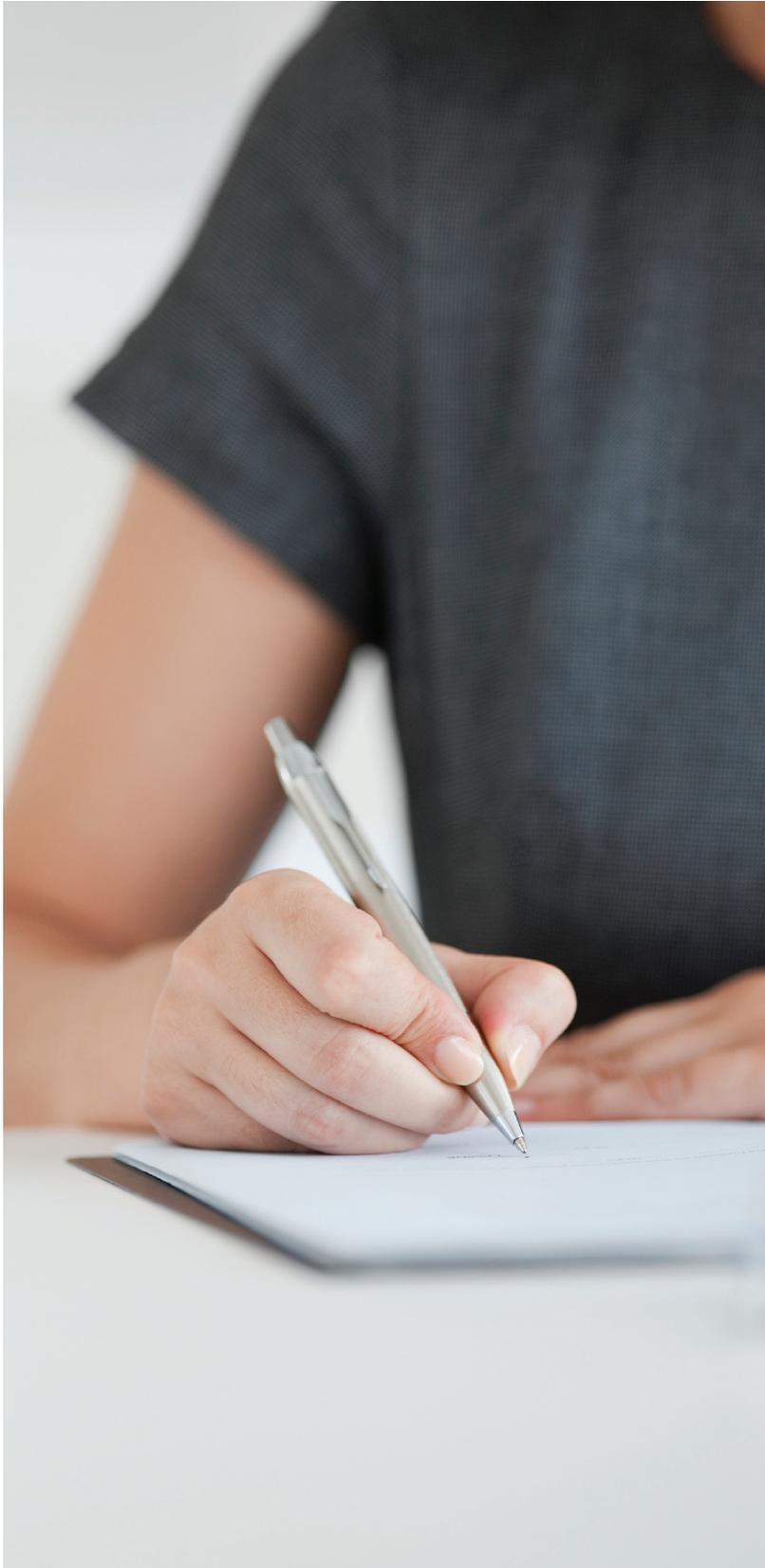


## AA INSPECTION APPEALS PROCEDURE



Proprietors of either AA recognised Hotels or Guest Accommodation who wish to appeal against the results of an AA inspection carried out at their establishment must follow the procedure outlined below.

1. Any appeal must be made in writing to AA Hotel Services within 21 days of the report being received.
2. The appeal should detail the main reason for the appeal i.e. the level of rating, merit score for hotels or level of AA award recommended.
3. Should the appeal be about the level of star rating, proprietors should ensure that their establishment meets all the necessary minimum requirements outlined in the AA Quality Standards Booklet.
4. Appeals would be formally acknowledged within 7 working days of receipt of the appeal together with a form to organise an appeal visit on an overnight basis.
5. The appeal visit would be subject to a non refundable fee as detailed below which would not be organised until full payment had been received.
6. Once the application and fee has been received an appeal visit from a member of the senior inspection team will take place within 4-6 weeks of receipt (subject to the establishment's availability).
7. The findings of the appeal visit will be fed back in the normal way of both a discussion after check-out and a report following after the visit.
8. The outcome of this report will supersede the previous visit and will be final.

Prices are available upon application or on our website:  
[theAA.com/Hotels](https://theAA.com/Hotels)