bar or lounge. Honesty bars and dispense bars are acceptable. • A price list displayed wherever drinks are served.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Alcoholic drinks served throughout the day and evening to residents and their guests. • A wide range of drinks provided in a bar or lounge. • Table service should be provided in the lounge if there is no bar counter.
FOUR STAR	<ul style="list-style-type: none"> • Alcoholic drinks served 24 hours to residents. • Table service on request.
FIVE STAR	<ul style="list-style-type: none"> • A comprehensive range of drinks, including wines and cocktails. • Table service provided.

2.5 Other meals

2.5.8 Lunch Service	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> Lunch service is not required.
TWO STAR	<ul style="list-style-type: none"> As One Star
THREE STAR	<ul style="list-style-type: none"> As One Star
FOUR STAR	<ul style="list-style-type: none"> A superior brasserie/ bistro/bar is acceptable for lunches, providing that guests are able to eat in comfort and order and be served at the table. A choice of hot and cold dishes at each course of starters, main courses and desserts.
FIVE STAR	<ul style="list-style-type: none"> Lunch served in a formal restaurant. Extensive choice at each course.

2.5.9 Light Refreshments, Snacks and Afternoon Teas	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> Hot and cold drinks available to residents and their guests in public areas during the day and evening. Guests may be required to order at reception or at the bar. Vending option in the public areas may be acceptable. (Referral to in-room facilities is not acceptable.)
TWO STAR	<ul style="list-style-type: none"> As One Star
THREE STAR	<ul style="list-style-type: none"> Light refreshments of at least hot and cold drinks and sandwiches available to residents and their guests in the public areas throughout the day and evening. Service is to be clearly advertised.
FOUR STAR	<ul style="list-style-type: none"> Light refreshments and hot and cold snacks available to residents and their guests in the public areas throughout the day and evening. Guests able to order from and be served at their table.
FIVE STAR	<ul style="list-style-type: none"> Light refreshments and hot and cold snacks available to residents in the public areas 24 hours. Full afternoon tea available.

2.5 Other meals

2.5.10 Room Service	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> Optional, except in the case of illness. Any room service provided may be limited in choice.
TWO STAR	<ul style="list-style-type: none"> As One Star
THREE STAR	<ul style="list-style-type: none"> Hotel to offer as minimum room service of hot and cold drinks and light snacks e.g. sandwiches during daytime and evening, on request. If no room service menu provided in bedrooms, then room service availability should be promoted in room information.
FOUR STAR	<ul style="list-style-type: none"> Room service menu clearly advertised in bedrooms with prices. 24 hour room service of light snacks such as sandwiches and hot and cold drinks including alcoholic drinks. Provision of room service breakfast and a range of substantial hot and cold dishes during lunchtime and evening restaurant hours.
FIVE STAR	<ul style="list-style-type: none"> 24 hour room service of hot and cold snacks and drinks including alcoholic drinks. Guests able to choose from a full dinner menu during restaurant hours, from either the hotel restaurant or brasserie, or both.
Good Practice	<p>Accessibility</p> <ul style="list-style-type: none"> Provide meals in rooms (on request) where appropriate e.g. disabled guests.

2.5.11 Room Service Service and Presentation	Minimum Entry Requirements
ONE STAR	No requirement.
TWO STAR	As One Star
THREE STAR	<p>Can be simply choice of hot and cold drinks and snacks, or full menu. Whatever level of room service is provided, guests should be made aware of prices before ordering.</p> <p>Room service items well-presented and served on a tray large enough to easily accommodate its contents.</p> <p>Appropriate cutlery, crockery and condiments provided.</p> <p>Prompt and efficient service.</p> <p>Procedure in place to arrange for the collection of trays.</p>

2.5 Other meals

2.5.11 Room Service Service and Presentation continued	Minimum Entry Requirements
FOUR STAR	<ul style="list-style-type: none"> • Full room service menu, clearly promoted with prices. • Must include provision of continental and cooked breakfast and a substantial dinner menu during restaurant hours. • Hot and cold snacks should be available 24 hours, when restaurant is closed. • Hotels without restaurants must at least provide hot and cold snacks, 24 hours.
FIVE STAR	<ul style="list-style-type: none"> • Room service ordered, delivered and cleared in a highly professional and efficient manner and without impacting on other services. • Full room service of lunch and dinner during restaurant hours, even if hotel has no restaurant. • Service delivery allows each course to be eaten at the correct temperature. All meals served on a dining table or heated trolley, or each hot course delivered separately. Presentation of the highest standard.

2.5.12 Room Service Breakfast	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • No requirement.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Hot drinks should be freshly served with any room service breakfast offered. • Guests able to order their morning breakfast by phone or breakfast order card without leaving their room either in the morning or the night before.
FOUR STAR	<ul style="list-style-type: none"> • Room service of both continental and full cooked breakfast advertised and provided.
FIVE STAR	<ul style="list-style-type: none"> • A wide choice of substantial hot and cold dishes. A la carte items are often the norm at this level.

2.6 Bedrooms

2.6.1 Provision	Minimum Entry Requirements
ALL LEVELS	<ul style="list-style-type: none"> • Minimum of five letting bedrooms.
Good Practice	Accessibility <ul style="list-style-type: none"> • Try to provide a ground floor bedroom.

2.6.2 General Quality	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Means of securing bedroom doors from inside and out, and a key or key card provided. • Acceptable quality and condition in the standard of furniture, furnishings, flooring, fitting and décor. • Every effort made to minimise noise levels from adjacent rooms and corridors e.g. creaking floorboards, noisy extractor fans, mechanical toilets, noisy plumbing etc. • Hotels situated in a particularly noisy environment – in a city centre or by an airport – need to have tried to minimize noise, possibly by using double/triple glazing.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Good quality and condition with a matched and well-co-ordinated standard of furniture, furnishings, flooring, fittings and décor.
FOUR STAR	<ul style="list-style-type: none"> • Better levels of sound insulation provided by more substantial doors and walls.
FIVE STAR	<ul style="list-style-type: none"> • Excellent intrinsic quality and condition, with a luxurious standard of furniture, furnishings, flooring, fittings and décor. • Internal and external noise levels absolutely minimal. Possibly achieved by use of double-glazing, excellent structural insulation and a spacious bedroom lobby area.

2.6 Bedrooms

2.6.3 Housekeeping	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • All bedrooms cleaned daily, and checked to ensure a good standard of cleanliness. Rooms looking clean and smelling fresh. Particular attention given to rooms used by smokers. • All walls, ceilings, pipes, ledges, equipment and fittings beyond reach from floor level cleaned on a regular basis. All flat surfaces, equipment and furniture free from dust, dirt, grease and marks. • All beds made daily. Bed linen changed at least once in every week and for each new guest. • Rooms prepared with the right temperature and ventilation ready for the guests' arrival. • Good practice procedure followed so that clean bedding is kept off floors and in-room crockery and glassware are hygienically washed.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Bed linen changed at least every three to four days depending on length of stay and for each new guest. (Exception made if, as part of a clearly advertised environmental policy, guests are invited to agree to a less frequent change of linen during their stay.)
FOUR STAR	<ul style="list-style-type: none"> • As Three Star
FIVE STAR	<ul style="list-style-type: none"> • Bed linen changed frequently in accordance with the hotel's own policy and for each new guest. • Rooms prepared in advance of the guest's arrival – possibly including setting an appropriate ambient temperature for the time of year, airing the room well, closing curtains and putting on a light during the hours of darkness. • Evening housekeeping service provided and advertised – possibly including some of the following: bed turn-down, bins emptied, curtains drawn, towels tidied, room service trays removed.
Good Practice	<p>Accessibility</p> <ul style="list-style-type: none"> • Ensure housekeeping staff 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 trolleys do not obstruct corridors.
Good Practice	<p>Sustainability</p> <ul style="list-style-type: none"> • If policy is to prepare guests' rooms for arrival by leaving lights on, consider completing this activity much later in the day, or not at all. • Use towel and laundry agreement notices, asking guests to indicate if they wish bed linen and towels to be laundered less frequently. Signs can be made in-house or sourced externally. Examples of wording can be found on the CoaST website – www.coastproject.co.uk (select business support).

2.6 Bedrooms

2.6.4 Size and Spaciousness	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • All bedrooms with sufficient space to allow freedom of movement around all furniture and fittings including sofa beds. Rooms may be small but careful planning ensures best use of space. • The ceiling height for most of the room sufficient for a person of 6 ft. to move around without stooping. Sloping eaves and roofs OK provided they do not impinge on a major part of the room. • When we assess the acceptability of bedroom size, we take into account the useable space available. There should be no restriction of free movement. • Family rooms should be more spacious. • Doors and drawers can fully open without moving furniture. • Easy and convenient use of facilities e.g. use of surfaces without moving tea tray or TV, access to power points etc.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • All bedrooms with good free space to allow the appropriate level of room service. • Area available for luggage storage without cluttering the room or obstructing access. • Consideration given to location of bedroom facilities, including power sockets for ease of use. • This also includes televisions being placed at a convenient viewing height and visible from the bed and from easy seating. • Family rooms to be substantially more spacious.
FOUR STAR	<ul style="list-style-type: none"> • All bedrooms with a higher degree of spaciousness, allowing ample ease of use for guests and considerably exceeding the minimum entry requirements. • Provision made for room service meals to be eaten in comfort in the majority of rooms. • Where the hotel has a substantial leisure market, the dining comfort of both guests in a double/twin room taken into account.
FIVE STAR	<ul style="list-style-type: none"> • A significant majority of bedrooms very spacious, generous ease of use for movement, comfort, dining and relaxation. • All bedrooms with a well-planned layout relative to the needs of the guest i.e. business or leisure use. • Room size, layout and delivery method ensures the highest guest dining experience for room service.

2.6 Bedrooms

2.6.5 Suites	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> Not required.
TWO STAR	<ul style="list-style-type: none"> As One Star
THREE STAR	<ul style="list-style-type: none"> As One Star
FOUR STAR	<ul style="list-style-type: none"> Whilst there is no expectation to have a suite at this level, many hotels will offer suites or larger bedrooms with sitting area. May also include bedrooms that are particularly large and spacious that clearly have a lounge area whilst in an open-plan arrangement (e.g. minimum 40 sq feet).
FIVE STAR	<ul style="list-style-type: none"> At least one permanent luxury suite available (comprising three separate rooms – bedroom, lounge and bathroom).

2.6.6 Bed Size and Quality	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> Minimum bed sizes, including sofa beds and bunks, as follows: Single: 190 cm x 90 cm (6 ft. 3 in x 3 ft.) Double: 190 cm x 137 cm (6 ft. 3 in x 4 ft. 6 in); NB 122 cm (4 ft.) beds must be designated as singles. 76 cm (2 ft. 6 in) beds are unacceptable, except in family rooms where they are clearly designated for children only. Sofa beds are not acceptable as permanent bed spaces. Bunk beds (as permanent bed spaces) are acceptable for child use only. If bunk beds are used, guests must be told when booking. All beds, including extra beds, (z-beds, sofa beds etc.) of acceptable quality and good condition, with sound base and interior-sprung, foam or similar quality modern, comfortable mattress. Secure headboard or equivalent on all permanent beds.
TWO STAR	<ul style="list-style-type: none"> As One Star
THREE STAR	<ul style="list-style-type: none"> Beds and headboards of good quality and condition.
FOUR STAR	<ul style="list-style-type: none"> A choice of larger-sized beds. Very good quality beds e.g. pocket sprung mattress and base, in very good condition with superior headboards or similar.
FIVE STAR	<ul style="list-style-type: none"> Beds for single occupancy to exceed 90 cm (3 ft.) width. Beds for double occupancy to be at least 153 cm (5 ft.) in width. Several beds to exceed this size. Bunk beds are not acceptable. Beds and headboards of excellent quality and condition.
NB	Bunk Beds – minimum space of 30 ins between mattress on bottom bed and underside of top bed.

2.6 Bedrooms

2.6.7 Bed Access	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> There should be access to both sides of beds for double occupancy, but dispensation may be given at one star - only if restrictions are clearly advertised to all guests.
TWO STAR	<ul style="list-style-type: none"> Easy access to both sides of beds for double occupancy.
THREE STAR	<ul style="list-style-type: none"> Good access to both sides of beds for double occupancy.
FOUR STAR	<ul style="list-style-type: none"> As Three Star
FIVE STAR	<ul style="list-style-type: none"> Generous access to both sides of beds for double occupancy.
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.

2.6.8 Bedding	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> Two sheets, two blankets and a bedspread or one/two sheets and duvet with cover per bed. Where feather duvets or pillows are used, a non-allergenic alternative available on request. Two pillows in individual pillowcases, per person. (One pillow per person acceptable at One Star) Spare pillows and blankets available on request. Any additional bedding in room to be clean, fresh and wrapped. A mattress protector provided for each bed. Plastic or rubber mattress protectors are not acceptable except for children's beds.
TWO STAR	<ul style="list-style-type: none"> As One Star
THREE STAR	<ul style="list-style-type: none"> As One Star
FOUR STAR	<ul style="list-style-type: none"> More likely to be choice of type of pillows
FIVE STAR	<ul style="list-style-type: none"> As Four Star
Good Practice	<p>Accessibility</p> <ul style="list-style-type: none"> Provide hypoallergenic bedding.
Good Practice	<p>Sustainability</p> <ul style="list-style-type: none"> Spare bedding does not need to be wrapped in plastic bags; it can be placed in a re-useable cotton or fabric bag.

2.6 Bedrooms

2.6.9 Bedding Quality	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Bedding of good quality and condition.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • As One Star
FOUR STAR	<ul style="list-style-type: none"> • Bedding of superior quality and condition. The presentation of the bed enhances the overall impression of the room.
FIVE STAR	<ul style="list-style-type: none"> • Beds presented to an excellent standard. All bedding of the highest quality and immaculately laundered.

2.6.10 Bedroom Decor	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Décor in sound condition. • A quite good standard of décor and paintwork.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • A good standard of décor and paintwork in good condition with some thought given to coordination of design. • Some use of decorative enhancements where appropriate.
FOUR STAR	<ul style="list-style-type: none"> • Superior quality, professionally applied wall coverings with decorative enhancements where appropriate. • Décor and paintwork in very good condition.
FIVE STAR	<ul style="list-style-type: none"> • Décor showing attention to detail and co-ordination of design, as well as finished to a professional standard. Wall coverings and paintwork of an excellent intrinsic quality and condition. High quality paintings and prints in evidence.

Good Practice	<p>Accessibility</p> <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.
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2.6 Bedrooms

2.6.11 Heating and Temperature	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Heating provided at no extra cost, switched on or off by the guest. • Supplementary heating provided in rooms on request when temperature levels are not within the control of the guest. • Heating to come on automatically prior to breakfast and during main hours of guest occupancy e.g. check-in and early evening. • Heating able to heat the entire bedroom safely, quietly, adequately and quickly whatever heating system is used.
TWO STAR	<ul style="list-style-type: none"> • Automatic fixed heating at no extra cost.
THREE STAR	<ul style="list-style-type: none"> • Fixed individually controlled thermostatic heating.
FOUR STAR	<ul style="list-style-type: none"> • Provide fans on request for guest's use in hot weather. • Individually controlled thermostatic heating operable 24 hours.
FIVE STAR	<ul style="list-style-type: none"> • Air conditioning expected at this level.
Good Practice	<p>Sustainability</p> <ul style="list-style-type: none"> • Thermostatically controlled radiators help manage energy use.

2.6.12 Lighting	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Bedrooms to be 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 guest, controlled from the bed, as well as the light controlled from the door. Twin beds may share a central bedside light.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Good lighting intensity; with thought given to ambience and a range of lighting options. • Lighting specifically provided to illuminate the writing desk.
FOUR STAR	<ul style="list-style-type: none"> • Superior levels of lighting; good positioning and ease of use, with specific lighting for lobby, wardrobe, dining and easy seating areas. • Room lighting controllable from the bedside.

2.6 Bedrooms

2.6.12 Lighting (cont.)	Minimum Entry Requirements
FIVE STAR	<ul style="list-style-type: none"> • Excellent levels of lighting; with a range of separately controlled options.
Good Practice	<p>Accessibility</p> <ul style="list-style-type: none"> • Enable lighting levels to be adjusted using a dimmer switch and/or make available additional bedside/writing table lamps.
Good Practice	<p>Sustainability</p> <ul style="list-style-type: none"> • Increased use should be made of energy saving light bulbs throughout the hotel. Greater use can be made of natural light. • Signs used to request guests to switch off lights when not in use.

2.6.13 Windows	Minimum Entry Requirements
ALL LEVELS	<ul style="list-style-type: none"> • At least one window that can be opened safely and providing good levels of direct natural light and ventilation. Windows well fitted, easy to shut and open, and remain open. A pole provided to open any Velux-style windows or skylights. • Rooms without windows are generally not acceptable (however dispensations may be available on specific rooms). • Security fittings installed on all bedroom windows where, when open, access could be gained from outside e.g. patio doors and windows near fire escapes. • It is acceptable for a bedroom to overlook a large internal atrium. The bedroom should be air conditioned and naturally illuminated. • Air conditioning provided where windows cannot be opened.
Good Practice	<p>Accessibility</p> <ul style="list-style-type: none"> • Ensure windows and curtains can be reached by all your guests and are easy to open and close.

2.6 Bedrooms

2.6.14 Window Coverings	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Opaque curtains, blinds or shutters on all windows and ideally including glass panels to doors, fanlights and skylight windows so that guests have privacy and can exclude any light from outside the room. All window coverings to be properly fitted or hung. • Curtains with or without linings large enough to draw easily and completely across the width and height of the window. • In ground floor bedrooms, additional privacy provided by means of a net curtain or blind.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Window coverings of good quality and condition. Curtains, where used, substantial, fully lined, with ample drape and width. • Window coverings providing full blackout in hotel rooms with a specific market need, such as hotels in city centres with high levels of outside illumination and airport hotels with guests on different time zones.
FOUR STAR	<ul style="list-style-type: none"> • Window coverings of a superior quality and condition.
FIVE STAR	<ul style="list-style-type: none"> • Excellent quality window dressing. Window coverings providing full blackout.

2.6.15 Flooring	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • All flooring, carpets, rugs, hard wood flooring etc. properly fitted and of an acceptable quality and condition.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Flooring of a good quality and condition throughout.
FOUR STAR	<ul style="list-style-type: none"> • Flooring of superior quality and condition throughout.
FIVE STAR	<ul style="list-style-type: none"> • Flooring of an excellent quality and condition throughout.
Good Practice	<p>Accessibility</p> <ul style="list-style-type: none"> • Avoid deep pile carpets that may cause trips or make it difficult for a wheelchair to manoeuvre.

2.6 Bedrooms

2.6.16 Furniture Fittings & Soft Furnishings	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> All furniture, soft furnishings and fittings providing acceptable ease of use and of an acceptable quality and condition.
TWO STAR	<ul style="list-style-type: none"> As One Star
THREE STAR	<ul style="list-style-type: none"> All furniture, soft furnishings and fittings providing good ease of use and of a good quality and condition.
FOUR STAR	<ul style="list-style-type: none"> All furniture, soft furnishings and fittings providing very good ease of use and of a superior quality and condition.
FIVE STAR	<ul style="list-style-type: none"> All furniture, soft furnishings, and fittings providing excellent ease of use and of an excellent quality and condition.
NB	<ul style="list-style-type: none"> Furniture includes tables, luggage & clothes storage, seating etc. Soft furnishings includes curtains, cushions etc. Fittings include mirrors, light fittings, heating appliances, light shades etc.

2.6.17 Tables	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> Writing table or equivalent e.g. substantial flat surface or desk with sufficient free space for practical use with mirror adjacent. Lighting adequate for use. Conveniently positioned spare 13 amp power socket. A bedside table or equivalent provided for each person. Twin beds may share a bedside table.
NB	<ul style="list-style-type: none"> A chair instead of a bedside table is not acceptable.
TWO STAR	<ul style="list-style-type: none"> As One Star
THREE STAR	<ul style="list-style-type: none"> Writing table or equivalent with clear under-space so guests can easily use it. Lighting provided specifically to illuminate the writing table.
FOUR STAR	<ul style="list-style-type: none"> Writing table or equivalent providing very good and ample free space. Occasional/dining tables of appropriate height for dining – unless trolleys are used.
FIVE STAR	<ul style="list-style-type: none"> A substantial writing table with excellent free space. Multiple power sockets often with international sockets/adaptors according to market need.

2.6 Bedrooms

2.6.18 Clothing and Luggage Storage	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Wardrobe or clothes hanging space. • Acceptable drawer or shelf space. Drawers running freely and lined, or with an easily wiped interior surface. • The amount of clothes storage provided suitable for the style of hotel and the number of guests the room will accommodate. • Sufficient hangers (not wire).
NB	<ul style="list-style-type: none"> • An alcove is an acceptable substitute - hooks on walls or behind doors are not.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Dedicated area for unpacking luggage – possibly a moveable stand or a raised flat surface.
FOUR STAR	<ul style="list-style-type: none"> • Alcoves acceptable only when located in the entrance or lobby. • A choice of good quality hangers.
FIVE STAR	<ul style="list-style-type: none"> • A fully fitted or free-standing wardrobe. • A wide range of excellent quality hangers provided. • Illumination inside the wardrobe is expected.
NB	<ul style="list-style-type: none"> • Open alcoves not acceptable at Five Star. A generous amount of clothes storage is expected.

2.6.19 Seating	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Single: one chair. Double/twin: two chairs or one chair & one stool. • Seating provided appropriate to the style and size of the room.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Single: one easy chair. Where this is the only chair, consider ease of use at the writing table or providing an additional chair. • Double/twin: two easy chairs or easy chair and upholstered stool.
NB	<ul style="list-style-type: none"> • An easy chair offers a greater degree of comfort, either upholstered or of another quality material.
FOUR STAR	<ul style="list-style-type: none"> • Double/Twin: two easy chairs (stools are not acceptable). • Where the hotel's market is predominantly business clientele, a substantial chair at the desk may replace the second easy chair. • Seating used for eating room service of an appropriate style and height.
FIVE STAR	<ul style="list-style-type: none"> • Single: one substantial easy chair plus an additional chair providing comfortable use at the writing table. • Double/twin: two substantial easy chairs plus an additional chair providing comfortable use at the writing table.

2.6 Bedrooms

2.6.20 Mirrors	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • At least one mirror in the bedroom. • If there is only one mirror it should be a full-length mirror and be placed next to the writing table surface or equivalent. A full-length mirror is a mirror of suitable size and in a convenient position for guests to see the majority of themselves from head to toe.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • At least two mirrors in the bedroom, one must be a full-length mirror, and one located at the table area.
FOUR STAR	<ul style="list-style-type: none"> • As Three Star
FIVE STAR	<ul style="list-style-type: none"> • As Three Star

2.6.21 Beverage Making	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Tea/coffee-making facilities available and accessible 24 hours either in bedrooms or in public areas (Self-service/Vending option in public areas is acceptable). • Where only room service is provided, the availability of a hospitality tray at no extra charge to be advertised to guests. • Ingredients for hot drinks kept wrapped or in lidded containers. • Bedroom kettles should not have to be operated at floor level.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • As one star, but a wider range of hot drinks likely to be provided e.g. choice of teas; other drinks such as hot chocolate; and biscuits. • Fresh milk available on request.
FOUR STAR	<ul style="list-style-type: none"> • As well as 24 hour room service, the availability of a hospitality tray, if not provided, advertised to guests.
FIVE STAR	<ul style="list-style-type: none"> • In-room facilities, where provided, of an excellent standard, e.g. china cups and teapot, choice of hot drinks including a range of speciality teas, fresh milk, and freshly ground coffee. • May feature bespoke coffee machines in room.

2.6 Bedrooms

2.6.21 Beverage Making (cont.)	Minimum Entry Requirements
Good Practice	Accessibility <ul style="list-style-type: none"> • Ensure hospitality trays are at a height accessible to all guests. Kettles should be cordless and a variety of drinking cups/mugs either provided or available on request.
Good Practice	Sustainability <ul style="list-style-type: none"> • Items on hospitality trays, 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. Assessors will look at the quality of the contents and style of presentation.
2.6.22 In Room Entertainment	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Digital TV available in all bedrooms. • All available channels properly tuned in. • Televisions may be safely mounted on a wall bracket. Ease of viewing and safety taken into account when positioning television. • Where clock radios are used, instructions for use provided and clock set accurately.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Guests able to watch TV in comfort from both a chair and the bed. • Radio provided in bedroom possibly part of television installation.
FOUR STAR	<ul style="list-style-type: none"> • Televisions with good size screens greater than 61 cm (24 in). • Extensive range of television channels available. • A range of radio channels available. • Additional audio-visual options provided e.g. house channels, CD player, DVD library, satellite, cable, PlayStation, iPod etc.
FIVE STAR	<ul style="list-style-type: none"> • Adoption of latest innovations in entertainment technologies expected.
Good Practice	Accessibility <ul style="list-style-type: none"> • Ensure TVs can provide subtitles (Teletext page 888, digital (DVB), Sky subtitles), for hearing impaired and foreign language guests.

2.6 Bedrooms

2.6.23 Communication and Business Services	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Bedroom telephone optional. • If no telephone, a means to contact staff at night in the event of an emergency must be provided and advertised in the bedroom. • Telephones, to display the hotel telephone number together with the room extension or room telephone number. • Instructions on how to use telephone and any additional services such as telephone message service, and room-to-room calls.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Internal telephone system provided. • Wi-Fi and/or internet connection recommended. If chargeable, this must be clearly advertised prior to booking.
FOUR STAR	<ul style="list-style-type: none"> • Direct dial telephone system provided. • Wi-Fi and/or internet connection provided. If chargeable, this must be clearly advertised prior to booking. • Notepad with pen or pencil provided.
FIVE STAR	<ul style="list-style-type: none"> • A minimum of two fixed direct dial telephones: one at the bedside and one on the desk/writing table. Or a single cordless phone. • Guests able to call individual hotel Services directly. • Wi-Fi and/or internet connection provided. If chargeable, this must be clearly advertised prior to booking. Excellent in-room communication technology with best available connectivity and good support to resolve any problems.
Good Practice	<p>Accessibility</p> <ul style="list-style-type: none"> • Provide a textphone e.g. minicom, in at least one bedroom, to benefit profoundly deaf guests.

2.6.24 Phone Charges	Minimum Entry Requirements
ALL LEVELS	<ul style="list-style-type: none"> • Where telephones are provided, rate card displayed in bedrooms illustrating typical charges for local, long-distance, international, internet, use of phone card and connection to mobile phones. • Sample call charges required, but not per unit.

2.6 Bedrooms

2.6.25 Hairdryers	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • A hairdryer provided in every bedroom.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • As One Star
FOUR STAR	<ul style="list-style-type: none"> • A superior quality hairdryer. • Provision of curling tongs/hair straighteners may be considered.
FIVE STAR	<ul style="list-style-type: none"> • An excellent quality hairdryer (non-fixed).

2.6.26 In Room Information	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Hotel services and facilities advertised in all bedrooms (possibly in a room information folder or via in-room technology). This should include the following where applicable: <ul style="list-style-type: none"> • How to summon assistance in a night-time emergency. • Meal times (and menus). • Iron and ironing board advertised as available, if not already provided in the bedroom. • Multi-lingual emergency procedure notices or use of symbols/diagrams clearly displayed in every bedroom.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Telephone info. e.g. charges, internal directory, local services. • Room service menu. • Message-taking service. • Laundry service information, if offered. • 'Do not disturb' notices for guests to use.
FOUR STAR	<ul style="list-style-type: none"> • As Three Star, plus a more comprehensive guest directory.
FIVE STAR	<ul style="list-style-type: none"> • Laundry/pressing/dry cleaning service information. • Consider multi-lingual and visually enhanced materials.

2.6 Bedrooms

2.6.26 In Room Information (Continued)	Minimum Entry Requirements
Good Practice	Accessibility <ul style="list-style-type: none"> • 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. • Include a copy of your Access Statement with in-room information.
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: <ul style="list-style-type: none"> • Details of nearby outlets supplying local food, drink and gifts. • Local visitor attractions • Local heritage and culture information, including 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. • The hotel's environmental policy if there is one, or details about any green scheme with which they are affiliated. • If the business is part of a visitor payback scheme, information regarding this scheme should also be included. • Notices could request guests to completely turn off all electrical appliances when not in use, rather than leaving on standby. Staff could be trained to turn them off standby when cleaning the room.

2.6.27 Other	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • A waste paper container – non-flammable if smoking permitted. • Tumbler per guest: glass; non scratch plastic; wrapped disposable. • An ashtray where smoking permitted. • Sufficient and conveniently situated power sockets allowing for the safe use of all electrical equipment provided.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • As One Star
FOUR STAR	<ul style="list-style-type: none"> • A high quality glass drinking tumbler per guest.
FIVE STAR	<ul style="list-style-type: none"> • An in-room safe. • Valet tray/provision. • May feature an umbrella.

2.7 En Suite Bathroom Shower Rooms or Private Facilities

2.7.1 Provision	Minimum Entry Requirements
NB	<ul style="list-style-type: none"> An en-suite facility has the bath or shower and WC situated in room(s) with door(s) separate to the bedroom. In-bedroom showers are not generally acceptable.
ONE STAR	<ul style="list-style-type: none"> All bedrooms to have en-suite bathroom or shower rooms or private facilities, which all have WC and bath or shower. A private facility is designated solely for the occupants of one bedroom, situated nearby on the same floor and lockable with a key provided (guests to be informed of this when booking). Access from bedrooms to private bathrooms or WCs, or to extra public bathrooms, via public areas such as reception or lounge etc. is not acceptable. A washbasin with hot and cold running water and a minimum internal measurement of 36 x 24 cm (14 x 9.5 in). Basin to be provided in either the bedroom, en-suite or private facility.
TWO STAR	<ul style="list-style-type: none"> As One Star
THREE STAR	<ul style="list-style-type: none"> All bedrooms to have en-suite bathrooms or shower rooms all equipped with WC and bath and/or shower. A full-sized washbasin. Where sited in the bedroom area, likely to be in a vanity unit commensurate to Three Star quality.
FOUR STAR	<ul style="list-style-type: none"> All bedrooms to have en-suite bathrooms or shower rooms. All en-suites with WC and thermostatically controlled showers. Where there is no bath, the quality of the shower fittings, water pressure, space etc. must be of an excellent standard to compensate for the lack of the bath.
FIVE STAR	<ul style="list-style-type: none"> All bedrooms with en-suite facilities with WC, bath and thermostatically controlled shower. Up to 20% of bedroom stock may have shower only rooms, if size and quality are exceptional.

2.7 En-Suite Bathroom Shower Rooms or Private Facilities

2.7.2 General Quality	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • All bathrooms of acceptable quality and condition with practical fittings, flooring and décor providing ease of use. • Practical, well-fitted and easily cleanable flooring. • Best practice: - washable flooring is more hygienic than carpeting. • Particular attention given to maintenance and lighting levels.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • All bathrooms of good quality and condition, and good ease of use, with matched and well-coordinated fittings, flooring and décor.
FOUR STAR	<ul style="list-style-type: none"> • All bathrooms of superior quality and condition, and very good ease of use, and a superior standard of fittings, flooring and décor.
FIVE STAR	<ul style="list-style-type: none"> • All bathrooms of excellent quality and condition, excellent ease of use, with a luxurious standard of fittings, flooring and décor.

2.7.3 Bathroom Size	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Of sufficient size for adequate guest comfort and ease of use.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • As One Star
FOUR STAR	<ul style="list-style-type: none"> • More spacious and with a good degree of free space.
FIVE STAR	<ul style="list-style-type: none"> • Spacious bathrooms with generously-sized bath, basin and shower. • Separate walk-in shower often seen at this level.

2.7 En Suite Bathroom Shower Rooms or Private Facilities

2.7.4	
Water Supply	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Sufficient hot water at all reasonable times – e.g. 7 am until 10 pm. • A strong and easily adjustable flow of water from baths & showers.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Sufficient hot water available 24 hours.
FOUR STAR	<ul style="list-style-type: none"> • As Three Star
FIVE STAR	<ul style="list-style-type: none"> • As Three Star
Good Practice	Accessibility <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	Sustainability <ul style="list-style-type: none"> • Use thermostatically controlled settings for hot water.

2.7.5	
Bathroom - Equipment	Minimum Entry Requirements
ALL LEVELS	<ul style="list-style-type: none"> • All bathrooms or shower rooms equipped with: • Internal lock or bolt on all private bath or shower rooms (not necessary for en suites). • A mirror situated above or adjacent to the washbasin. • Bath or shower, washbasin and mirror. • Adequate storage with space for guest's own toiletries. • Soap (can be pump-action dispenser). • Hook for clothes. • Non-slip surface or mat for use in bath or showers. • Towel rail or equivalent sufficient for the number of guests. • Conveniently located electric shaver point with voltage indicated, or adaptor for use in bedroom. • Windows fitted with curtains, blinds or shutters to ensure privacy. • Window coverings (may not be necessary for Velux-style windows fitted in the ceiling and in no way overlooked). • All toilets equipped with: • A lidded WC. • Toilet paper and holder plus spare toilet paper. • A lidded sanitary disposal bin and sanitary bags.

2.7 En Suite Bathroom Shower Rooms or Private Facilities

2.7.5 Bathroom - Equipment	
Good Practice	Accessibility <ul style="list-style-type: none"> • Provide a selection of equipment such as bath seats, toilet seat height raisers and shower chairs. Provide a support rail by the shower attachments.
Good Practice	Sustainability <ul style="list-style-type: none"> • Use water saving devices such as ‘Hippos’ in toilet cisterns. • Soaps and other complimentary products don’t need to be individually wrapped – can be presented in suitable attractive dispensers. The quality of the products offered and the style of presentation will be assessed. • Providing shower facilities can help reduce water consumption. Remember some power showers can use more water than a bath. Consider using reduced flow shower heads or gravity fed showers.

2.7.6 Light, Heat , Ventilation	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Adequate covered lighting in all bathrooms, shower rooms and toilets. Lighting above or adjacent to the washbasin mirror. • Adequate heating. Heater light bulbs are not acceptable. Bathrooms with an external window require dedicated heating. A heated towel rail is acceptable. • Adequate ventilation and extraction (window or extractor fan). If a Velux-style window or skylight is the only form of ventilation, a means of opening to be provided. Opaque covering (see 2.7.5). • Security fittings on any bathroom window which could be left open and access gained from outside, e.g. windows near fire escapes.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Good lighting, heating, ventilation and extraction.
FOUR STAR	<ul style="list-style-type: none"> • A heated towel rail or equivalent (with on/off switch) throughout the year, or availability of additional dry towels on request.
FIVE STAR	<ul style="list-style-type: none"> • Excellent light intensity overall, especially at the mirror. • Excellent heating, ventilation and extraction.
Good Practice	<ul style="list-style-type: none"> • Sustainability • Thermostatically controlled radiators help to manage energy use.

2.7 En Suite Bathroom Shower Rooms or Private Facilities

2.7.7 Towels and Toiletries	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • A clean, absorbent, cotton hand and bath towel provided for each new guest and changed every day except where, as part of an advertised environmental policy, guests agree to a less frequent change during their stay. • Bath mat (paper mats not acceptable). • Fresh soap for each new letting. Particular attention paid to the cleanliness and hygiene of liquid soap dispensers where provided.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Generously-sized, coordinated towels of good quality and condition. • Good quality soap, shampoo and bath/shower gel provided. • Emergency toiletries such as toothbrush, and disposable razor available, possibly for a charge.
FOUR STAR	<ul style="list-style-type: none"> • A range of superior quality guest toiletries.
FIVE STAR	<ul style="list-style-type: none"> • A range of towels which includes bath sheets, robes and face cloths of excellent quality and condition. • An excellent range of luxury guest toiletries.
Good Practice	<p>Accessibility</p> <ul style="list-style-type: none"> • Provide towels that contrast in colour to the walls and floor to assist visually impaired guests.
Good Practice	<p>Sustainability</p> <ul style="list-style-type: none"> • Use could be made of signs to promote towel agreements.

2.8 Public Areas

2.8.1 General Quality	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Furnishings, fittings and décor of acceptable quality and condition. • Acceptable space and comfort for guests, relative to the number of bedrooms. • Wi-Fi is recommended in public areas.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Furnishings, fittings and décor of good quality and condition. • Good space and comfort for guests, and non-residents, possibly including separate sitting areas and a choice of seating styles. • Wi-Fi to be provided in public areas (dispensations available for rural properties where no internet service exists).
FOUR STAR	<ul style="list-style-type: none"> • Furnishings, fittings and décor of superior quality and condition. • Very good space and comfort for guests, taking into account the needs of different markets (e.g. business or leisure).
FIVE STAR	<ul style="list-style-type: none"> • Furnishings, fittings and décor of an excellent quality and condition, providing an overall luxurious standard. • A choice of environments of sufficient size to provide generous personal space. • Additional facilities such as secondary dining, leisure, business centre, spa.
Good Practice	Sustainability <ul style="list-style-type: none"> • Décor – use could be made of local artist’s work, prints and/or photographs - local scenes, historical and/or heritage related images/items – all add to a visitor’s enhanced sense of place.

2.8 Public Areas

2.8.2 Heat, Light and Ventilation	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings at night. • Good levels of heating and ventilation, providing an ambient temperature and adequate air flow at all times of the year.
TWO STAR	<ul style="list-style-type: none"> • As One Star

2.8 Public Areas

2.8.2 Heat, Light and Ventilation	Minimum Entry Requirements
THREE STAR	<ul style="list-style-type: none"> • Good levels of lighting with thought given to both intensity and to positioning e.g. for reading menus.
FOUR STAR	<ul style="list-style-type: none"> • Superior lighting, giving sufficient light for all practical purposes and also designed to good effect showing off features.
FIVE STAR	<ul style="list-style-type: none"> • Excellent lighting. • Excellent temperature control, which may include air conditioning.
Good Practice	Sustainability <ul style="list-style-type: none"> • Lighting – increased use of energy saving light bulbs throughout the hotel. Greater use can also be made of natural light. • Heating – improved insulation and greater use of thermostatically controlled and zoned heating will save on energy use.

2.8.3 Reception and Lobby Areas	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • A clearly designated reception facility. • A clearly designated area at one end of a bar counter is acceptable. • A bell or internal telephone to summon attention.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • Dedicated reception area with desk, counter or table, or alternative, well managed procedures in place to check in guests in lounge or in guest bedroom. • Sufficient space for guests arriving with luggage.
FOUR STAR	<ul style="list-style-type: none"> • Greater amount of space and comfort (including seating) for arriving and departing guests.
FIVE STAR	<ul style="list-style-type: none"> • A clearly designated reception area within an impressive foyer or entrance hall, (in town house properties this may not be the case).
Good Practice	Accessibility <ul style="list-style-type: none"> • Provide a well-lit and uncluttered area allowing ease of access to the reception facility with seating for guests. • A hearing loop or clip board and pen will assist communication with hearing impaired guests.

2.8 Public Areas

2.8.4 Bars, Lounges Seating Areas Restaurants	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • A bar or lounge with adequate comfortable seating for resident guests accessible at least from breakfast time to 10 pm. • The bar and lounge possibly combined and providing the only sitting area in the hotel's public areas. • Guests should not be expected to share tables in the restaurant.
TWO STAR	<ul style="list-style-type: none"> • Further seating if there is a market need e.g. in resort hotels, leisure and business hotels or if non-residents dine or use the bar.
THREE STAR	<ul style="list-style-type: none"> • Seating layout and range of furniture appropriate for meeting the market needs e.g. for hotels where business meetings take place or where refreshments are offered in the lounge.
FOUR STAR	<ul style="list-style-type: none"> • There should be sufficient full height dining tables, especially at breakfast, to prevent delays.
FIVE STAR	<ul style="list-style-type: none"> • The environment of all sitting areas of excellent quality and condition, and of sufficient size and with well-designed layout to provide generous personal space and privacy for guests. • A variety of seating styles expected. • Sitting areas not necessarily all lounges but certainly offering a range of environments. • Restaurant tables should have sufficient space around them to allow a high degree of privacy and freedom of movement.
Good Practice	Accessibility <ul style="list-style-type: none"> • A variety of seating: low, high, firm, soft, with and without arms.

2.8 Public Areas

2.8.5 Other Public Areas, Stairs and Corridors	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> • Corridors and stairs in good repair and free from obstruction. • Adequately lit 24 hours. • Particular attention to the maintenance of door handles, numbers, brassware and glass panels. • Clear, directional signage to bedrooms and reception (if needed).
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • As One Star
FOUR STAR	<ul style="list-style-type: none"> • Corridors normally wide and spacious.
FIVE STAR	<ul style="list-style-type: none"> • Corridors and staircases wide and spacious allowing freedom of movement for guests and service trolleys. • A serviced coat storage cloakroom provided. Receipts given. • Corridors and staircases permanently lit.
Good Practice	Accessibility <ul style="list-style-type: none"> • 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

2.8 Public Areas

2.8.6. Lifts	Minimum Entry Requirements
NB	<ul style="list-style-type: none"> Dispensation is possible in older buildings and/or architecturally listed buildings where it can be shown that fitting a lift is impractical or unacceptable to planning authorities. In this case, help with luggage must be offered on arrival and departure.
ONE STAR	<ul style="list-style-type: none"> Optional – but assistance with luggage on request, if there is no lift.
TWO STAR	<ul style="list-style-type: none"> Lift required if a guest bedroom is more than three floors higher or lower than the entrance level floor i.e. on the fourth floor. If there is no lift, this should be made clear at the time of booking.
THREE STAR	<ul style="list-style-type: none"> A lift is required when there is a guest bedroom more than two floors higher or lower than the ground floor i.e. on the third floor.
FOUR STAR	<ul style="list-style-type: none"> At this level, it is not only the provision of a lift that is important, but also the size, comfort, quality and speed.
FIVE STAR	<ul style="list-style-type: none"> A lift will be provided to all floors in the main building. The expectation at Five Star is a separate lift for hotel services such as luggage, laundry and room service.
Good Practice	Accessibility <ul style="list-style-type: none"> 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.

2.8.7 Public Telephones	Minimum Entry Requirements
ALL LEVELS	<ul style="list-style-type: none"> A guest should be able to make a call via house phone, payphone or mobile phone from reception/public areas, on request.

2.8 Public Areas

2.8.8 WC's in Public areas	Minimum Entry Requirements
ONE STAR	<p>Where a hotel is open to non-residents:</p> <ul style="list-style-type: none"> • A toilet facility conveniently situated for the public areas. • Toilets possibly shared by men and women. • All toilets well-maintained, regularly cleaned, checked and adequately ventilated. • Facilities provided as a minimum: - washbasin with soap, hand drying facilities, seat with lid, covered light, mirror, hook on door, lidded sanitary bin and bags, toilet roll holder with toilet paper.
TWO STAR	<ul style="list-style-type: none"> • As One Star
THREE STAR	<ul style="list-style-type: none"> • More spacious, higher quality standards. • Efficient hand drying and ample mirrors.
FOUR STAR	<ul style="list-style-type: none"> • Separate facilities for men and women.
FIVE STAR	<ul style="list-style-type: none"> • Spacious, luxurious and numerous toilet facilities and with refinements such as individual hand towels, high quality toiletries and accessories, serviced very regularly during the day.
Good Practice	<p>Accessibility</p> <ul style="list-style-type: none"> • Appropriate support rails at urinals, toilets and wash basins.

2.9 External areas (if applicable)

2.9 External Areas	Minimum Entry Requirements
ONE STAR	<p>Including the appearance of the building, grounds and gardens, pathways, drives and car parking.</p> <ul style="list-style-type: none"> • Evidence of attention to the safety and security of guests and belongings in car parks, ground floor and annexe bedrooms, on external paths and walkways. • Main entrance clearly identifiable with doorway illuminated if dark. • Adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night. • Grounds and gardens well maintained and kept tidy. • Parking tidy, well maintained, well-lit clearly defined and signed. • Security issues taken into account.

2.9 External areas (if applicable)

2.9 External Areas continued	Minimum Entry Requirements
TWO STAR	<ul style="list-style-type: none"> All aspects to improve in quality and condition as rating increases.
THREE STAR	<ul style="list-style-type: none"> As Two Star
FOUR STAR	<ul style="list-style-type: none"> Grounds and gardens a feature in own right. Well-maintained and high quality appearance all year round.
FIVE STAR	<ul style="list-style-type: none"> As Four Star
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 arrangements, statues.
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. If possible and where available, provision should be made in the car park for a clearly marked public transport pick-up and drop-off point for taxis, buses and/or coaches.

2.10 Annexes	Minimum Entry Requirements
ONE STAR	<ul style="list-style-type: none"> The facilities provided in annexe accommodation will be taken into account when determining the rating for the hotel as a whole. Annexe accommodation may be in a separate unit or units within the hotel grounds, or within easy walking distance of the main building. Good levels of external lighting to be provided.
TWO STAR	<ul style="list-style-type: none"> As One Star
THREE STAR	<ul style="list-style-type: none"> As One Star
FOUR STAR	<ul style="list-style-type: none"> As One Star
FIVE STAR	<ul style="list-style-type: none"> Access to annexe accommodation to be under cover. This could include chauffeured transport or escort with umbrella provided.

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.



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