

## GUEST ACCOMMODATION

### Minimum Entry Requirements

To be recognised with the Guest Accommodation standard you must meet all the detailed requirements. In addition to this, you must meet all the minimum quality requirements for One Star.

## 1. Detailed Requirements

### 1.1 OVERALL STANDARDS

1.1.1	Statutory Obligations
	<p>You must fulfil all applicable statutory obligations. These may include:</p> <ul style="list-style-type: none"><li>• Fire precautions</li><li>• Price Display Orders</li><li>• Food Safety/Hygiene</li><li>• Licensing</li><li>• Health and Safety</li><li>• Discrimination</li><li>• Trade Descriptions</li><li>• Data protection</li><li>• Hotel Proprietors Act</li></ul> <p>We may ask you to provide evidence that Public Liability Insurance Cover is being maintained and that all the above requirements are being fulfilled.</p> <p><i>N.B. It is unlikely that any establishment offering accommodation to DSS residents or operating as a refuge hostel for homeless people will be eligible to participate in the scheme</i></p>
1.1.2	Cleanliness
	<p>Cleanliness is of paramount importance to guests in every type of establishment so a high standard of cleanliness must be achieved and maintained throughout the property.</p> <ul style="list-style-type: none"><li>• Bathrooms and shower rooms should be clean and smell fresh, with particular attention to fittings and sanitary ware, plug-holes, shower curtains, flooring, mirrors, extractor fans and towels.</li><li>• You also need to pay special attention to wherever guests have direct contact – seating, crockery, cutlery, glassware, beds, bedding and linen.</li><li>• All bedrooms and bathrooms should be cleaned and checked daily to ensure a very high standard of cleanliness.</li></ul>

### 1.2 SERVICE AND EFFICIENCY – HOSPITALITY AND FRIENDLINESS

1.2.1	Bookings and Pre-arrival Information
	<ul style="list-style-type: none"><li>• You should describe fairly to all guests and prospective guests the amenities, facilities and services that your establishment provides – either by advertisement, brochure, word of mouth or any other means.</li><li>• You should make clear to guests exactly what is included in the prices you quote for accommodation, meals and refreshments. You must include service charges, taxes and other surcharges. Legally, you should not exceed the price you agree at the time of booking. You should explain in detail any charges for additional services or available facilities and cancellation terms, if applicable. If a deposit is required, you need to tell guests when they book</li></ul>

	<p>and explain how it will be taken and whether or not it is refundable if they cancel.</p> <ul style="list-style-type: none"> <li>• When you are taking a booking you should describe in detail any in-house policies, e.g. no-smoking policy, payment methods, access restrictions.</li> <li>• If prospective guests ask to see the accommodation before they book, you must show them.</li> <li>• You must tell all prospective visitors about any major refurbishment work that might affect their stay.</li> </ul>
1.2.2	<b>Guest Arrival, Welcome and Access</b>
	<ul style="list-style-type: none"> <li>• The proprietor or staff should be on duty during the main arrival and departure periods and during meal times. It is acceptable that the entrance may be locked and the guest may have to ring or knock for access.</li> <li>• Registration of all guests on arrival.</li> <li>• Once guests have registered, they should have access to the establishment and to their bedrooms at all times unless they were previously told about any restrictions. A key or security code may be given for the main entrance.</li> <li>• You should provide service that is appropriate to the style of accommodation, and deal promptly with all enquiries, requests, reservations, correspondence and complaints from guests.</li> <li>• There must be an effective means for guests to call for the attention of the proprietor or staff, who need to be available at all reasonable times (as above). If the proprietor or staff live away from the property, a telephone contact number needs to be provided and clearly displayed. If you have foreign guests, you need to consider the best ways of helping them understand this information, possibly by using symbols and/or diagrams.</li> </ul>
1.2.3	<b>Guest Departure</b>
	<ul style="list-style-type: none"> <li>• You should provide written details of payments due and a receipt to any visitor who requests it. You need to clearly identify the VAT element of the bill where applicable.</li> </ul>

### 1.3 BREAKFAST

1.3.1	<b>General Requirements</b>
	<ul style="list-style-type: none"> <li>• A fully cooked breakfast, or substantial continental breakfast should be available</li> </ul>

### 1.4 BEDROOMS

1.4.1	<b>Bedroom Size and Spaciousness</b>
	<ul style="list-style-type: none"> <li>• All bedrooms should have sufficient space for guests to move easily around the room.</li> <li>• Bedrooms that are smaller than the following sizes are unlikely to meet the minimum requirements: <ul style="list-style-type: none"> <li>• Single 5.6 sq.m/ 60 sq.ft</li> <li>• Double 8.4sq.m/ 90sq.ft</li> <li>• Twin 10.2 sq.m/110 sq.ft</li> </ul> </li> </ul> <p>When assessing the bedroom size the usable space available around furniture and fitting is taken into account. For a higher quality rating, rooms will be expected to considerably exceed these minimum sizes.</p> <ul style="list-style-type: none"> <li>• The ceiling height for the major part of the room needs to be sufficient for a person of 6ft to move around without stooping. Sloping eaves and</li> </ul>

	<p>ceilings are acceptable as long as they do not restrict guests' movement to an unacceptable degree.</p> <ul style="list-style-type: none"> <li>• It should be possible to fully open doors and drawers without having to move other furniture.</li> <li>• Rooms for family occupation need to be significantly larger.</li> </ul>
1.4.2	Beds and Bedding – Size and Quality
	<p>Minimum bed sizes</p> <ul style="list-style-type: none"> <li>• Single 190 x 90cm / 6ft 3ins x 3ft</li> <li>• Double 190 x 137cm / 6ft 3ins x 4ft 6ins</li> </ul> <p>Beds of 183 x 75cm / 6ft x 2ft 6ins will only be acceptable for children and can only be used as part of a family room.</p> <p>Beds of 190 x 122 cm / 6ft 3ins x 4ft beds will be acceptable for single occupancy only.</p> <ul style="list-style-type: none"> <li>• Rooms with bunk beds only are not acceptable for adult use. Bunk beds should have a minimum of 75cm / 2ft 6ins clear space between the mattress of the bottom bed and the underside of the top bed (Bunk Bed Regulations 1997).</li> <li>• All mattresses should be comfortable and have mattress protectors, a sprung interior or be made of foam or similar. Plastic or rubber mattress protectors are not acceptable except when used for small children.</li> <li>• All beds and mattresses should be of sound condition with a secure headboard or equivalent.</li> </ul>
1.4.3	Bedding – Quality and Provision
	<ul style="list-style-type: none"> <li>• All beds should be made daily</li> <li>• All bedding should be clean and in sufficient quantity, according to the season and the needs of guests.</li> <li>• As a guide each bed should have either : a) two sheets, two blankets and a bedspread or b) a duvet with duvet cover and one or two sheets.</li> <li>• There should be two pillows in individual pillowcases per person. If feather pillows or duvets are provided, a non-allergenic alternative should be available on request.</li> <li>• All bed linen (sheets, pillow cases and duvet covers etc) should be fresh for each new guest. Linen should be changed once every four days, except where there is a clearly advertised environmental policy that invites guests to agree less frequent changes of linen e.g. weekly.</li> <li>• If duvets are provided, alternative bedding should be available on request.</li> <li>• Spare blankets and pillows should be available on request.</li> </ul> <p><i>For best practice, we suggest that you also use pillow protectors and that any spare pillows and bedding are clean, fresh and preferably wrapped. 100% man-made fibre sheets are not acceptable.</i></p>
1.4.4	Furniture, Furnishings and Fittings
	<p>Each bedroom should have:</p> <ul style="list-style-type: none"> <li>• A bedside table, cabinet or shelf for each bed although twin beds may share and 75cm /2ft 6ins bunk beds are exempt.</li> <li>• A dressing table or equivalent, with a mirror adjacent.</li> <li>• A chair or a stool</li> <li>• If a lounge is not available in the establishment, a comfortable easy chair should be provided in the bedroom for guests to use whilst reading etc.</li> <li>• A wardrobe or clothes hanging space with at least six hangers per person. <i>An alcove with a rail is acceptable, but coat stands, hooks on walls or behind door are not. Wire hangers are not acceptable.</i></li> <li>• Adequate drawer or shelf space. The drawers should run freely.</li> </ul>

	<ul style="list-style-type: none"> <li>• Opaque curtains, blinds or shutters on all windows, including glass panels to doors, fanlights and skylight windows so that guests have privacy and can exclude light from outside the room.</li> </ul> <p><i>N.B Where bedrooms are located on the ground floor, you should consider providing additional privacy with a net curtain or blind.</i></p>												
1.4.5	Windows and Ventilation												
	<ul style="list-style-type: none"> <li>• Every bedroom must have at least one opening window with clear glass to provide natural light and adequate ventilation. Rooms without windows are not acceptable. If windows are sealed, a Local Planning Authority approved ventilation system should be provided.</li> <li>• Windows should be well fitted, easy to open and shut and remain open.</li> <li>• Security fittings installed on all bedroom windows where, when open, access could be gained from outside – e.g. patio or French Doors, ground floor windows and windows overlooking fire escapes.</li> <li>• You should make an effort to insulate against external noise.</li> <li>• You should provide a pole for opening high “velux” style or skylight windows, where these are the only opening windows.</li> </ul>												
1.4.6	Lighting												
	<ul style="list-style-type: none"> <li>• Bedrooms should be well lit and there should be adequate natural light.</li> <li>• As guidance, bedrooms should have overall lighting levels of 160 watts for a single room and 220 watts for a double room. A low energy light bulb equivalent is acceptable.</li> <li>• The control switch for the main lights should be near the door.</li> <li>• There should be adequate bedside lighting controllable for each bed. It is acceptable for twin beds to share a centrally situated light. 75cms / 2ft 6ins bunk beds are exempt from providing a light. All bulbs, unless decorative, should have a shade or cover.</li> </ul> <table border="1" data-bbox="454 1220 1050 1478"> <thead> <tr> <th colspan="2">Energy Light Saving Bulbs Conversion Table</th> </tr> <tr> <th>Energy Saving Bulb</th> <th>Ordinary Light Bulb</th> </tr> </thead> <tbody> <tr> <td>20 watt – 23 watt</td> <td>100 watt</td> </tr> <tr> <td>15 watt – 18 watt</td> <td>75 watt</td> </tr> <tr> <td>11 watt – 13 watt</td> <td>60 watt</td> </tr> <tr> <td>9 watt</td> <td>40 watt</td> </tr> </tbody> </table>	Energy Light Saving Bulbs Conversion Table		Energy Saving Bulb	Ordinary Light Bulb	20 watt – 23 watt	100 watt	15 watt – 18 watt	75 watt	11 watt – 13 watt	60 watt	9 watt	40 watt
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1.4.7	Heating												
	<ul style="list-style-type: none"> <li>• There should be adequate in-room heating provided at no extra cost.</li> <li>• Additional heating should be available on request at no extra cost.</li> </ul> <p><i>Free standing, radiant bar heaters are unacceptable.</i></p>												
1.4.8	Flooring												
	<ul style="list-style-type: none"> <li>• Bedrooms should have fully fitted carpets or hard flooring with slip-resistant rugs or mats placed by the bedside.</li> </ul>												
1.4.9	Beverage Making Facilities												
	<ul style="list-style-type: none"> <li>• If there are no facilities for making hot drinks in the bedroom and they are not available on request, a service of hot drinks should be available morning and</li> </ul>												

	<ul style="list-style-type: none"> <li>evening.</li> <li>Where in-room facilities are provided, for safety reasons it is unacceptable for kettles to be boiled on the floor.</li> <li>Fresh milk should be available on request and ingredients for making hot drinks should be wrapped or kept in lidded containers.</li> </ul>
1.4.10	Telephone in Bedrooms
	<ul style="list-style-type: none"> <li>When telephones are provided, all the call charges must be clearly indicated.</li> <li>It is generally expected that you will provide, as a minimum, the following information in guests: <ul style="list-style-type: none"> <li>The cost of one 5 minute local call at peak rate</li> <li>The cost of one 5 minute local call at off-peak rate</li> <li>The cost of one 5 minute long distance call at peak time</li> <li>The cost of one 5 minute long distance call at off-peak time</li> <li>The cost of one 5 minute international call at peak rates e.g. USA</li> <li>The cost of one 5 minute international call at off-peak rate e.g. USA</li> </ul> </li> <li>In addition, an explanation of what constitutes a local and long distance call should be given and a clear explanation of peak and off-peak.</li> </ul>
1.4.11	Miscellaneous Requirements
	<p>Each bedroom should have:</p> <ul style="list-style-type: none"> <li>A means of securing bedroom doors from inside and out, and a key should be available.</li> </ul> <p><i>A dispensation may be made in the case of older or architecturally listed properties. Where old or original doors do not allow for the fitting of a lock: a) the bedroom door should be capable of being secured from the inside e.g. a hook and hasp or privacy bolt and, b) guests should be advised in advance that bedroom doors can only be secured from the inside and, c) a lockable facility should be provided within the bedroom to secure guests' valuables e.g. a wardrobe, drawer etc.</i></p> <ul style="list-style-type: none"> <li>A waste paper container. It should be non-flammable if smoking is permitted.</li> <li>An ashtray if smoking is permitted.</li> <li>A drinking tumbler per guest. This should be glass or a wrapped disposable.</li> <li>Sufficient, conveniently situated, power sockets to allow for the safe use of all electrical equipment provided.</li> <li>Printed advice on how to obtain emergency assistance at night. This needs to be clearly displayed somewhere within the bedroom.</li> <li>Iron and ironing board available on request and advertised in the bedroom.</li> <li>Early morning calls available on request and advertised in the bedroom.</li> <li>Early morning calls available on request or an alarm clock.</li> <li>For bedrooms without en-suite or private bathroom, a towel rail or equivalent should be provided with one hand towel and one bath towel per person. There should be fresh soap for each new letting. If you provide liquid soap dispensers, you need to pay particular attention to their cleanliness and hygiene.</li> </ul>
1.4.12	Accessories
	<ul style="list-style-type: none"> <li>There are some facilities and accessories that are not requirements but which may be provided in the bedroom. If they are provided, their quality, range, presentation and ease of use will all be taken into account in the quality assessment. Examples include fresh fruit, flowers, radio, hairdryer, sweets, mineral water and hot water bottles.</li> </ul>

## 1.5 BATHROOMS, SHOWER ROOMS AND EN-SUITE FACILITIES

1.5.1	General
	<ul style="list-style-type: none"> <li>• All establishments must provide: <ul style="list-style-type: none"> <li>• Hot water a all reasonable times.</li> <li>• At least one bath or shower room with washbasin for every six guests.</li> <li>• At least one WC for every six guests, separate from bath or shower room.</li> </ul> </li> </ul> <p><i>When an establishment has four of less bed spaces for paying guests, it is acceptable for a bath or shower room to be combined with a washbasin and WC.</i></p> <ul style="list-style-type: none"> <li>• If there are any guest bedrooms without washbasins, there should be a hand washbasin in the WC.</li> <li>• Additionally, where the maximum number of guests resident within an establishment, including proprietors, is no more than six, it is acceptable that facilities are shared between guests and proprietors. However, this will limit the achievable rating to Two Star.</li> <li>• Where a shared arrangement exists, proprietors and their family should avoid prolonged use of the bathroom during the early to mid morning period. They should also remove their personal belongings from the bathroom.</li> </ul>
1.5.2	En Suites
	<p><u>What is an en suite?</u>  An en suite facility consists of a bath or shower, WC and washbasin connected to a bedroom and entered directly from it. The WC is in its own properly ventilated room. If the shower cubicle is situated in the bedroom then additional ventilation should be added to take account of this.</p> <p>If is acceptable for the washbasin and shower to be in the bedroom, as long as the WC is contained within a room of its own, within the bedroom. Bedrooms with shower cubicles sited in them are unlikely to achieve a high quality rating.</p> <p>If the bath or shower cubicle is located in the bedroom, guests must be told when they book.</p>
1.5.3	Private Bathroom and Shower Room facilities
	<p><u>What is a private bathroom?</u>  A private bathroom is one in which the bath or shower, EC and perhaps a washbasin are allocated for the sole use of the occupants of one particular bedroom. The bathroom should be on the same floor and be reasonably close to the bedroom. It should be lockable with a key provided. Access to the bath/shower rooms from the bedrooms through a lounge, dining room etc is not acceptable.</p> <p><u>What is a public bathroom?</u>  A public bathroom is one that may be shared by the occupants of more than one bedroom and perhaps the proprietors</p>
1.5.4	Fixtures and Fittings for all bath/Shower Rooms (public, private or en suite)
	<p>All bath/shower rooms should have:</p> <ul style="list-style-type: none"> <li>• A bath or shower. If a shower is provided it must have a shower screen or curtain, including those sited over baths.</li> <li>• A lidded WC. A toilet roll holder with toilet paper.</li> <li>• A washbasin with mirror and light above or adjacent (see details in section 2.5.8).</li> <li>• A soap dish with fresh soap provided for each new guest. If liquid soap dispensers are used, you need to pay particular attention to their cleanliness</li> </ul>

	<p>and hygiene.</p> <ul style="list-style-type: none"> <li>• A covered bin/open bin with sanitary disposal bags</li> <li>• An internal lock/bolt (not for en suites). Separate private bathrooms need a lock and key so that the guest has sole use and can confidently leave their belongings in the bathroom (en suites – not required).</li> <li>• Appropriate flooring. Best practice suggests that washable flooring is more hygienic than carpeting..</li> <li>• Opaque window curtains or blinds for privacy and comfort.</li> <li>• An extractor fan for adequate ventilation or a window that opens.</li> <li>• Adequate heating. All bathrooms with an external window must have heating.</li> <li>• A hook for clothes.</li> <li>• A non-slip bath mat should be available on request when shower trays and baths are not non-slip.</li> <li>• A towel rail or equivalent. A radiator is not acceptable, but a towel ring or a hanging rack on a radiator is.</li> <li>• A clean hand and bath towel for each guest. Unless there is a clearly advertised environmental policy they should be changed at least every three days.</li> <li>• A clean bath mat for each new let.</li> <li>• An electric razor point or adaptor available within easy reach of the mirror. This may be located in a bedroom or bathroom.</li> <li>• All bathrooms need to be well lit by a covered light.</li> <li>• Hot water available for bathing should be available at all reasonable times.</li> </ul>
1.5.5	Public Bathrooms
	<ul style="list-style-type: none"> <li>• Access to bath/shower rooms for a bedroom through a lounge, dining room etc is not acceptable.</li> <li>• No charge should be made for the use of these facilities.</li> </ul> <p>In addition to the requirements listed before under 1.5.5. Fixtures and Fittings for all Bath/Shower Rooms, all public bathrooms/shower rooms should have:</p> <ul style="list-style-type: none"> <li>• Heating.</li> <li>• A bathmat that is changed daily.</li> <li>• Soap as well as the soap provided in the bedrooms.</li> <li>• Hand drying facilities.</li> <li>• All public bathrooms need to be well lit.</li> </ul>
1.5.6	Guest Toilets
	<ul style="list-style-type: none"> <li>• Access to guest toilets from a bedroom through a lounge, dining room etc is not acceptable.</li> </ul> <p><u>Fixtures and Fittings</u> All guests toilets need to have:</p> <ul style="list-style-type: none"> <li>• A lidded WC.</li> <li>• A toilet roll holder and toilet paper.</li> <li>• A covered bin/open bin with sanitary disposal bags.</li> <li>• A hand washbasin (nor necessarily a washbasin) and hot water, soap and hand towel/drying facilities if all guest bedrooms do not have a washbasin.</li> <li>• A covered light.</li> <li>• An extractor fan for adequate ventilation or a window that opens.</li> <li>• An opaque window curtain or blind for privacy and comfort.</li> <li>• An internal lock or bolt.</li> </ul>
1.5.7	Washbasins

	<p><u>Fixtures and Fittings</u></p> <ul style="list-style-type: none"> <li>The bowl must measure at least 36 cm x 24 cm / 14ins x 9.5 ins. Its suitability will depend on its shape, position of taps etc.</li> </ul> <p>Where a washbasin is provided in a bedroom there should be:</p> <ul style="list-style-type: none"> <li>A mirror with a light above or adjacent</li> <li>A towel rail or equivalent. A radiator is not acceptable, but a towel ring or a hanging rack on a radiator or close by is.</li> <li>Shelf space close to the washbasin, safely positioned.</li> <li>Hot and cold water.</li> <li>A clean hand towel or hand drying facility.</li> <li>Fresh soap. A liquid soap dispenser is acceptable.</li> </ul>

## 1.6 GUEST MEALS

1.6.1	Breakfast
1.6.1	<ul style="list-style-type: none"> <li>All food must be properly cooked and carefully prepared and presented.</li> <li>A full cooked breakfast or a substantial continental breakfast should be available. You must offer a minimum of two hot cooked items. Offering only boiled eggs is not acceptable as a cooked breakfast. If a cooked breakfast is not available, you must make guests aware at the time of booking. A substantial continental breakfast must include a selection of the following: cold meats, fresh fruits, cheese, fruit compotes, preserves, cereals, juices, yoghurts, bakery items and a choice of freshly brewed hot drinks, usually tea or coffee.</li> <li>A proprietor and/or staff member available at breakfast for responding to guests needs, e.g. clearing of dishes, checking sufficiency etc.</li> <li>Where breakfast is served in the bedrooms, service should be of an equivalent or better level than if it were to be served in a breakfast room, this includes service of beverages.</li> <li>It is acceptable to offer a buffet style cooked breakfast.</li> </ul>
1.6.2	Dinner (where provided)
	<ul style="list-style-type: none"> <li>All food must be properly cooked and carefully prepared and presented.</li> <li>If requested at the time of booking there must be at least one vegetarian option available.</li> </ul>

## 1.7 PUBLIC AREAS

1.7.1	Lounges, Bars, Dining Areas, Restaurants, Hallways, Stairs, Corridors and Landings
	<ul style="list-style-type: none"> <li>There should be a dining room or breakfast area available unless meals are only served in bedrooms, in which case guests need to be told of this when they book</li> <li>Where televisions are not provided in the bedrooms, there should be access to a lounge that has comfortable easy seating and a colour television at no extra charge. If you have a Peace and Quiet policy that is clearly advertised in your brochure, website and guests are advised at the time of booking, a dispensation may then be made at the discretion of the assessing body.</li> <li>A payphone should be provided or guests should, on request, be able to make or receive phone calls on the proprietor's own telephone. A charge may be made for this facility.</li> <li>Corridors and stairs should be in good repair and free from obstruction.</li> <li>The levels of lighting in all public areas should be adequate for safety and</li> </ul>

	<p>comfort. Stairways and landings should also have sufficient light at night.</p> <ul style="list-style-type: none"> <li>• All public areas should have an adequate level of heating.</li> </ul>
1.7.2	<b>Safety and Security</b>
	<ul style="list-style-type: none"> <li>• The main entrance should be clearly identified and the doorway illuminated.</li> <li>• You should maintain a high degree of general safety and security. All information on emergency procedures should be kept up to date.</li> <li>• In every bedroom there must be printed details explaining to guests how to summon help if there is an emergency during the night. If you have foreign guests, you need to consider the best ways of helping them understand this information, possibly by using symbols and/or diagrams to show the exit routes.</li> <li>• You should take adequate measures to protect the security of your guests and their property. In particular you need to consider the safety and security of guests staying in bedrooms on the ground floor.</li> <li>• For the safety of guests, all car parks should be adequately lit.</li> </ul>
1.7.3	<b>Exterior and Condition of Buildings and Equipment</b>
	<ul style="list-style-type: none"> <li>• Buildings, their fixtures, fittings and exterior décor must be maintained in a sound, clean condition and must be fit for the purpose intended. All electrical or gas equipment should be safely maintained and in good working order.</li> </ul>
1.7.4	<b>Other Facilities</b>
	<ul style="list-style-type: none"> <li>• There is no requirement to provide these, but we will take into account the quality, range, presentation and ease of use of any optional amenities and services you provide. Optional amenities and services might include a swimming pool, nature trail, indoor and outdoor sports and games, farm visits, a craft shop, tourist information, additional food and beverage facilities, TV lounge or room service.</li> </ul>
1.7.5	<b>Annexes</b>
	<ul style="list-style-type: none"> <li>• If you are offering guests accommodation in a unconnected annexe or with separate external access, you must tell them when they are booking. You must also advise them if there is any change to a booking that involves an annexe or separate external access. You should also tell them where the annexe is.</li> <li>• Paths or passageways to the annexe must be in a good condition, well surfaced and adequately lit.</li> </ul>

## 2. Quality Guidance

### 2.1 QUALITY INDICATORS

Examples are given of the level of quality expected to achieve a quality level of One to Two Star for each area of Assessment

Phrases such as 'acceptable', 'good' and 'very good' are used to signify ascending levels of quality in broad terms only. There are deliberately non-specific because we recognise the wide variety of quality elements that can be included. The Quality Indicators represent typical expectations for condition and intrinsic quality.

### 2.2 CLEANLINESS

Quality Indicators	
1 Star	<ul style="list-style-type: none"><li>• All surfaces clean and free from dust.</li><li>• All rooms vacuumed daily.</li><li>• Public areas kept tidy.</li></ul>
2 Star	<ul style="list-style-type: none"><li>• A quite good standard overall, although some areas may be overlooked.</li></ul>

### 2.3 HOSPITALITY AND FRIENDLINESS

Quality Indicators	
1 Star	<ul style="list-style-type: none"><li>• Limited guest contact and interaction.</li></ul>
2 Star	<ul style="list-style-type: none"><li>• All guests dealt with promptly and in a courteous and helpful manner.</li></ul>

### 2.4 SERVICE AND EFFICIENCY

#### 2.4.1 Booking and Arrival

Quality Indicators	
1 Star	<ul style="list-style-type: none"><li>• Basic guest details recorded on booking.</li><li>• Access on arrival may be restricted.</li><li>• Ad hoc registration of guests.</li><li>• Guests directed to their rooms.</li></ul>
2 Star	<ul style="list-style-type: none"><li>• Competent telephone manner when taking bookings with a better range of details taken, e.g. guest names, addresses, telephone number, dates of stay, number of single/double rooms required etc.</li><li>• Guests made aware of any access restrictions when they are booking.</li><li>• Sound registration procedures.</li></ul>

#### 2.4.2 Dinner (where served and General Services

Quality Indicators	
1 Star	<ul style="list-style-type: none"><li>• Adequate social and service skills.</li><li>• Tables laid appropriately for the meal being served.</li></ul>
2 Star	<ul style="list-style-type: none"><li>• Competent service with helpful attitude.</li><li>• Reasonable food and drink knowledge.</li></ul>

#### 2.4.3 Breakfast

Quality Indicators	
1 Star	<ul style="list-style-type: none"><li>• Adequate social and service skills.</li></ul>

	<ul style="list-style-type: none"> <li>• Tables laid appropriately for the meal being served.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Competent service with helpful attitude, timely awareness of guests' arrival in the breakfast room.</li> <li>• Reasonable knowledge about what is on offer.</li> </ul>

#### 2.4.4 Departure

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Adequate service on departure with limited guest contact.</li> <li>• Bill provided upon request.</li> </ul>
2 Star	No undue delays for the guest on departure. Proprietors and staff willing to assist if bill is unclear or inaccurate.

### 2.5 EXTERIOR

#### 2.5.1 Buildings, Appearance and Condition

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Exterior of buildings maintained in a sound, clean condition.</li> <li>• Adequately maintained property, overall.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Overall tidiness, including window boxes, hanging baskets, tubs etc where appropriate.</li> <li>• Signs of ageing and defects limited to a small number of areas</li> <li>• Net appearance of outbuildings.</li> </ul>

#### 2.5.2 Grounds, gardens and Frontage

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• An adequate first impression, e.g. refuse bins and storage areas discreetly positioned and tidily kept.</li> <li>• Safe pathways.</li> <li>• Adequately maintained driveway.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Refuse bins and storage areas kept discreetly positioned.</li> <li>• Evidence of more effort made to make gardens more attractive, tidy and litter free.</li> <li>• Pathways without trip hazards.</li> </ul>

#### 2.5.3 Car Parking (where provided)

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Reasonably easy, safe and adequately maintained parking.</li> <li>• In a B&amp;B a less formal provision of parking might be appropriate.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Some attempt to made to manage parking arrangements.</li> </ul>

#### 2.5.4 Recreation (where provided internal or external)

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Acceptable standard of facilities maintained in a functional condition.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Quite good standard of facilities maintained in a neat and sound condition.</li> </ul>

## 2.6 BEDROOMS – Quality and Conditions

### 2.6.1 Decoration

Quality Indicators	
1 Star	<ul style="list-style-type: none"><li>• Functional decoration and limited to co-ordination.</li><li>• Limited pictures and wall hangings</li></ul>
2 Star	<ul style="list-style-type: none"><li>• Decoration may be old, but not damaged, scratched or torn.</li></ul>

### 2.6.2 Furniture, Furnishings and Fittings

Quality Indicators	
1 Star	<ul style="list-style-type: none"><li>• A limited range of furniture, furnishings and fittings in terms of quality and range.</li><li>• Limited co-ordination of furniture, furnishings and fittings.</li><li>• Light and heating fittings of adequate quality and safety for the style, size and shape of the bedroom.</li><li>• All window coverings correctly fitted, with sufficient width and height to draw completely across the window.</li></ul>
2 Star	<ul style="list-style-type: none"><li>• A greater provision of furniture, which may be dated but will be sound and fit for the purpose.</li><li>• Alternatively, furniture may have been excellent quality, but now showing signs of age, wear and tear.</li><li>• No great degree of comfort for the guest.</li><li>• Better quality curtains that are clean and easy to draw.</li><li>• Lighting and heating fittings of quite good quality and in a quite good condition.</li></ul>

### 2.6.3 Flooring

Quality Indicators	
1 Star	<ul style="list-style-type: none"><li>• Adequate comfort to flooring. Some signs of wear and tear may be evident.</li><li>• Not necessarily professionally fitted.</li></ul>
2 Star	<ul style="list-style-type: none"><li>• Quite good quality flooring, but carpets may have a high man-made fibre content.</li></ul>

### 2.6.4 Beds and Bedding

Quality Indicators	
1 Star	<ul style="list-style-type: none"><li>• Acceptable quality, but mattresses may be thin and bases shallow.</li><li>• Clean, secure headboards or equivalent.</li><li>• Adequately presented beds with clean linen and bed covers in good repair.</li><li>• Adequate range of bedding, including sufficient blankets.</li></ul>
2 Star	<ul style="list-style-type: none"><li>• Beds and bedding of a quite good quality.</li><li>• Well-maintained beds and mattresses.</li><li>• Bedding may be faded, but some attempt at co-ordination.</li></ul>

## 2.6.5 Lighting, Heating and Ventilation – Quality of Provision

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Adequate lighting levels for the style, size and shape of the bedroom.</li> <li>• Effective heating in rooms at all reasonable times.</li> <li>• Heating levels appropriate to the size of bedroom, possibly may not be automatic or fixed.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Quite good levels of lighting. Possibly a main light and one bedside light. Wattage higher than the cumulative minimum of 160 220 watts.</li> <li>• Heating may be free standing, but might be automatic or thermostatically controlled.</li> </ul>

## 2.6.6 Bedroom Accessories

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

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

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Very limited in range and quality accessories.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Small range of quite good quality accessories.</li> </ul>

## 2.6.7 Space, Comfort and Ease of Use

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Doors and drawers should be able to be fully opened without having to move other furniture.</li> <li>• Room large enough to contain all necessary furniture, but little thought given to layout.</li> <li>• Provides reasonable free movement not unduly restricted by intrusive low beams. Large furniture possibly dominating the room, making it less usable.</li> <li>• Reasonable sound insulation</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Room sizes will need to be larger with significantly more usable space around furnishings and fittings.</li> <li>• Uncluttered rooms.</li> <li>• Satisfactory seating for style of accommodation. <i>NB. Where double beds have access to one side only, a maximum rating of Two Star can be awarded.</i></li> </ul>

## 2.7 BATHROOMS, EN SUITES AND WCs – Quality and Condition

### 2.7.1 Decoration

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Functional decoration and tiling. No real co-ordination.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Decoration possibly old, but not damaged, scratched or torn.</li> </ul>

## 2.7.2 Fixtures and Fittings

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>Fittings of an acceptable quality.</li> <li>Correctly fitted, appropriate window covering.</li> <li>Provision of flat surface for guests' belongings.</li> <li>Adequate quality lighting and heating fittings.</li> <li>Adequate, but sparing towel rail provision.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Fittings of quite good quality, but may be dated or worn.</li> <li>Sanitary ware may not be matching and may include plastic washbasins, shower trays etc.</li> </ul>

## 2.7.3 Flooring

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>Adequate comfort to flooring. Some signs of wear and tear may be evident</li> <li>Possibly not fitted professionally. <i>Best practice suggests that washable flooring is more hygienic than carpeting.</i></li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Quite good quality flooring, but any carpets may have a high man-made fibre content.</li> <li>Vinyl flooring or tiles should have little damage.</li> </ul>

## 2.7.4 Lighting, Heating and Ventilation

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>Adequate lighting levels for the style, size and shape of the bathroom.</li> <li>Adequate hearing for size of the room at all reasonable times, may not be automatic, but should be fixed for safety.</li> <li>Effective ventilation. Possibly window only.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Quite good levels of lighting. Possibly main light only.</li> <li>Heating offering a good level of heat which might be automatic or thermostatically controlled.</li> </ul>

## 2.7.5 Towels and Toiletries – Quality, Range and Presentation

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>Satisfactory quality, with minimum range and size of towels.</li> <li>Soap only provided. Possibly unwrapped or in a dispenser of acceptable quality.</li> <li>No evidence in public/shared bathrooms of proprietors' personal belongings.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Towels possibly thicker and matching.</li> <li>Soap may be of average quality, but possibly wrapped. Additional accessories – if any – possibly of a basic quality and presentation.</li> </ul>

## 2.7.6 Space, Comfort and Ease of Use

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>Adequate space with satisfactory layout and sufficient free movement.</li> <li>Adequate water pressure and satisfactory drainage.</li> <li>Flat surface available for guests' belongings.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Quite good levels of comfort. Possibly limited space but guests should be</li> </ul>

	able to use facilities, comfortably with convenient access to bath, shower and WC.
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## 2.8 ALL PUBLIC AREAS INCLUDING LOUNGES, BARS, HALLS, STAIRS, LANDING AND PUBLIC WCs - Quality and Condition

### 2.8.1 Decoration

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• A sparing but adequate provision of furniture, furnishings and fittings in terms of quality and quantity</li> <li>• Functional décor and limited co-ordination. Limited pictures and wall hangings..</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Decoration may be old, but not damaged, scratched or torn.</li> <li>• More attempt at co-ordination.</li> </ul>

### 2.8.2 Furniture, Furnishings and Fittings

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Furniture, furnishings and fittings of limited quality, range and co-ordination.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• A greater provision of furniture, which may be dated, but will be sound and fit for the purpose. Furniture possibly once excellent may now show signs of age, wear and tear,</li> <li>• Curtains to be a better quality, clean and free from stains.</li> </ul>

### 2.8.3 Flooring

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Adequate quality flooring. Some signs of wear and tear may be evident.</li> <li>• Possibly not professionally fitted.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Quite good-quality flooring, but carpets may have a high man-made fibre content.</li> </ul>

### 2.8.4 Lighting, Heating and Ventilation – Quality of Provision

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Adequate lighting levels for the style, size and shape of the room</li> <li>• Effective heating levels appropriate to the size of the room.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Quite good levels of lighting.</li> <li>• Heating may be free standing, but might be automatically or thermostatically controlled.</li> </ul>

### 2.8.5 Space, Comfort and Ease of Use

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Room large enough to contain all necessary furniture.</li> <li>• Little thought given to layout but adequate for guest comfort.</li> <li>• Large furniture possibly dominating a room, making it less usable.</li> <li>• Acceptable environment for guests without distributing levels of noise, music, smells, smoke, pets etc.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Room sizes will need to be greater with significantly more usable space.</li> <li>• Uncluttered rooms.</li> </ul>

	<ul style="list-style-type: none"> <li>• No great degree of comfort for the guest.</li> <li>• Sufficient space allowing guests to register and pay their bills..</li> </ul>
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## 2.9 DINING ROOM OR RESTAURANT – Quality and Condition

### 2.9.1 Decoration

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Functional decoration and limited co-ordination.</li> <li>• Limited pictures and wall hangings.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Decoration possibly old but not damaged, scratched or torn. Free from food splashes.</li> </ul>

### 2.9.2 Furniture, Furnishings and Fittings

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Furniture, furnishings and fittings adequate in terms of quality and range. Limited co-ordination. Dining furniture possibly not matching.</li> <li>• Lighting and heating fittings of acceptable quality and safety for the style, size and shape of the room.</li> <li>• All window coverings correctly fitted, with sufficient width and height to draw.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Furniture, furnishings and fittings of quite good quality, sound and fit the purpose. Alternatively, furniture may have been excellent quality but now showing signs of age, wear and tear.</li> <li>• Better quality curtains which are clean and easy to draw</li> <li>• Lighting and heating fittings of a quite good quality and in a quite good condition.</li> </ul>

### 2.9.3 Flooring

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Adequate comfort to flooring. Some signs of wear and tear possibly evident.</li> <li>• Possibly not professionally fitted.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Quite good quality flooring, but carpets may have a high man-made fibre content.</li> </ul>

### 2.9.4 Lighting and Heating – Quality of Provision

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Adequate lighting levels for the style, size and shape of the room.</li> <li>• Effective heating in rooms at all reasonable times.</li> <li>• Heating levels appropriate to the size of room. Possibly not automatic or fixed.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Quite good levels of lighting</li> <li>• Heating may be freestanding, but might be automatic or thermostatically controlled.</li> </ul>

### 2.9.5 Table Appointment – Quality of Provision

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Table appointments of an acceptable standard e.g. lightweight, stainless steel and single-ply paper napkins.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Crockery and cutlery generally matching and a better quality napkin.</li> <li>• Basic breakfast items such as milk and sugar available on the table/s and in sufficient quantities for the numbers seated.</li> <li>• Full salt and pepper containers on tables at all meals.</li> </ul>

### 2.9.6 Space, Comfort and Ease of Use

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Room large enough to contain all necessary furniture but all thought given to layout.</li> <li>• No intrusive noise.</li> <li>• Tables adequate size with acceptable circulation space.</li> <li>• Convenient positioning of tables and chairs.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Room size will need to be larger with significantly more usable space around tables and other furniture. Room possibly smaller but considered planning means free space is just as usable</li> <li>• Uncluttered rooms.</li> </ul>

## 2.10 FOOD QUALITY

### 2.10.1 Dinner (where provided) – Quality, Temperature and Freshness of Foods Dinner (where provided) – Presentation – Appearance of Food

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Possibly a set menu but with an alternative available on request.</li> <li>• Limited garnishes or decoration.</li> <li>• Buffet and carvery simply presented.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Food served at correct temperature, on a hot or cold plate as appropriate</li> <li>• Limited choice available.</li> <li>• Meals prepared with a quite good level of care.</li> </ul>

### 2.10.2 Breakfast – Quality, Temperature and Freshness of Foods Breakfast Presentation – Range of Dishes and Appearance of Food

Quality Indicators	
1 Star	<ul style="list-style-type: none"> <li>• Possibly a set menu with, for example, juice, cereal, bacon and egg, toast, coffee and tea</li> <li>• All hot food properly cooked and presented.</li> <li>• Care taken to ensure that juices are chilled, toast is crisp and tea and coffee are freshly made.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Food served at correct temperature, on a hot or cold plate as appropriate</li> <li>• Limited choice available.</li> <li>• Food prepared with a quite good level of care.</li> </ul>