

## HOTEL ACCOMMODATION

### Minimum Entry Requirements

These are the minimum entry requirements for all Star ratings. To obtain a higher Star rating it will be necessary to meet both the level of quality, facilities and services specified in the quality indicators for that Star level and any additional requirements.

## 1. Detailed Requirements

### 1.1 OVERALL STANDARDS

1.1.1	Statutory Obligations
All Star Levels	<p>Fulfillment of all statutory obligations, where applicable, relating to:</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 &amp; Safety</li><li>• Discrimination</li><li>• Trade Description</li><li>• Data Protection</li><li>• Hotel Proprietors Act</li></ul> <p>We may ask proprietors to provide evidence that Public Liability Cover is being maintained and that the above requirements are being fulfilled.</p> <p>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.</p>
1.1.2	Safety and Security
All Star Levels	<ul style="list-style-type: none"><li>• Proprietor and/or staff to be on site and on call to resident guests 24 hours a day.</li><li>• Printed instructions, provided in the bedrooms, for summoning assistance during an emergency at night. If the proprietor lives away from the hotel, it is expected that a member of management or staff sleep on site and that their night-time contact details are clearly advertised in every bedroom.</li><li>• 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. Multilingual emergency procedure notices or use of symbols/diagrams clearly displayed in every bedroom.</li><li>• Adequate measures for the security of guests and their property.</li></ul>
1.1.3	Maintenance
1 Star	<ul style="list-style-type: none"><li>• Buildings, their fixtures, furnishings, fittings and exterior and interior décor maintained in a sound, clean condition and fit for the purpose intended.</li><li>• All electrical and gas equipment in good working order and regularly serviced to ensure guests' safety.</li><li>• Monitoring procedure in place for reporting of broken/damaged items in</li></ul>

	guests' bedrooms.
2 Star	<ul style="list-style-type: none"> <li>Buildings, their fixtures, furnishings, fittings and exterior and interior décor maintained in a quite good, clean condition.</li> </ul>

1.1.4	Cleanliness (See also Bedrooms, Bathrooms and Public Area Housekeeping)
All Star Levels	<p>A high standard of cleanliness maintained throughout the property.</p> <p>As the cleanliness of hotels at every star level is of paramount importance to the consumer, the highest standards of cleanliness are essential at every hotel and are not expected to vary between star levels.</p> <p>Particular attention should be given to bathrooms, shower rooms and toilets especially items involving direct contact for guests, including:</p> <ul style="list-style-type: none"> <li>Bedding, linen and towels</li> <li>Baths, showers, washbasins and WCs</li> <li>Flooring and seating</li> <li>Crockery, cutlery and glassware</li> <li>All bathrooms and shower rooms cleaned daily and checked to ensure very high standards of cleanliness.</li> <li>Bathrooms and shower rooms clean and fresh smelling. Particular attention paid to WCs, plugholes, shower curtains, mirrors and extractor fans.</li> </ul>

1.1.5	Physical Quality
1 Star	<ul style="list-style-type: none"> <li>Hotels providing accommodation of acceptable quality and comfort.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Hotels providing accommodation of quite good quality and comfort.</li> </ul>

1.1.6	Hospitality
All Star Levels	Guests will be greeted and acknowledged in a friendly, efficient and courteous manner throughout their stay.

1.1.7	Services
1 Star	<ul style="list-style-type: none"> <li>A relatively straightforward range of services offered – often provided by the proprietor and family.</li> <li>All enquiries, requests and reservations, correspondence and complaints from visitors dealt with promptly and politely.</li> <li>Service and efficiency skills of a competent standard.</li> <li>Every effort made to take account of individual guest's needs.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Service possibly informal, often provided by the proprietor and a small team of staff.</li> <li>Management and staff well informed about their hotel and other local information.</li> <li>Service and efficiency of a quite good standard, with evidence of some technical skills.</li> </ul>

1.1.8	Opening
1 to 2 Star	<ul style="list-style-type: none"> <li>Hotel open seven days a week during its operating season providing, on every day open, a consistent level of service and facilities appropriate to its star rating.</li> </ul>

1.1.9	Guest Access
1 Star	<ul style="list-style-type: none"> <li>Once registered, resident guests have access to the hotel at all times. Proprietor and/or staff to be on site and on call to resident guests 24 hours a day.</li> <li>It is acceptable for a front door key or security code to be issued.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>As One Star</li> </ul>

## 1.2 SERVICES

1.2.1	Staff Appearance
1 Star	<ul style="list-style-type: none"> <li>Staff tidily dressed and well groomed.</li> <li>Staff clothing fresh and well ironed.</li> <li>Particular attention given to personal hygiene.</li> <li>The style of the hotel may dictate how staff dress – from formal uniforms to informal and casual outfits.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Staff smartly attired.</li> </ul>

1.2.2	Reservations, Prices and Billing
All Star Levels	<p>There should be an easy and efficient booking service that includes the following:</p> <ul style="list-style-type: none"> <li>Prospective visitors told clearly what is included in the prices quoted for accommodation, meals and refreshments, including service charge, taxes and other surcharges.</li> <li>Other information that may impact on the guests' stay, e.g. smoking policy, refurbishment work in progress, planned functions/events etc. provided. Where house policy dictates that certain facilities need to be pre-booked, e.g. spa treatments, dinner etc., these should also be mentioned at the time of booking.</li> <li>Advance warning if the restaurant is to be closed or likely to become fully booked.</li> <li>Full details of the hotel's cancellation policy if there is one. This especially includes information about charging credit cards for cancellation or changes to the booking.</li> <li>Information about deposits if required, including details of how the deposit is taken and whether or not it is refundable on cancellation.</li> <li>Clear explanation of charges for additional services or available facilities including cancellation terms.</li> <li>Information about any unacceptable types of payment, e.g. credit cards, travellers cheques etc.</li> <li>Information and full details about any fees charged for the acceptance of credit cards.</li> </ul> <p>Communication with prospective guests, whether verbal or written, should be prompt, efficient, professional and helpful. A good first impression is critical at all levels.</p>

	<p>Therefore:</p> <ul style="list-style-type: none"> <li>• The price agreed at the time of booking must not be exceeded.</li> <li>• All agreed prices must include service charges, taxes and other surcharges where applicable.</li> <li>• Every endeavour should be made to advise guests in advance about the hotel location and any car parking restrictions.</li> <li>• Visitors advised when they are booking, and subsequently in the case of any change, if the accommodation offered is in an unconnected annexe or has separate external access.</li> <li>• Unless notified in writing in advance, price confirmation at least indicated on a key card or similar.</li> <li>• Prospective guests left confident that their booking was recorded accurately.</li> <li>• As a minimum, name, address, and/or contact telephone number recorded at the time of booking.</li> <li>• All bookings handled in a friendly and courteous manner, even when there is no dedicated reservations department.</li> <li>• Provide each guest with printed or clearly written details of payment due and a receipt on request.</li> <li>• Presentation of accounts ensuring that purchases are clearly detailed.</li> <li>• Particular attention should be paid to accuracy.</li> <li>• The VAT element of the account (where applicable) should be clearly identified.</li> </ul>
--	--

1.2.3	Reception – Staff Availability for Guest Arrival and Departure
1 Star	<ul style="list-style-type: none"> <li>• As reception is likely to be the guests' first and last point of contact with a hotel, special attention should be given to providing a good standard of customer care.</li> <li>• Direct guest contact given priority over other reception duties.</li> <li>• Proprietor or staff available to receive guests and provide information/services from just before breakfast to late evening at approx 10.00 p.m.</li> <li>• Receptionist's attention possibly summoned by a bell or telephone.</li> <li>• Guests clearly directed to their room and given a brief explanation of location of hotel facilities.</li> <li>• The issuing of a bedroom key to guests and the charging of items to account always done discreetly to ensure guest security.</li> <li>• In the interests of safety, guests to be escorted to bedrooms if requested.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Guests informed of meal times, bar opening times etc.</li> </ul>

1.2.4	Luggage Handling
1 Star	<ul style="list-style-type: none"> <li>• Assistance with luggage available on request throughout the day and evening.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Secure short-term luggage storage</li> </ul>

1.2.5	Other – Reception/Concierge/Housekeeping Services
1 Star	<ul style="list-style-type: none"> <li>• Iron and ironing board available.</li> <li>• A shoe cleaning service, a conveniently positioned machine or shoe cleaning materials available.</li> <li>• If shoe cleaning materials not in the bedroom, the shoe cleaning service or machine's location advertised in the bedroom.</li> <li>• Early morning call on request or an alarm using a clock, telephone or television available in the room.</li> </ul>

	<ul style="list-style-type: none"> <li>• Message-taking service available. Messages possibly delivered verbally but always delivered promptly.</li> <li>• Appropriate tourist, travel and/or local information available and well presented e.g. in a folder or rack.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Incoming telephone calls to resident guests handled in a professional and discreet manner.</li> </ul>

### 1.3 ALL MEALS – DINING QUALITY AND INFORMATION

1.3.1	Dining Provision
1 Star	<ul style="list-style-type: none"> <li>• Designated eating areas can include restaurant, dining room, brasserie, bistro or bar.</li> <li>• A designated eating area open to residents for breakfast seven days a week.</li> <li>• Evening meals provided at least five days a week.</li> <li>• Guests informed when they book if dinner is not available. When this happens a range of refreshments and snacks e.g. soups, sandwiches, etc. should always be offered.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• A restaurant or similar eating area serving breakfast and evening meals seven days a week.</li> <li>• Resident's guests may take dinner by prior arrangement.</li> </ul>

1.3.2	Restaurant Ownership
All Star Levels	<ul style="list-style-type: none"> <li>• Where dinner is served in a restaurant, which is separate or contracted out, it will nevertheless be assessed as part of the overall operation. Such a restaurant is acceptable as long as:</li> <li>• The hotel accepts full responsibility over the quality of surroundings, food and service provided in the restaurant.</li> <li>• Guests are informed when they book a bedroom that dinner is served in a separate restaurant.</li> <li>• Access is easy e.g. within approx. 250 meters, 1/4 mile or ten minutes walk, preferably umbrella provided, or within 5/10 minutes if hotel provides complimentary transport.</li> <li>• There is a facility for guests to charge meals and drinks to their hotel account.</li> </ul>

1.3.3	Tables/table Appointments
1 Star	<ul style="list-style-type: none"> <li>• Individual tables available for each guest or party.</li> <li>• Table appointments of acceptable quality and appropriate to the type of meal served.</li> <li>• Tables of an appropriate height for comfortable dining, even if set close together.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Table appointments of quite good quality.</li> </ul>

1.3.4	Meal Service - Staff
2 Star	<ul style="list-style-type: none"> <li>• Sufficient staff to ensure prompt service at all meals served.</li> </ul>

	<ul style="list-style-type: none"> <li>• Polite and courteous staff providing an acceptable standard of customer care and demonstrating acceptable levels of knowledge about the dishes being served.</li> <li>• Sufficient staff to ensure prompt and efficient service at all meals served.</li> <li>• Polite and courteous staff providing a quite good standard of customer care and demonstrating quite good levels of knowledge about the dishes being served.</li> </ul>
--	---

#### 1.4 BREAKFAST

1.4.1	Provision
All Star Levels	<ul style="list-style-type: none"> <li>• A cooked and continental breakfast provided in a designated eating area on the premises and advertised as such.</li> </ul>

1.4.2	Breakfast Times
1 Star	<ul style="list-style-type: none"> <li>• Breakfast served for a period of time and not at only one fixed time e.g. 8.00 a.m. – 9.00 a.m. and not at 8.00 a.m. only.</li> <li>• Appropriate breakfast times where there is a specific market need e.g. city centre hotels, airport hotels and rural hotels.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Breakfast served for at least one hour.</li> </ul>

1.4.3	Pricing
1 Star	<ul style="list-style-type: none"> <li>• Breakfast price on display when a room-only rate option is available.</li> <li>• The price of any breakfast items carrying an additional charge clearly advertised.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• As One Star</li> </ul>

1.4.4	Menu
1 Star	<ul style="list-style-type: none"> <li>• A verbal explanation of dishes available is acceptable.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• A clean and well-presented menu provided for breakfasts served from the kitchen.</li> <li>• Where there is a buffet, any items available but not included on the buffet, detailed on a menu.</li> </ul>

1.4.5	Range of Dishes
1 Star	<ul style="list-style-type: none"> <li>• A set menu is acceptable.</li> <li>• Core items to include fruit juice, cereal, bacon, egg, coffee, tea and toast or regional variations. A minimum choice of two hot items.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• A choice of additional hot and cold items, including vegetarian options.</li> <li>• Guests offered a choice of how their eggs are cooked.</li> </ul>

1.4.6	Food Quality
-------	--------------

1 Star	<ul style="list-style-type: none"> <li>All hot foods well presented and served at the correct temperature on hot plates.</li> <li>Care taken to ensure that juices are chilled, toast is crisp and coffee/tea is freshly made.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Food prepared with a good level of skill, care and presentation and served at the correct temperature.</li> </ul>

1.4.7	Style of Service
All Star Levels	Breakfast tables laid with a table setting for each guest of main knife, side knife, fork, cereal, spoon, cup, saucer, tea spoon, side plate and napkin. The table laid with salt, pepper, sugar, milk, butter and preserves.
1 Star	<ul style="list-style-type: none"> <li>Self-service buffet style is acceptable. However buffets should be replenished on a regular basis.</li> <li>Where provided, buffets laid out and operated in a practical and customer friendly manner.</li> <li>Hot beverages served at the table.</li> </ul>
2 Star	As One Star

## 1.5 OTHER MEALS

1.5.1	Dinner – Hours of Service
1 Star	<ul style="list-style-type: none"> <li>Last orders for dinner no earlier than 6.30 p.m. A fixed mealtime is acceptable but not before 6.30 p.m.</li> <li>Some snack or cold meal provision for late arrivals, by prior arrangement.</li> <li>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 last order 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.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Last orders for dinner no earlier than 7.00pm. A fixed mealtime is acceptable but not before 7.00 pm.</li> </ul>

1.5.2	Range of Dishes
1 Star	<ul style="list-style-type: none"> <li>Two courses available. The main course should be a substantial hot dish. In addition a cold alternative should be provided.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>As One Star</li> </ul>

1.5.3	Menu and Pricing
1 Star	<ul style="list-style-type: none"> <li>Acceptable quality, clean, well presented written menus, with accurate descriptions. However, it is acceptable instead to offer a verbal description of the dishes available.</li> <li>The price of dinner should be displayed if the accommodation tariff does not include dinner.</li> <li>Clearly advertised price for any surcharge made for a particular dish.</li> <li>Additional charges, such as VAT, service, and cover charge clearly identified on the menus.</li> </ul>

2 Star	<ul style="list-style-type: none"> <li>Written menus provided. Dinner available to residents' guests, with the price clearly displayed.</li> </ul>
--------	--

1.5.4	Food Quality
-------	--------------

1 Star	<ul style="list-style-type: none"> <li>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.</li> <li>At least one vegetarian option available (at least on request) at each course.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>All meals prepared with a quite good level of skill, care and presentation and served at the correct temperature.</li> <li>More evidence of fresh foods being used.</li> </ul>

1.5.5	Style of Service
-------	------------------

1 Star	<ul style="list-style-type: none"> <li>A self-service operation e.g, carvery or buffet style, is acceptable.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>As One Star</li> </ul>

1.5.6	Wine and Wine Service
-------	-----------------------

1 Star	<ul style="list-style-type: none"> <li>Red and white wine provided.</li> <li>Wine prices and measures clearly displayed.</li> <li>Staff demonstrating basic knowledge about the wines available e.g. country of origin.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>A range of red and white wines offered.</li> <li>Staff demonstrating knowledge about the wines available.</li> </ul>

1.5.7	Alcoholic Drink Services/Licences (as applicable under the licensing laws in each country)
-------	--

1 Star	<ul style="list-style-type: none"> <li>A current liquor licence or equivalent.</li> <li>Alcoholic drinks served at meal times to residents.</li> <li>A range of drinks available in a bar or lounge. Honesty bars and dispense bars are acceptable.</li> <li>A price list displayed wherever drinks are served.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>As One Star</li> </ul>

1.5.8	Lunch Service
-------	---------------

1 Star	<ul style="list-style-type: none"> <li>Lunch service is not required</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Lunch service is not required.</li> </ul>

1.5.9	Light refreshments, Snakes and Afternoon Teas
-------	---

1 Star	<ul style="list-style-type: none"> <li>Hot and cold drinks available to residents and their guests in the public areas during the day and evening, at least from 10.00 a.m. to 10.00 p.m. This service to be clearly advertised.</li> <li>Guests may be required to order at reception or at the bar. (Referral to in-room facilities is not acceptable.)</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>As One Star.</li> </ul>

1.5.10	Room Service - Provision
--------	--------------------------

1 Star	<ul style="list-style-type: none"> <li>• Optional except in the case of illness.</li> <li>• Any room service provided may be limited to choice</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• As One Star</li> </ul>

1.5.11	Room Service – Service and Presentation
1 Star	<ul style="list-style-type: none"> <li>• Where provided, carefully presented room service and large enough tray to accommodate contents.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• As One Star</li> </ul>

1.5.12	Room Service – Breakfast
1 Star	<ul style="list-style-type: none"> <li>• No requirement</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• No requirement</li> </ul>

## 1.6 BEDROOMS

1.6.1	Provision
1 & 2 Star	<ul style="list-style-type: none"> <li>• Minimum of six letting bedrooms.</li> </ul>

1.6.2	General Quality
1 & 2 Star	<ul style="list-style-type: none"> <li>• Means of securing bedroom doors from inside and out, and a key or key card provided.</li> </ul>
	<ul style="list-style-type: none"> <li>• Acceptable quality and condition in the standard of furniture, furnishings, flooring, fittings and décor.</li> <li>• Every effort made to minimise noise levels from adjacent rooms and corridors e.g. creaking floorboards, noisy extractor fans, mechanical toilets, noisy plumbing etc.</li> <li>• Hotels situated in a particularly noisy environment – in a city centre or by an airport – need to have tried to minimise noise, possibly by using double/triple glazing.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Quite good quality and condition with some evidence of co-ordination in the standard of furniture, furnishings, flooring, fittings and décor.</li> </ul>

1.6.3	Housekeeping
1 Star	<ul style="list-style-type: none"> <li>• All bedrooms cleaned daily, and checked to ensure a very high standard of cleanliness. Rooms looking clean and smelling fresh. Particular attention given to rooms used by smokers.</li> <li>• All walls, ceilings, pipes, ledges, equipment and fittings, which are beyond reach from floor level, cleaned on a regular basis. All flat surfaces, equipment and furniture free from dust, dirt grease and marks.</li> <li>• All beds made daily. Bed linen, including duvet covers (even if top sheet provided) changed at least once in every week and for each new guest. (Exception made when, as part of a hotel's clearly advertised environmental policy, guests are invited to agree to a less frequent change of linen during their stay).</li> <li>• Rooms prepared with the right temperature and ventilation ready for the guests' arrival.</li> <li>• Good practice procedure followed so that clean bedding is kept off floors and in-room crockery and glassware are hygienically washed.</li> </ul>

2 Star	<ul style="list-style-type: none"> <li>As One Star</li> </ul>
--------	---

1.6.4	Size and Spaciousness
-------	-----------------------

1 Star	<ul style="list-style-type: none"> <li>All bedrooms with sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds. Rooms small but careful planning ensures best use of space.</li> <li>The ceiling height for the major part of the room sufficient for a person of 6 ft to move around without stooping. Sloping eaves and roofs acceptable provided they do not impinge on a major part of the room.</li> <li>When we assess the acceptability of bedroom size, we will take into account the useable space available around furniture and fittings, including sofa beds. There should be no restriction of free movement.</li> <li>Family rooms should be more spacious.</li> <li>Doors and drawers fully openable without having to move furniture.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>All bedrooms more generously proportioned with convenient layout of furniture for practical use.</li> <li>Easy and convenient use of facilities e.g. use of surfaces without moving tea tray or TV, access to power points etc.</li> </ul>

1.6.5	Suites
-------	--------

1 & 2 Star	<ul style="list-style-type: none"> <li>Not required.</li> </ul>
------------	---

1.6.6	Bed Size - Quality
-------	--------------------

1 Star	<ul style="list-style-type: none"> <li>Minimum bed sizes, including sofa beds and bunks, as follows:</li> <li>Single: 190cms x 90cms / 6ft 3ins x 3ft</li> <li>Double: 190cms x 137cms / 6ft 3ins x 4ft 6ins</li> <li>122cms / 4ft beds to be designated as singles.</li> <li>76cms / 2ft 6ins beds are unacceptable, except in family rooms where they are clearly designated for children only.</li> <li>Sofa beds are not acceptable as permanent bed spaces.</li> <li>Bunk beds* (permanent bed spaces) are acceptable for child use only. When bunk beds are used, guests must be told when they make the booking.</li> <li>All beds, including supplementary beds, such as z-beds, sofa beds etc, to be of acceptable quality and in good condition. They should have a sound base and sprung interior, foam or similar quality, modern, comfortable mattress.</li> <li>Secure headboard or equivalent on all permanent beds.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Beds and headboards of better quality and condition.</li> </ul>

1.6.7	Bed Access
-------	------------

1 Star	<ul style="list-style-type: none"> <li>There should be access to both sides of beds for double occupancy.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Easy access to both sides of beds for double occupancy.</li> </ul>

1.6.8	Bedding Requirements
-------	----------------------

1 & 2 Star	<ul style="list-style-type: none"> <li>Two sheets, two blankets and a bedspread OR one/two sheets and duvet with cover per bed.</li> <li>Tog rating appropriate for the time of year and location. Traditional bedding available on request when duvets are provided.</li> </ul>
------------	--

	<ul style="list-style-type: none"> <li>• Where feather duvets or pillows are used, a non-allergenic alternative available on request.</li> <li>• Two pillows in individual pillowcases, per person.</li> <li>• Spare pillows and blankets available on request.</li> <li>• Any additional bedding kept in bedrooms to be clean, fresh and wrapped.</li> <li>• A mattress protector provided for each bed. Plastic or rubber mattress protectors are not acceptable except for children's beds.</li> </ul>
--	---

1.6.9	Bedding Quality
1 to 3 Star	<ul style="list-style-type: none"> <li>• Bedding of good quality and condition. 100% man-made fibre sheets are unacceptable.</li> </ul>

1.6.10	Décor – Walls, Ceiling and Paintwork
1 Star	<ul style="list-style-type: none"> <li>• Décor in sound condition.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• A quite good standard of décor and paintwork.</li> </ul>

1.6.11	Heating and Temperature Control – provided at no extra cost
1 Star	<ul style="list-style-type: none"> <li>• Heating provided at no extra cost, and controllable (on/off) by the guest.</li> <li>• Supplementary heating provided in rooms on request when temperature levels are not within the control of the guest e.g. some central heating systems.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Heating to come on automatically prior to breakfast and during main hours of guest occupancy e.g. check-in and early evening.</li> </ul>

1.6.12	Lighting
All Star Levels	<ul style="list-style-type: none"> <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> </ul>
1 Star	<ul style="list-style-type: none"> <li>• Bedrooms well lit with, as guidance, an overall lighting level of at least 160 Watts in a single room and 220 Watts in a double. A shade or cover provided for all bulbs, unless decorative.</li> <li>• At least one light controlled from the door.</li> <li>• Bedside reading light for and controllable by each person, in addition to the light controlled from the door. However, twin beds may share a central bedside light.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Quite good lighting intensity with greater level of light i.e. higher wattage. Fluorescent lighting alone is not acceptable.</li> </ul>

1.6.13	Windows
All Star Levels	<ul style="list-style-type: none"> <li>• At least one window that can be opened safely and which provides 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.</li> <li>• Rooms without windows are not acceptable.</li> <li>• Security fittings installed on all bedroom windows where, when open, access</li> </ul>

	<ul style="list-style-type: none"> <li>could be gained from outside e.g. patio doors and windows near fire escapes.</li> <li>It is acceptable for a bedroom to overlook a large internal atrium. The bedroom should be ventilated and naturally illuminated.</li> <li>Air conditioning provided where windows are not openable.</li> </ul>
--	--

1.6.14	Window Coverings
1 Star	<ul style="list-style-type: none"> <li>Opaque curtains, blinds or shutters provided on all windows including glass panels to doors, fanlights and skylight windows so that guests have privacy and can exclude any light from outside the room. All window coverings to be properly fitted or hung.</li> <li>Curtains large enough to draw easily and completely across the width and height of the window with or without linings.</li> <li>In ground floor bedrooms additional privacy provided by means of a net curtain or blind.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Window coverings of quite good quality and condition. All curtains lined.</li> </ul>

1.6.15	Flooring
1 Star	<ul style="list-style-type: none"> <li>All flooring, carpets, rugs, hardwood flooring etc properly fitted and of an acceptable quality and condition.</li> <li>Slip-resistant rugs or mats placed by the bedside where there is no fully fitted carpet.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Flooring of a quite good quality and condition throughout.</li> </ul>

1.6.16	Furniture, Soft Furnishings and Fittings
1 Star	<ul style="list-style-type: none"> <li>All furniture, soft furnishings and fittings providing acceptable ease of use and of an acceptable quality and condition.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>All furniture, soft furnishings and fittings providing a satisfactory ease of use and of a quite good quality and condition.</li> </ul>

1.6.17	Tables
1 Star	<ul style="list-style-type: none"> <li>Dressing table or equivalent such as substantial flat surface or desk providing sufficient free space for practical use with mirror adjacent.</li> <li>Lighting adequate for use. Conveniently positioned spare 13amp power socket.</li> <li>A bedside table or equivalent provided for each person. Twin beds may share a bedside table. <i>N.B. A chair instead of a bedside table is not acceptable.</i></li> <li>Slip-resistant rugs or mats placed by the bedside where there is no fully fitted carpet.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>Dressing/writing table provided.</li> </ul>

1.6.18	Clothes and Luggage Storage
1 Star	<ul style="list-style-type: none"> <li>Wardrobe or clothes hanging space. <i>N.B. An alcove is an acceptable substitute but hooks on walls or behind doors are not.</i></li> <li>Acceptable drawer or shelf space. Drawers running freely and lined or with an</li> </ul>

	<p>easily wiped interior surface.</p> <ul style="list-style-type: none"> <li>• A raised surface that is not a bed or chair, usable for unpacking luggage.</li> <li>• The amount of clothes storage provided suitable for the style of hotel and the number of guests the room will accommodate.</li> <li>• Sufficient – at least six – good quality hangers (not wire) per person.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Dressing/writing table provided</li> </ul>

1.6.19	<b>Seating</b>
1 Star	<ul style="list-style-type: none"> <li>• Single – one chair.</li> <li>• Double/Twin – two chairs or one chair plus one stool.</li> <li>• Seating provided appropriate to the style and size of the room.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• All chairs upholstered on seat and back. Stools to have upholstered seats.</li> </ul>

1.6.20	<b>Mirrors</b>
1 Star	<ul style="list-style-type: none"> <li>• At least one mirror in the bedroom. <i>If there is only one mirror it should be a full-length mirror and be placed next to the dressing table surface or equivalent. A full-length mirror is a mirror of suitable size and in a convenient position for guests to see themselves from head to toe.</i></li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• At least two mirrors in the bedroom, one of which must be a full-length mirror and one at the dressing-table area.</li> </ul>

1.6.21	<b>Beverage Making Facilities</b>
1 Star	<ul style="list-style-type: none"> <li>• Tea/coffee making facilities provided in bedroom, unless 24 hour room service is advertised and available.</li> <li>• Where only room service is provided, the availability of a hospitality tray at no extra charge to be advertised to guests.</li> <li>• Fresh milk available on request and ingredients for making hot drinks kept wrapped or in lidded containers.</li> <li>• Kettles should not have to be operated at floor level.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• As One Star</li> </ul>

1.6.22	<b>In-Room Entertainment</b>
1 Star	<ul style="list-style-type: none"> <li>• Colour TV available in bedrooms. All available channels properly tuned in.</li> <li>• Televisions may be safely mounted on a wall bracket. Ease of viewing and safety taken into account when positioning television.</li> <li>• A radio with all available channels properly tuned in provided, on request, in each bedroom.</li> <li>• Where clock radios are used, instructions for use provided and clock set accurately.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• As One Star</li> </ul>

1.6.23	<b>Communication and Business Services</b>
1 Star	<ul style="list-style-type: none"> <li>• Bedroom telephone optional. Where not provided, a means of communication with staff at night in the event of an emergency must be provided, and advertised in the bedroom.</li> <li>• Telephones, where provided, displaying the hotel telephone number together with the bedroom extension or telephone number.</li> <li>• Telephones, where provided, with instructions on how to use any additional services such as telephone message service, and room-to-room calls.</li> </ul>

2 Star	<ul style="list-style-type: none"> <li>As One Star</li> </ul>
--------	---

1.6.24	<b>Telephone Charges</b>
1 and 2 Star	<ul style="list-style-type: none"> <li>Where telephones are provided, rate card displayed in bedrooms illustrating typical charges for local, long-distance, international, internet, use of phone cards and connection to mobile phones. Hotels expected to provide, as a minimum, the following information to 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 rate.</li> <li>The cost of one 5 minute long distance call at off-peak rate.</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> </ul> <p>In addition, an explanation of what constitutes a local and long distance call should be given as well as a clear explanation of peak and off-peak.</p>

1.6.25	<b>Hairdryers</b>
1 and 2 Star	A hairdryer provided in every bedroom, ((New participants will be required to meet this when they join the scheme. However, existing participants will be required to meet this from 1st January 2008)

1.6.26	<b>In-Room Information</b>
1 and 2 Star	<p>Hotel services and facilities advertised in all bedrooms, possibly contained in a room information folder . This should include the following where applicable:</p> <ul style="list-style-type: none"> <li>How to summon assistance in a night-time emergency.</li> <li>Multi-lingual instructions or diagram for fire evacuation procedure.</li> <li>Telephone information e.g. charges, internal directory, local services.</li> <li>Meal times (and menus).</li> <li>Room service menu.</li> <li>Message taking service.</li> <li>Laundry/pressing/dry cleaning service.</li> <li>How to use TV, radio and all electrical appliances.</li> <li>'Do not disturb' notices for guests to use.</li> <li>Shoe cleaning facilities advertised if not already in the bedroom.</li> <li>Iron and ironing board advertised as available, if not already provided in the bedroom, even if a trouser press is provided in room.</li> </ul>

1.6.27	<b>Miscellaneous</b>
1 and 2 Star	<ul style="list-style-type: none"> <li>A waste paper container – non-flammable if smoking permitted.</li> <li>An ashtray where smoking permitted.</li> <li>A drinking tumbler per guest, in clear glass, scratchless plastic or wrapped disposable.</li> <li>Sufficient and conveniently situated power sockets allowing for the safe use of all electrical equipment provided.</li> </ul>

## 1.7 EN-SUITE BATHROOM AND SHOWER ROOMS AND PRIVATE FACILITIES

1.7.1	<b>Provision</b>
1 Star	<ul style="list-style-type: none"> <li>All bedrooms to have en-suite bathroom or shower rooms or private facilities, which all have WC and bath or shower.</li> <li>A private facility is one designated solely for the occupants of one bedroom,</li> </ul>

	<p>situated close to the bedroom on the same floor and lockable with a key provided. Guests informed of this at the time of booking.</p> <ul style="list-style-type: none"> <li>• Access to private bathrooms or WCs, or extra public bathrooms, from bedrooms via public areas such as reception or lounge etc. is not acceptable.</li> <li>• A washbasin with hot and cold running water and a minimum internal measurement of 36 x 24cm / 14 x 9.5ins. Basin provided in either the bedroom, en-suite or private facility.</li> <li>•</li> </ul> <p><i>N.B. An en-suite facility has the bath or shower and WC situated in room(s) with a door(s) separate to the bedroom. In-bedroom showers are not acceptable.</i></p>
2 Star	<ul style="list-style-type: none"> <li>• As One Star</li> </ul>

1.7.2	<b>General Quality (applies to all bathroom and shower room types)</b>
1 Star	<ul style="list-style-type: none"> <li>• All bathrooms of acceptable quality and condition with practical fittings, flooring and décor providing ease of use.</li> <li>• Practical, well-fitted and easily cleanable flooring. <i>Best practice suggests that washable flooring is more hygienic than carpeting.</i></li> <li>• Particular attention given to maintenance and lighting levels.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• As One Star</li> </ul>

1.7.3	<b>Room Size</b>
1 Star	<ul style="list-style-type: none"> <li>• Bathrooms of sufficient size for adequate guest comfort and ease of use.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• As One Star.</li> </ul>

1.7.4	<b>Water Supply</b>
1 Star	<ul style="list-style-type: none"> <li>• Sufficient hot water provided at all reasonable times – usually 7.00 a.m. until 10.00 p.m.</li> <li>• Baths and showers providing a strong and easily adjustable flow of water.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• As One Star</li> </ul>

1.7.5	<b>Equipment in En-Suite and Private Facilities</b>
All Star Levels	<p>All bathrooms or shower rooms – private and en-suite – equipped with:</p> <ul style="list-style-type: none"> <li>• Internal lock or bolt on all private bath or shower rooms but not necessary for en-suites.</li> <li>• A mirror situated above or adjacent to the washbasin.</li> <li>• Bath or shower, washbasin and mirror.</li> <li>• Adequate storage with space for guests' own toiletries.</li> <li>• Soap and soap dish.</li> <li>• Hook for clothes.</li> <li>• Non-slip surface or mat for use in baths or showers.</li> <li>• Towel rail or equivalent sufficient for the number of guests in the room.</li> <li>• Conveniently located electric shaver point, with voltage indicated.</li> <li>• Windows fitted with curtains, blinds or shutters to ensure privacy. Window coverings possibly not necessary for Velux-style windows fitted in the ceiling and in no way overlooked.</li> <li>• All toilets equipped with: <ul style="list-style-type: none"> <li>• A lidded WC.</li> <li>• Toilet paper and holder plus spare toilet paper.</li> <li>• A lidded sanitary disposal bin and sanitary bags.</li> </ul> </li> </ul>

1.7.6	<b>Lighting, Heating and Ventilation</b>
-------	--

1 Star	<ul style="list-style-type: none"> <li>• <i>Lighting</i> - adequate covered lighting in all bathrooms, shower rooms and toilets. Lighting provided above or adjacent to the washbasin mirror.</li> <li>• <i>Heating</i> - adequate heating. Heater light bulbs are not acceptable. All bathrooms with an external window require dedicated heating. A heated towel rail is acceptable.</li> <li>• <i>Ventilation</i> - adequate ventilation and extraction (window or extractor fan). Where a Velux-style window or skylight acts as the only form of ventilation, a pole or other means of opening should be provided. Opaque window covering required (see above under 2.7.5).</li> <li>• Security fittings installed on any bathroom window, which could be left open and access gained from outside e.g. windows near fire escapes.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Combined light and heater is not acceptable.</li> </ul>

1.7.7	<b>Towels and Toiletries</b>
1 Star	<ul style="list-style-type: none"> <li>• 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 are invited and agree to a less frequent change during their stay.</li> <li>• Bathmat. N.B. Paper mats not acceptable.</li> <li>• Fresh soap provided for each new letting. Particular attention paid to the cleanliness and hygiene of liquid soap dispensers where provided.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• As One Star.</li> </ul>

## 1.8 PUBLIC AREAS

1.8.1	<b>General Quality – All Public Areas (Bars, Lounges, Reception, Restaurants etc)</b>
1 Star	<ul style="list-style-type: none"> <li>• Furnishings, fittings and décor of acceptable quality and condition.</li> <li>• Acceptable space and comfort for guests, relative to the number of bedrooms.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• Furnishings, fittings and décor of a quite good quality and condition.</li> <li>• Quite good space and comfort for guests.</li> <li>• Decorative enhancements creating a welcoming ambience, e.g. pictures, mirrors, plants, ornaments etc.</li> <li>• Acceptable space and comfort for the needs of residents' guests for meals or drinks.</li> </ul>

1.8.2	<b>Lighting, Heating and Ventilation</b>
1 Star	<ul style="list-style-type: none"> <li>• Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings at night.</li> <li>• Good levels of heating and ventilation, providing an ambient temperature and adequate air flow at all times of the year.</li> <li>• Adequate ventilation if smoking is permitted.</li> </ul>
2 Star	As One Star.

1.8.3	<b>Reception areas/ Lobby</b>
1 Star	<ul style="list-style-type: none"> <li>• A clearly designated reception facility that is at least a hallway and either an appropriate flat surface, a hatch or the use of a table in the hotel office. A clearly designated area at one end of a bar counter is acceptable.</li> <li>• A bell or internal telephone provided to summon attention when staff not present.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• The reception facility separate from a bar counter. A bar used for reception purposes is not acceptable.</li> </ul>

1.8.4	<b>Bars, Lounge, Sitting Areas and Restaurants</b>
-------	--

1 Star	<ul style="list-style-type: none"> <li>• A bar or lounge with adequate comfortable seating for resident guests accessible throughout the day and evening – at least from breakfast time to 10.00 p.m.</li> <li>• Provision of further seating where there is a market need e.g. in resort hotels, leisure and business hotels and where non-residents dine or visit the bar.</li> <li>• The bar and lounge possibly combined and providing the only sitting area in the hotel's public areas. <i>Best practice suggests the provision of a no-smoking area.</i></li> <li>• Guests should not be expected to share tables in the restaurant.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• As Star One.</li> </ul>

1.8.5	<b>Other Public Areas including Corridors and Staircases</b>
1 Star	<ul style="list-style-type: none"> <li>• Corridors and stairs in good repair and free from obstruction. Adequately lit 24 hours.</li> <li>• Particular attention given to the maintenance of door handles, numbers, brassware and glass panels.</li> <li>• Clear, directional signage to bedrooms and reception (where needed).</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• As Star One.</li> </ul>

1.8.6	<b>Lifts</b>
1 Star	<ul style="list-style-type: none"> <li>• Optional.</li> <li>• Assistance with luggage available on request when there is no lift.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• A lift is required when there is a guest bedroom that is more than three floors higher or lower than the entrance level floor i.e. on the fourth floor. 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 instance, help with luggage must be offered on arrival and departure.</li> <li>• Where there is no lift, this should be made clear at the time of booking.</li> </ul>

1.8.7	<b>Public Telephone</b>
1 and 2 Star	<ul style="list-style-type: none"> <li>• A telephone accessible 24 hours a day unless direct dial, in-room facilities are provided (payphones, house phones or mobile handsets).</li> <li>• Enclosed telephone booths or rooms, where provided, designated no-smoking.</li> </ul>

1.8.8	<b>Public Area WCs</b>
1 Star	<p>Where hotel is open to non-residents:</p> <ul style="list-style-type: none"> <li>• A toilet facility conveniently situated for the public areas. Toilets possibly shared by ladies and gentlemen.</li> <li>• All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following 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.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• As one Star</li> </ul>

## 1.9 EXTERNAL AREAS (AS APPLICABLE)

1.9.1	<b>General Guidance</b>
1 and 2 Star	<ul style="list-style-type: none"> <li>• External areas include the appearance of the building, grounds and gardens, pathways and drives and any car parking.</li> <li>• Particular attention given to the safety and security of guests and their</li> </ul>

	<p>belongings in car parks, ground floor and annex bedrooms including external paths and walkways.</p> <ul style="list-style-type: none"> <li>• All aspects of these areas improve in quality and condition as the Star level increases.</li> <li>• The hotel entrance should be clearly identifiable and the doorway illuminated when it is dark.</li> <li>• Adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night.</li> <li>• Grounds and gardens well maintained and kept tidy.</li> <li>• Parking areas tidy, well maintained, clearly defined, well lit and clearly signed.</li> <li>• Security issues taken into account.</li> </ul>
--	--

## 1.10 ANNEXES

1.10.1	General Guidance
1 Star	<ul style="list-style-type: none"> <li>• Where a hotel has an annexe, we will take into account the facilities provided in this annexe when determining the rating for the hotel as a whole.</li> <li>• Annexe accommodation may be situated in a separate unit or units within the hotel grounds or within easy walking distance of the main building – with good levels of external lighting.</li> </ul>
2 Star	<ul style="list-style-type: none"> <li>• As One Star.</li> </ul>