



Welcome

Bed & Breakfast

# Quality Standards for AA Recognised Guest Accommodation



RECOGNISING EXCELLENCE

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### 1.1. INTRODUCTION

#### 1.1.1 Serviced accommodation

Serviced accommodation in Britain is broadly divided into three categories

- Hotels: formal accommodation with full service.
- Guest Accommodation (e.g. B&Bs, Inns etc.): informal accommodation with limited service.
- Budget Hotel (e.g. roadside, budget lodge style): uniform accommodation with limited service.

This booklet describes the requirements for the quality standards for guest accommodation.

Any establishment operating with the word 'hotel' as part of their business name will be assessed using the hotel requirements.

#### 1.1.2 AA Quality Standards for guest accommodation

The AA standards in this booklet are identical to those that will be applied by VisitBritain, VisitScotland and Visit Wales for assessing the quality of serviced accommodation in Britain.

Your rating will be the same whichever organisation carries out your assessment. If you choose to be assessed by more than one organisation, each organisation will award you the same star rating.

You will only be eligible for special AA Awards, e.g. (AA B&B of the Year Award) if you choose to obtain your rating through annual AA inspection.

#### 1.1.3 Dispensations

Dispensations for certain individual requirements within these AA Quality Standards may be given as long as all the remaining requirements and quality levels for that rating are met or exceeded. This flexibility will be considered on a case-by-case basis.

Any exceptions will need a proportional increase in quality in other areas to compensate for the area where an exception is sought.

### 1.2 DETERMINING THE STAR RATING

An establishment will need to satisfy three elements to reach a particular star rating:

- All relevant requirements must be met (see section 2)
- The overall percentage score for quality must reach the appropriate band (see section 1.3.5).

- The relevant standard of quality in the key areas of cleanliness, hospitality, bedrooms, bathrooms and breakfast must also be met.

### 1.3 QUALITY

#### 1.3.1 Quality assessment

There are five levels of quality ranging from One to Five Stars. To obtain a higher star rating progressively higher quality standards should be provided across all areas with particular emphasis in five key areas - cleanliness, hospitality, breakfast, bedrooms and bathrooms.

At the highest levels of quality, some additional and appropriate facilities and services are expected in addition to the very best in guest care.

#### 1.3.2 Quality terminology

The phrases such as 'good', 'very good' etc. signify ascending levels of quality in broad terms only. These standards indicate typical consumer expectations of each star rating. They are neither prescriptive nor definitive because we recognise the wide variety of quality elements that can be included - for example, style, which can range from traditional to minimalist.

#### 1.3.3 What is quality?

When we are assessing quality we take into account the following:

- Intrinsic quality - the inherent value of an item.
- Condition - the maintenance and appearance of an item. Is it fit for the purpose?
- Physical and personal comfort - does the quality of an item detract in any way from the comfort of the user?
- Attention to detail - the evident care taken to ensure that the guest experience is special and of the same high standards for all.
- Guests' choice and ease of use - the guest experience is enhanced through choice - be it the choice of beverages in his/her room or the choice of room temperature. This is further improved by how usable the guest finds the room and its contents.
- Presentation - the way the room and its contents are presented for guests' arrival and during their stay.

## 1.3 QUALITY

## 1.3.4 The quality score

When AA inspectors visit your property, they will evaluate and give a quality score to all aspects of the accommodation and service.

The total of all these scores establishes an overall percentage score for quality.

Based on this score, establishments will be given an overall quality rating on a scale of One to Five Stars, based on this chart.

## 1.3.5 Quality bands

★	One Star 30 – 46%
★★	Two Star 47 – 54%
★★★	Three Star 55 – 69%
★★★★	Four Star 70 – 84%
★★★★★	Five Star 85 – 100%

## 1.4 SUB-CATEGORY/DESIGNATORS

## 1.4.1 Types of sub-categories, designators and general descriptions

All guest accommodation will be positioned in one of the following descriptive sub categories. These have been developed to help consumers understand more clearly the different types of guest accommodation available in Britain.

Establishments in each of these sub categories need to fulfil all guest accommodation requirements detailed in this booklet.

## 1.4.2 Sub-category/designator general descriptions

<b>B&amp;B</b>	Accommodation provided in a private house, run by the owner and with no more than six paying guests.
<b>Guest House</b>	Accommodation provided for more than six paying guests and run on a more commercial basis than a B&B. Usually more services, for example dinner, provided by staff as well as the owner.
<b>Farmhouse</b>	B&B or guesthouse accommodation provided on a working farm or smallholding.
<b>Inn</b>	Accommodation provided in a fully-licensed establishment. The bar will be open to non-residents and provide food in the evenings.
<b>Restaurant with Rooms</b>	Destination restaurant offering overnight accommodation with the restaurant being the main business and open to non-residents. The restaurant should offer a high standard of food and restaurant service at least five nights a week. A liquor licence and a maximum 12 bedrooms are necessary.
<b>Guest Accommodation</b>	Any establishment that meets the minimum entry requirements is eligible for this general sub-category.

## 1.5 KEY REQUIREMENTS AT EACH RATING LEVEL

## 1.5.1 Minimum entry requirements

To be recognised within the guest accommodation standard the Detailed Quality Guidance requirements listed within this document need to be met.

Sufficient quality should be provided to meet the minimum requirements for One Star, in all areas of the operation covered by the quality indicators in the Detailed Quality Guidance section.

## 1.5.2 Key minimum entry requirements

The key minimum entry requirements for achieving a guest accommodation One Star rating are:

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

## 1.5.3 Key requirements at rating levels

As well as enhanced quality standards there are certain key requirements that need to be achieved.

**Three Star and above:**

- Access to both sides of all beds for double occupancy.
- Bathrooms/shower rooms cannot be shared with the proprietor.
- Washbasin in every guest bedroom either in the bedrooms or en suite/private facility. (from 1 January 2008)

**Four Star:**

- 50% of guest bedrooms, to be en suite or with private facilities (from 1 January 2008).

**Five Star:**

- All guest bedrooms to be en suite or with private facilities (from 1 January 2008).



## 2.1 OVERALL STANDARDS

## 2.1.1 Statutory obligations

## All Star Ratings

You must fulfil all applicable statutory obligations. These may include:

- Fire precautions
- Price display orders
- Food safety/hygiene
- Licensing
- Health and safety
- Discrimination
- Trade descriptions
- Data protection
- Hotel Proprietors Act

## 2.1.2 Cleanliness

## All Star Ratings

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.

- Bathrooms and shower rooms should be clean and smell fresh with particular attention paid to fittings and sanitary ware, plugholes, shower curtains, flooring, mirrors, extractor fans and towels.

## One Star



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

## Two Star



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

## 2.1 OVERALL STANDARDS

We may ask you to provide evidence that Public Liability insurance cover is being maintained and that the above requirements are being fulfilled.

*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.*

- You also need to pay special attention to wherever guests have direct contact – seating, crockery, cutlery, glassware, beds, bedding and linen.
- All bedrooms and bathrooms should be cleaned and checked daily to ensure a very high standard of cleanliness.

## Three Star



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

## Four Star

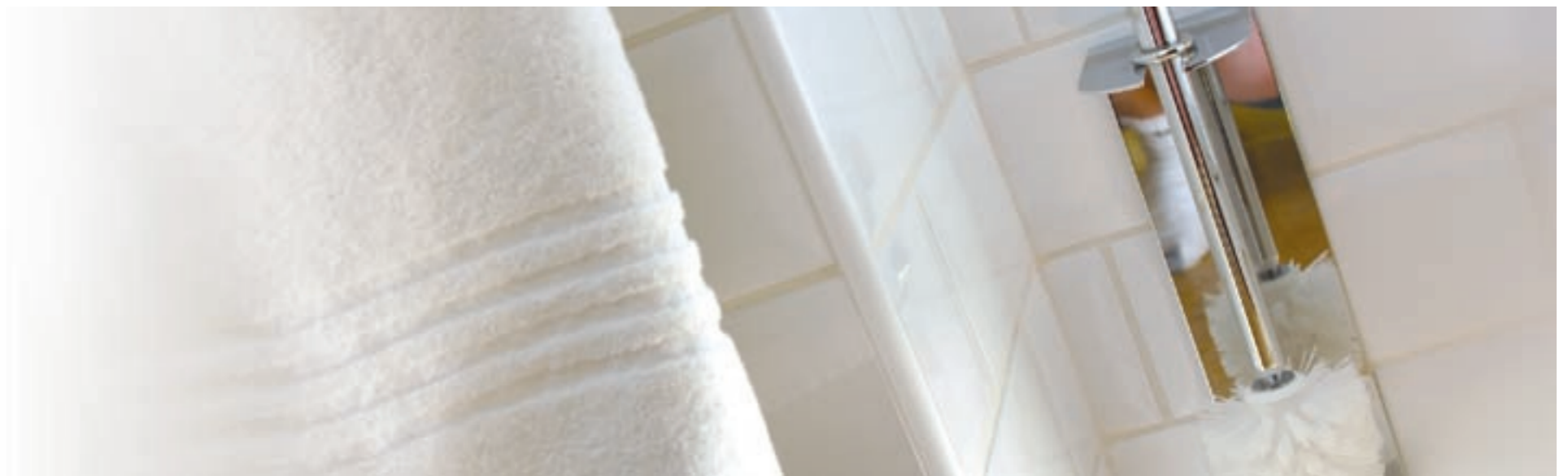


- Clean and freshly polished surfaces. Soft furnishings and carpets regularly deep-cleaned.
- Greater attention to detail, with high overall standards.
- Hygienically stored spare blankets and pillows in bedrooms.

## Five Star



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



## 2.2 SERVICE AND EFFICIENCY: HOSPITALITY AND FRIENDLINESS

## 2.2.1 Bookings and pre-arrival information

## All Star Ratings

- 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.
- 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

## One Star ★

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

## Two Star ★★

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

## 2.2.2 Guest arrival, welcome and access

## All Star Ratings

- 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.
- Registration of all guests on arrival.
- 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.

## One Star ★

- Limited guest contact and interaction.

## Two Star ★★

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

## 2.2 SERVICE AND EFFICIENCY: HOSPITALITY AND FRIENDLINESS

explain in detail any charges for additional services or available facilities and cancellation terms, if applicable. If a deposit is required, you need to tell guests when they book and explain how it will be taken and whether or not it is refundable if they cancel.

- When you are taking a booking you should describe in detail any in-house policies, e.g. no-smoking policy, payment methods, access restrictions.
- If prospective guests ask to see the accommodation before they book, you must show them.
- You must tell all prospective visitors about any major refurbishment work that might affect their stay.

## Three Star ★★★

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

## Four Star ★★★★

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

## Five Star ★★★★★

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

- You should provide service that is appropriate to the style of accommodation, and deal promptly with all enquiries, requests, reservations, correspondence and complaints from guests.
- There must be an effective means for guests to call for the attention of the proprietor or staff, who need to be available at all reasonable times (as above). If the proprietor or staff 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.

## Three Star ★★★

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

## Four Star ★★★★

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

## Five Star ★★★★★

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

2.2 SERVICE AND EFFICIENCY: HOSPITALITY AND FRIENDLINESS

2.2.3 Dinner (where served) and general services

One Star ★

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

Two Star ★★

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



2.2.4 Breakfast

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

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

All Star Ratings

- 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.

One Star ★

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

Two Star ★★

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

2.2 SERVICE AND EFFICIENCY: HOSPITALITY AND FRIENDLINESS

Three Star ★★★

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

Four Star ★★★★

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

Five Star ★★★★★

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

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

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

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

Three Star ★★★

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

Four Star ★★★★

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

Five Star ★★★★★

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

## 2.3 GUEST MEALS

## 2.3.1 Dinner (where provided): quality, temperature and freshness of foods

Presentation: range of dishes and appearance of food

## All Star Ratings

- All food must be properly cooked and carefully prepared and presented.
- If requested at the time of booking there must be at least one vegetarian option available.

## One Star ★

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

## Two Star ★★

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

## 2.3.2 Breakfast: quality, temperature and freshness of foods

Presentation: range of dishes and appearance of food

## All Star Ratings

- All food must be properly cooked and carefully prepared and presented.
- 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, cheese, fresh fruits, fruit compotes, preserves, cereals, juices, yoghurts, bakery items and a choice of freshly brewed hot drinks, usually tea and coffee.

## One Star ★

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

## Two Star ★★

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



## 2.3 GUEST MEALS

## Three Star ★★★

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

## Four Star ★★★★

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

## Five Star ★★★★★

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

- A proprietor and/or staff available at breakfast for responding to guests needs, e.g. clearing of dishes, checking sufficiency etc.
- 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. It is acceptable to offer a buffet-style cooked breakfast.

## Three Star ★★★

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

## Four Star ★★★★

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

## Five Star ★★★★★

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

## 2.4 BEDROOMS: QUALITY AND CONDITION

## 2.4.1 Decoration

## One Star ★

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

## Two Star ★★

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

## All Star Ratings

Each bedroom should have:

- A bedside table, cabinet or shelf for each bed although twin beds may share and 75cm (2ft 6ins) bunk beds are exempt.
- A dressing table or equivalent, with a mirror adjacent.
- A chair or a stool.
- If a lounge is not available, a comfortable easy chair should be provided in the bedroom for guests to use whilst reading etc.

## One Star ★

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

## Two Star ★★

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

## 2.4 BEDROOMS: QUALITY AND CONDITION

## Three Star ★★★

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

## Four Star ★★★★

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

## Five Star ★★★★★

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

- A wardrobe or clothes hanging space with at least six hangers per person.
- An alcove with a rail is acceptable but coat stands, hooks on walls or behind doors are not. Wire hangers are not acceptable.
- Adequate drawer or shelf space. The drawers should run freely.
- Opaque curtains, blinds or shutters on all windows, including glass panels to doors, fanlights and skylight windows so that guests have privacy and can exclude any light from outside the room.

*N.B. Where bedrooms are located on the ground floor, you should consider providing additional privacy with a net curtain or blind.*

## Three Star ★★★

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

## Four Star ★★★★

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

## Five Star ★★★★★

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

## 2.4 BEDROOMS: QUALITY AND CONDITION

## 2.4.3 Flooring

## All Star Ratings

- Bedrooms should have fully fitted carpets or hard flooring with slip-resistant rugs or mats placed by the bedside.

## One Star ★

- Some signs of wear and tear may be evident.
- Not necessarily professionally fitted.

## Two Star ★★

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

## 2.4.4 Beds and bedding: quality and provision

## All Star Ratings

- All beds should be made daily.
- All bedding should be clean and in sufficient quantity, according to the season and the needs of guests.

As a guide each bed should have either:

a: two sheets, two blankets and a bedspread or

b: a duvet with duvet cover and one or two sheets.

- 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.

## One Star ★

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

## Two Star ★★

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

## 2.4 BEDROOMS: QUALITY AND CONDITION

## Three Star ★★★

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

## Four Star ★★★★

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

## Five Star ★★★★★

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

- All bed linen (sheets, pillow cases and duvet covers etc.) should be fresh for each new guest. It should be changed once every four days, except where there is a clearly advertised environmental policy that invites guests to agree to less frequent changes of linen, e.g. weekly.

- If duvets are provided, alternative bedding should be available on request.

- Spare blankets and pillows should be available on request.

*For best practice, we suggest that you also use pillow protectors and that any spare pillows and bedding are clean, fresh and preferably wrapped.*

*N.B. 100% man-made fibre sheets are not acceptable.*

## Three Star ★★★

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

## Four Star ★★★★

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

## Five Star ★★★★★

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

## 2.4 BEDROOMS: QUALITY AND CONDITION

## 2.4.5 Beds and bedding: size and quality

## All Star Ratings

Minimum bed sizes:

- Single 190 x 90cm (6ft 3ins x 3ft)
- Double 190 x 137cm (6ft 3ins x 4ft 6ins)

Beds of 183 x 75 cm (6ft x 2ft 6ins) will only be acceptable for children and can only be used as part of a family room. Beds of 190 x 122 cm (6ft 3ins x 4ft) will be acceptable for single occupancy only.

## 2.4.6 Lighting, heating and ventilation

## All Star Ratings

## Windows and ventilation

- 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.
- Windows should be well-fitted, easy to open and close and must be able to remain open unassisted.
- Security fittings installed on all bedroom windows where, when open, access could be gained from outside – for example, patio or French doors, ground floor windows and windows overlooking fire escapes.
- You should make an effort to insulate against external noise.
- You should provide a pole for opening high “Velux” style or skylight windows, where these are the only opening windows.

## Lighting

- Bedrooms should be well lit and there should be adequate natural light.
- 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 (see table top right).
- The control switch for the main lights should be near the door.
- There should be adequate bedside lighting controllable from 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.

## One Star ★

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

## Two Star ★★

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

## 2.4 BEDROOMS: QUALITY AND CONDITION

- 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).
- All mattresses should be comfortable and have mattress protectors, a sprung interior or be made of foam or similar. All mattresses should have a protector. Plastic or rubber mattress protectors are not acceptable except when used for small children.
- All beds and mattresses should be of sound condition with a secure headboard or equivalent.

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

## Heating

- There should be adequate in-room heating provided at no extra cost.
- Additional heating should be available on request at no extra charge. *Free-standing, radiant bar heaters are unacceptable.*

## Three Star ★★★

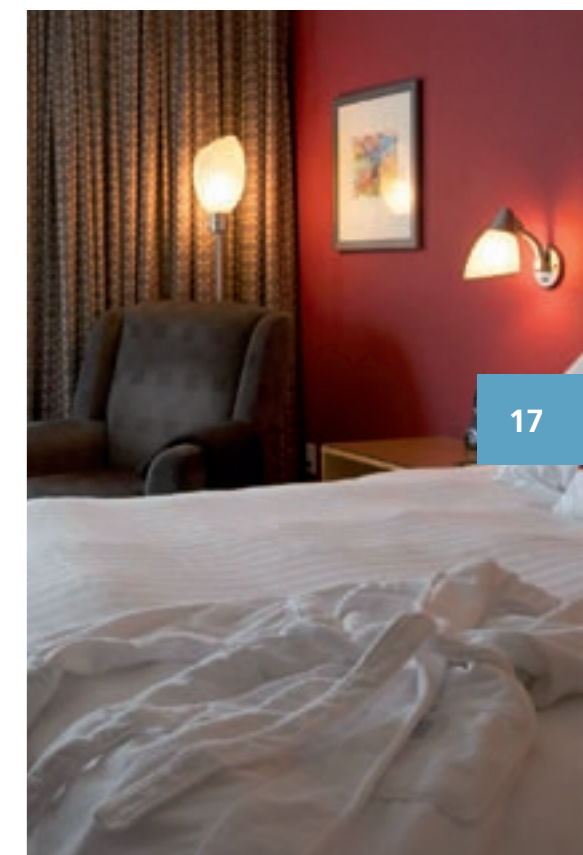
- Well-positioned lights giving good levels of illumination, which is easily controllable at night.
- Ample natural light.
- Effective levels of heating providing overall uniform temperature.
- Properly fitted, thermostatically controlled heating.

## Four Star ★★★★

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

## Five Star ★★★★★

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



## 2.4 BEDROOMS: QUALITY AND CONDITION

## 2.4.7 Bedroom accessories

## All Star Ratings

**General (applicable to all star ratings)**

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.

## One Star ★

- Very limited in range and quality.

## Two Star ★★

- Small range of quite good quality.

## 2.4.8 Beverage-making facilities

- 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 evening.
- Where in-room facilities are provided, for safety reasons it is unacceptable for kettles to be boiled on the floor.
- Fresh milk should be available on request and ingredients for making hot drinks should be wrapped or kept in lidded containers.

## 2.4.9 Telephones in bedrooms

- When telephones are provided, all the call charges must be clearly indicated.
- It is generally expected that you will provide, as a minimum, the following information to guests:
  - The cost of one 5 minute local call at peak rate
  - The cost of one 5 minute local call at off-peak rate
  - The cost of one 5 minute long-distance call at peak rate

## 2.4.10 Miscellaneous requirements

Each bedroom should have:

- A means of securing bedroom doors from inside and out, and a key should be available.

*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:*

- the bedroom door should be capable of being secured from the inside, e.g. a hook and hasp or privacy bolt
  - guests should be advised in advance that bedroom doors can only be secured from the inside
  - a lockable facility should be provided within the bedroom to secure guests' valuables, e.g. a wardrobe, drawer etc.
- A waste paper container. It should be non-flammable if smoking is permitted.
  - An ashtray if smoking is permitted.

## 2.4 BEDROOMS: QUALITY AND CONDITION

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

## Three Star ★★★

- Good range and quality.

## Four Star ★★★★

A substantial range of very good quality accessories.

## Five Star ★★★★★

- Excellent range of high quality accessories.



- The cost of one 5 minute long-distance call at off-peak rate
- The cost of one 5 minute international call at peak rates, e.g. USA
- The cost of one 5 minute international call at off-peak rate, e.g. USA
- 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.

- A drinking tumbler per guest. This should be glass or a wrapped disposable.
- Sufficient, conveniently situated, power sockets to allow for the safe use of all electrical equipment provided.
- Printed advice on how to obtain emergency assistance at night. This needs to be clearly displayed somewhere within the bedroom.
- Iron and ironing board available on request and advertised in the bedroom.
- Early morning calls available on request or an alarm clock.
- 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.

*As a matter of best practice, all establishments are encouraged to display clear fire instructions where appropriate. Where a fire certificate is held, an emergency evacuation notice or diagram should be clearly displayed in all bedrooms.*

## 2.4 BEDROOMS: QUALITY AND CONDITION

## 2.4.11 Space, comfort and ease of use

## All Star Ratings

- All bedrooms should have sufficient space for guests to move easily around the room.
- Bedrooms that are smaller than the following sizes are unlikely to meet the minimum requirements:
  - Single 5.6sq.m (60sq.ft)
  - Double 8.4sq.m (90sq.ft)
  - Twin 10.2sq.m (110sq.ft)

## One Star ★

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

## Two Star ★★

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

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

## 2.4 BEDROOMS: QUALITY AND CONDITION

When we assess bedroom size we take into account the usable space available around furniture and fittings. For a higher quality rating, rooms will be expected to considerably exceed these minimum sizes.

- 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 ceilings are acceptable as long as they do not restrict guests' movement to an unacceptable degree.
- It should be possible to fully open doors and drawers without having to move other furniture.
- Rooms for family occupation need to be significantly larger.

*N.B. Where there is access to only one side of a double bed, a maximum rating of Two Stars can be awarded.*

## Three Star ★★★

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

## Four Star ★★★★

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

## Five Star ★★★★★

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



## 2.5 BATHROOMS, SHOWER ROOMS AND EN SUITE FACILITIES

## 2.5.1 General

## All Star Ratings

All establishments must provide:

- Hot water at all reasonable times.
- At least one bath or shower room with washbasin for every six guests.
- At least one WC for every six guests, separate from bath or shower room.

*When an establishment has four or less bed spaces for paying guests, it is acceptable for a bath or shower room to be combined with a washbasin and WC.*

## 2.5.2 En suites

## What is an en suite?

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.

## 2.5.3 En suite provision

- **One to Three Star:** there is no minimum requirement for en suite facilities. However, where they are provided their quality will be assessed as part of the bathroom quality assessment.
- To achieve a **Four Star Rating**, you will need to provide at least 50% of bedrooms with an en suite or a private bath/shower facility. (Existing scheme participants are allowed until 1 January 2008 to meet this new requirement. New participants, however, will be required to meet this when they join the scheme.)

## 2.5.4 Private bathroom and shower room facilities

## What is a private facility?

A private bathroom is one in which the bath or shower, WC and perhaps a washbasin are allocated for the sole use of the occupants of one particular bedroom. The bathroom should be on the same floor and be reasonably close to the bedroom. It should be lockable with a key provided. Access to the bath and/or shower rooms from the bedrooms through a lounge, dining room etc. is not acceptable.

## 2.5.5 Washbasins in bedrooms

- To achieve a **Three Star Rating** all bedrooms require a washbasin – either free-standing or in a vanity unit. (Existing scheme participants are allowed until 1 January 2008 to meet this new requirement. New participants, however, must meet this requirement when they join the scheme.)
- The bowl must measure at least 36 cm x 24 cm (14 ins x 9.5 ins). Its suitability will depend on its shape, position of taps etc.

## 2.5.6 Guest toilets

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

- A lidded WC.
- A toilet roll holder and toilet paper.
- A covered bin/open bin with sanitary disposal bags.

## 2.5 BATHROOMS, SHOWER ROOMS AND EN SUITE FACILITIES

- If there are any guest bedrooms without washbasins, there should be a hand washbasin in the WC.
- 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 Stars.
- 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.

It 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.

If the bath or shower cubicle is located in the bedroom, guests must be told when they book.

- To achieve a **Five Star Rating**, every bedroom must have an en suite or a private bath and/or shower facility. (Existing scheme participants are allowed until 1 January 2008 to meet this new requirement. New participants, however, will be required to meet this when they join the scheme.)

## What is a public facility?

A public facility is one that may be shared by the occupants of more than one bedroom and perhaps the proprietors or their family. Access to the bath and/or shower rooms from the bedrooms through a lounge, dining room etc. is not acceptable.

Where a washbasin is provided in a bedroom there should be:

- A mirror with a light above or adjacent.
  - A towel rail or equivalent. A radiator is not acceptable, but a towel ring or a hanging rack on a radiator close by is.
  - Shelf space close to the washbasin, safely positioned.
  - Hot and cold water.
  - A clean hand towel or hand drying facility.
  - Fresh soap. A liquid soap dispenser is acceptable.
- 
- A hand washbasin (not necessarily a washbasin) and hot water, soap and hand towel/drying facilities if all guest bedrooms do not have a washbasin.
  - A covered light.
  - An extractor fan for adequate ventilation or a window that opens.
  - An opaque window curtain or blind for privacy and comfort.
  - An internal lock or bolt.



## 2.5 BATHROOMS, SHOWER ROOMS AND EN SUITE FACILITIES

2.5.7 Public  
bathrooms

## All Star Ratings

- Access to bath/shower rooms from a bedroom through a lounge, dining room etc. is not acceptable.
- No charge should be made for the use of these facilities.

In addition to the requirements listed before under 2.5.5 Fixtures and fittings for all bath/shower rooms, all public bathrooms and/or shower rooms should have:

- Functional decoration and tiling.
- No real co-ordination.
- Decoration possibly old, but not damaged, scratched or torn.

## 2.5.8 Decoration

2.5.9 Fixtures and  
fittings

All bath and/or shower rooms should have:

- A bath or shower. If a shower is provided it must have a shower screen or curtain, including those sited over baths.
- A lidded WC, a toilet roll holder with toilet paper.
- 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 and hygiene.
- A covered bin/open bin with sanitary disposal bags.
- 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.
- Appropriate flooring. Best practice suggests that washable flooring is more hygienic than carpeting.
- Opaque window curtains or blinds for privacy and comfort.

## One Star ★

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

## Two Star ★★

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

## 2.5 BATHROOMS, SHOWER ROOMS AND EN SUITE FACILITIES

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

- Well-finished, good quality wall coverings and paint work.
- Wall and ceiling coverings well applied.
- Very good standard of decoration, possibly recently re-decorated but not of highest quality. Or excellent quality with some slight ageing.
- Some effort made to hide surface-mounted pipes and wires.
- Excellent interior design, with considerable attention to detail and everything in pristine condition.
- Professional finish to all aspects of decoration with high quality decor and tiling. Sealant and grouting immaculate.
- Attractive use of pictures, prints and other decorative relief, where appropriate.

- An extractor fan for adequate ventilation or a window that opens.
- Adequate heating. All bathrooms with an external window must have heating.
- A hook for clothes.
- A non-slip bathmat should be available on request when shower trays and baths are not non-slip.
- A towel rail or equivalent. A radiator is not acceptable, but a towel ring or a hanging rack on a radiator is.
- A clean hand and bath towel for each guest. Unless there is a clearly advertised environmental policy they should be changed at least every three days.
- A clean bathmat for each new let.
- An electric razor point or adapter available within easy reach of the mirror. This may be located in a bedroom or bathroom.
- All bathrooms need to be well lit by a covered light.
- Hot water for bathing should be available at all reasonable times.

## Three Star ★★★

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

## Four Star ★★★★

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

## Five Star ★★★★★

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

## 2.5 BATHROOMS, SHOWER ROOMS AND EN SUITE FACILITIES

## 2.5.10 Flooring

## One Star ★

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

## Two Star ★★

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

## 2.5.11 Lighting, heating and ventilation

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

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

## 2.5.12 Towels and toiletries: quality, range and presentation

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

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



## 2.5.13 Space, comfort and ease of use

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

- Sufficient space to allow easy access to the facilities.

## 2.5 BATHROOMS, SHOWER ROOMS AND EN SUITE FACILITIES

## Three Star ★★★

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

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

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

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

## Four Star ★★★★

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

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

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

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

## Five Star ★★★★★

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

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

- Greater range of quality towels, e.g. bath sheets, bathrobes and flannels.
- Towels changed every two days, except where, as part of an environmental policy, guests agree to a less frequent change.
- Luxury toilet paper and a good range of well presented, quality toiletries, e.g. high quality soap, shampoo, shower gel, conditioner, tissues, cotton wool balls, cotton buds etc.
- Adequate space with satisfactory layout and sufficient free movement.
- Adequate water pressure and satisfactory drainage.
- Flat surface available for guests' belongings.

## 2.6 DINING ROOM OR RESTAURANT: QUALITY AND CONDITION

## 2.6.1 Decoration

## One Star ★

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

## Two Star ★★

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

## 2.6.2 Furniture, furnishings and fittings

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

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

## 2.6.3 Flooring

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

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

## 2.6 DINING ROOM OR RESTAURANT: QUALITY AND CONDITION

## Three Star ★★★

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

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

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

## Four Star ★★★★

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

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

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

## Five Star ★★★★★

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

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

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

## 2.6 DINING ROOM OR RESTAURANT: QUALITY AND CONDITION

## 2.6.4 Lighting and heating: quality provision

## One Star ★

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

## Two Star ★★

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

## 2.6.5 Table appointment: quality and condition

- Table appointments of an acceptable standard, e.g. lightweight, stainless steel and single-ply paper napkins.
- Menus, where provided, possibly hand-written on a card, but clean and giving basic information.

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

## 2.6.6 Space, comfort and ease of use

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

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

## 2.6 DINING ROOM OR RESTAURANT: QUALITY AND CONDITION

## Three Star ★★★

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

- Well-laid tables with matching cutlery and crockery.
- Good quality paper napkins.
- Menus, where provided, clean and well presented.

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

## Four Star ★★★★★

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

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

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

## Five Star ★★★★★

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

- Table appointment of the highest standard, quality accessories and glassware.
- High quality cloths and napkins or well-presented wood tables with mats.
- Table enhancements of high quality, e.g. candles or fresh flowers as appropriate.
- Attractively presented menus etc. using clear, informative layout and helpful descriptions.

- A spacious, well-planned room with furniture in suitable, convenient places.
- High degree of comfort, well-spaced chairs, spacious tables.
- Table and seating arrangements show that the comfort of guests has been fully considered.



## 2.7 PUBLIC AREAS

## 2.7.1 General

## All Star Ratings

- 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.
- 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 and/or on your website, and guests are advised at the time of booking, a dispensation may then be made at the discretion of the assessing body.

## 2.7.2 Decoration

## One Star ★

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

## Two Star ★★

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

## 2.7.3 Furniture, fittings and furnishings

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

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



## 2.7 PUBLIC AREAS

- 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.
- Corridors and stairs should be in good repair and free from obstruction.
- The levels of lighting in all public areas should be adequate for safety and comfort. Stairways and landings should also have sufficient light at night.
- All public areas should have an adequate level of heating.

## Three Star ★★★

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

## Four Star ★★★★

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

## Five Star ★★★★★

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

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

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

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

## 2.7 PUBLIC AREAS

## 2.7.4 Flooring

## One Star ★

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

## Two Star ★★

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

## 2.7.5 Lighting and heating: quality of provision

## One Star ★

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

## Two Star ★★

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

## 2.7.6 Space, comfort and ease of use

## One Star ★

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

## Two Star ★★

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



## 2.7 PUBLIC AREAS

## Three Star ★★★

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

## Four Star ★★★★

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

## Five Star ★★★★★

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

## Three Star ★★★

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

## Four Star ★★★★

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

## Five Star ★★★★★

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

## Three Star ★★★

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

## Four Star ★★★★

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

## Five Star ★★★★★

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

## 2.8 EXTERIOR

## 2.8.1 Buildings, appearance and condition

## All Star Ratings

- Buildings, their fixtures, fittings and exterior decor 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.

## One Star ★

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

## Two Star ★★

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

## All Star Ratings

- The main entrance should be clearly identified and the doorway illuminated.
- You should maintain a high degree of general safety and security. All information on emergency procedures should be kept up-to-date.
- 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.

## One Star ★

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

## Two Star ★★

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

## 2.8.2 Safety and security

## 2.8.3 Grounds, garden and frontage

## 2.8 EXTERIOR

## Three Star ★★★

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

## Four Star ★★★★

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

## Five Star ★★★★★

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

- You should take adequate measures to protect the security of guests and their property. In particular you need to consider the safety and security of guests staying in bedrooms on the ground floor.
- For the safety of guests, all car parks should be adequately lit.

## Three Star ★★★

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

## Four Star ★★★★

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

## Five Star ★★★★★

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



## 2.8 EXTERIOR

2.8.4 Car parking  
(where provided)

## One Star ★

- In a B&B, a less formal provision of parking might be appropriate.

## Two Star ★★

- Some attempt to manage parking arrangements.

## All Star Ratings

- 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.

## One Star ★

- Acceptable standard of facilities maintained in a functional condition.

## Two Star ★★

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

## 2.8 EXTERIOR

## Three Star ★★★

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

## Four Star ★★★★

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

## Five Star ★★★★★

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

## Three Star ★★★

- Good standard of facilities in good condition.

## Four Star ★★★★

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

## Five Star ★★★★★

- Excellent standard of facilities in well-maintained condition.



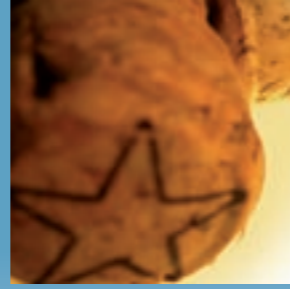
## 2.9 ANNEXES

## All Star Ratings

- If you are offering guests accommodation in an 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. Paths or passageways to the annexe must be in good condition, well surfaced and adequately lit.

## 2.9 ANNEXES





# The AA Recognition Scheme Summary of Benefits

- ✓ Free listing in the AA B&B Guide
- ✓ Routine visit from an AA inspector
- ✓ A nationally recognised AA Star Rating
- ✓ Use of AA logos and range of signage
- ✓ Free certificate for display on the premises
- ✓ Free page on theAA.com, including a photograph and your contact details
- ✓ Eligibility for annual AA Hospitality Awards
- ✓ Opportunity to sign up for our new online booking services
- ✓ Opportunity to increase your establishment's visibility within the guide by booking advertising space
- ✓ Opportunity to participate in AA PR and Marketing plans
- ✓ Free subscription to INtouch members' newsletter



RECOGNISING EXCELLENCE

# Recognising Excellence

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