

AA

Guest Accommodation

Quality Standards



WELCOME TO THE AA QUALITY STANDARDS FOR GUEST ACCOMMODATION

Dear Proprietor,

AA Hotel Services have been recognising accommodation since 1908 and first introduced the star rating scheme in 1912, recognising and rewarding establishments for the quality and range of their services and facilities. The AA is the only pan-Britain assessing organisation and is the British Hospitality Association's Patron Supplier for quality rating and assessment to the hospitality industry.

Our Guest Accommodation Quality Standards have evolved over the years to reflect consumer expectations within the industry and to ensure our ratings and awards are accurate, consistent and reliable.

Since 2006 we have shared these common standards with the three national tourist boards ensuring consistency with every accommodation rating scheme in the UK.

The Guest Accommodation Quality Standards outlined in this brochure are fundamental in achieving your nationally recognised and approved rating, so all establishments wishing to be affiliated with the AA should adhere to the specific criteria outlined on the following pages.

These standards are the basis for the inspections that will take place at your establishment - by reading and applying the criteria carefully, you can be confident that your establishment will meet the high industry standards required to become recognised by the AA.

We look forward to working with your establishment and promoting it through the AA Hotel Recognition Scheme.

AA Hotel Services

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1.0 GENERAL OVERVIEW

A photograph of a two-story stone building with a grey roof and a paved patio. The building has several white-framed windows. On the patio, there is a small table with four chairs and a stone planter. A stone wall runs along the side of the building. The sky is blue and there are some green leaves in the foreground.

1.1 INTRODUCTION

1.2 DETERMINING THE STAR RATING

1.3 QUALITY

1.4 SUB-CATEGORIES/DESIGNATORS

**1.5 KEY REQUIREMENTS AT EACH
RATING LEVEL**

TOP TIPS TO GET THE MOST FROM AA RECOGNITION AND FROM YOUR AA INSPECTION

Make sure your team have read and understood the AA Quality Standards booklet.

The content is vital in order to understand the requirements at each star level.

The debrief with your inspector is a two way conversation.

Whilst it is important to listen to the inspector's account of the stay and to note any tips and advice they offer, it is also an opportunity to ask lots of questions and to advise them of any plans you may have to make changes or improvements to your operation.

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It is critical that you advise us of any changes to your operation.

This may be something like a change of chef, which we need to know about if you have AA Rosettes or about refurbishment you have carried out or you are planning. You may want us to postpone your visit because of work being carried out or you may want us to reflect the changes you have made in your description.



Your inspector is here to help; as are our office administration team.

Please feel free to contact us, we are available all year round not just at the time of inspection.

Make sure you familiarise yourself with all the other benefits.

They could save you money or enhance your marketing.

Send us quality pictures to fill the multiple image spaces on your page on our website.

Good pictures will enhance the customer's first impression of a property and could influence them to make a booking.

Fill in the questionnaire we send you each year about your establishment.

This ensures we have up-to-date information about your property on our website and in our AA Lifestyle guide.

Make sure your AA signage is correct and up to date.

For information on signage or to purchase new or additional signs telephone **01256 844455** or email HotelServicesCustomerSupport@theAA.com

Do you require any assistance and advice with your food, training for your team?

The AA offers a wide range of training and consultancy packages. Including additional inspections and tailored Mystery Guest programmes.

For further details telephone **01256 844455** or email HotelServicesCustomerSupport@theAA.com

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 hotel 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 will 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 will 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 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://www.theAA.com/Hotels)

1.1 INTRODUCTION

1.1.1 SERVICED ACCOMMODATION

Serviced accommodation in Britain is broadly divided into three categories:

- Hotel: 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 Hotels.

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

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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, bedrooms, bathrooms and breakfast.

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.

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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 the 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.

1.3.4 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 the chart below.

1.3.5 QUALITY BANDS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
30 – 46%	47 – 54%	55 – 69%	70 – 84%	85 – 100%

1.4 SUB-CATEGORIES/DESIGNATORS

1.4.1 TYPES OF SUB-CATEGORIES/DESIGNATORS

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 GENERAL DESCRIPTIONS

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B&B	<ul style="list-style-type: none"> Accommodation provided in a private house, run by the owner. 	Inn	<ul style="list-style-type: none"> An inn is an establishment with a full on licence. Open to residents and non-residents, the food and beverage is a significant part of the operation, with bar/restaurant available at lunchtimes and evenings. Accommodation element will be a relatively minor part of the operation by comparison. The facilities/ services provided for the guests will have more in common with B&B style operations. Those 'inns' which provide traditional hotel style accommodation and service will qualify for the 'Hotel' designation.
Guest House	<ul style="list-style-type: none"> Typically run on a more commercial basis than a B&B. May or may not provide dinner and/or hold a liquor licence. 		
Restaurant with Rooms	<ul style="list-style-type: none"> 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. 		
Farm House	<ul style="list-style-type: none"> B&B or guesthouse accommodation provided on a working farm or smallholding. 	Guest Accommodation	<ul style="list-style-type: none"> Any establishment that meets the minimum Accommodation entry requirements is eligible for this general sub-category.

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 KEY REQUIREMENTS AT EACH RATING LEVEL

1.4.1 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.
 - Where there is access to only one side of a double bed, a maximum rating of Three Stars can be awarded, and guests must be made aware at the time of making the booking.
 - All the current statutory obligations must be met. Public Liability insurance cover must be provided.
- indicators in the Detailed Quality Guidance section.

1.4.1 KEY REQUIREMENTS AT RATING LEVELS

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

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
		<ul style="list-style-type: none">• At Three Star a dispensation may be given for double beds which only have access to one side, but guests must be aware of the room layout at the time of booking. 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.	<ul style="list-style-type: none">• 50% of guest bedrooms, to be en suite or with private facilities.	<ul style="list-style-type: none">• All guest bedrooms to be en suite or with private facilities.



2.0 DETAILED QUALITY GUIDANCE



2.1 OVERALL STANDARDS

2.2 SERVICES & EFFICIENCY:
HOSPITALITY & FRIENDLINESS

2.3 GUEST MEALS

2.4 BEDROOMS: QUALITY & CONDITION

2.5 BATHROOMS, SHOWER ROOMS &
ENSUITE FACILITIES

2.6 DINING ROOM OR RESTAURANT

2.7 PUBLIC AREAS

2.8 EXTERIOR

2.9 ANNEXES

2.1 OVERALL STANDARDS

2.1.1 STATUTORY OBLIGATIONS

ALL STAR RATINGS

- **Public Liability Insurance:** while not a statutory requirement, it is a requirement for participation in this scheme. Proprietors may be asked to provide evidence that Public Liability insurance cover is being maintained and that the requirements below are being fulfilled.

Establishments are required to comply with all relevant statutory requirements including:

- **Fire Risk Assessment:** to comply with the Regulatory Reform (Fire Safety) Order 2005; supply evidence that a Fire Risk Assessment has been carried out annually, for guidance refer to: www.firesafetyguides.communities.gov.uk
- **Food Safety/Hygiene:** register with the local Environmental Health department.
- **Guest Register:** provide a register of all guests; record passport number of all overseas guests.
- **Health & Safety:** operate safely with due regard to health and safety legislation and with evidence of consideration for the safety of guests and security of guests' property; supply clear information on how to contact proprietor/manager in case of emergency. Supply multilingual instructions or diagram for fire evacuation procedure.
- **Planning:** comply with all local planning regulations.
- **Licensing:** comply with all local licensing regulations.
- **Hotel Proprietors Act:** comply with this Act.
- **Data Protection Act:** comply with this Act.
- **Prices & Payment:** make clear to guests exactly what is included in all prices quoted for accommodation, including taxes and any other surcharges; adhere to and not exceed prices quoted at the time of booking.
- **Cancellation Policy:** communicate clearly the cancellation policy to guests at the time of booking i.e. by telephone, fax or email.
- **Consumer Protection from Unfair Trading Regulations 2008:** comply with these Regulations by describing accurately in any advertisement, brochure or other printed or electronic media, the facilities and services provided.
- Advise visitors at the time of booking and subsequently, of any change, if the accommodation offered is in an unconnected annexe or similar and indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the main property.
- **Equality Act 2010** (replaces the Disability Discrimination Act 1995): Comply with this Act. Welcome all guests courteously and without discrimination in relation to gender, sexual orientation, disability, race, religion or belief. Make 'reasonable' adjustments to improve service for disabled customers. Best Practice would suggest hotels produce an access statement which offers a description of facilities and services offered specifically in relation to accessibility to inform people with access needs.
- Provide guests with clean, hygienic, safe and well-maintained accommodation at all times.

NB 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.



- Ensure the fire evacuation strategy details emergency exit procedures for disabled people.
- Remember guests with hearing impairment may not hear knocking at the door.
- Record room location and any specific requirements and pass to staff at change of shift.



1.2 SERVICE & EFFICIENCY: HOSPITALITY & FRIENDLINESS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.2.1 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.
- 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.

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<ul style="list-style-type: none"> • All surfaces clean and free from dust. • All rooms vacuume daily. • Public areas kept tidy. 	<ul style="list-style-type: none"> • A quite good standard verall, although some areas may be overlooked. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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.. 	<ul style="list-style-type: none"> • Clearly a pristine finish. • Gleaming surfaces No smears or marks. Evidence of thorough cleaning. • Spotless soft furnishings and carpets. • Bedding visibly crisp and clean.



- Consider using environmentally friendly and chlorine-free cleaning products, such as microfibre cloths that reduce the amount of cleaning liquid required.
- If it is policy to prepare guests' rooms in anticipation of their arrival by leaving lights on, consider completing this activity much later in the day or not at all.
- Use could be made of towel and laundry agreement notices, whereby guests are asked to indicate if they wish their bed linen and towels to be laundered less frequently. Signs could be made in-house or sourced externally.



- Do not move furniture and personal items in the bathroom or bedroom as in most cases they have been placed in positions that are accessible to the guest. Ensure housekeeping equipment does not obstruct hallways.



2.2.1 BOOKINGS & 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 – in any advertisement, brochure or any other printed or electronic media used.
- You should make clear to guests exactly what is included in the prices you quote for accommodation, meals and refreshments. You must include service charges, taxes and other surcharges. Legally, you should not exceed the price you agree at the time of booking. You should explain in detail any charges for additional services or available facilities and cancellation terms, if applicable. If a deposit is required, you need to tell guests when they book 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.



- Offer your guests a choice of how to contact you e.g. telephone, fax, letter, email and find out about Text Relay used by people with a hearing impairment at www.textrelay.org
- Provide a vibrating alarm clock for hearing impaired guests. Provide hotel information in a range of formats e.g. large print Braille, photographs, MP3 downloads and audio description on websites.
- Always ask if the enquirer or any of the guests in the party have any specific access requirements. Promote your Access Statement.
- Specific training is available on how to welcome all types of guests e.g. Welcome All and WorldHost Customers with Disabilities. Consider learning to communicate in basic British Sign Language (BSL).
- Try to provide a ground floor bedroom.

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| <ul style="list-style-type: none"> • Basic guest details recorded on booking. • Access on arrival may be restricted. • Ad hoc registration of guests. • Guests directed to their rooms. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • Organised approach for dealing with guest enquiries, reservations, correspondence complaints etc. • Willingness to help guests on arrival. | <ul style="list-style-type: none"> • Competent and efficient booking procedure with directions offered. • Escort to the bedrooms and indication given of public areas. • Offer made of assistance with luggage. • Written confirmation provided on request, by post, fax, email or text. | <ul style="list-style-type: none"> • 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 or text. • Guests shown to rooms with luggage assistance. Explanation of accommodation and bedroom facilities. • Appropriate use of guest's name. Offer of refreshment on arrival. |
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Service and efficiency

- Include public transport options in promotional material and booking information.
- Ensure all staff are fully briefed on the hotel's sustainable tourism policy, particularly reception, concierge and dining room staff.

2.2.2 GUEST ARRIVAL, WELCOME & 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.
- 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 are temporarily off-site or live away from the property, guests must be provided with a means to call for personal assistance 24 hours a day, without the need to use their own mobile phone. If mobile phone coverage is poor or non-existent, proprietors should be able to provide a reliable alternative. Operators (or their designated representative) must be available to attend promptly in case of emergency.

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- Limited guest contact and interaction.



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



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



- 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.



- 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.



- Ask if the guest has any access needs. Welcome assistance dog [legal obligation]. Many disabled people rely on assistance dogs to provide independence. See the dog as being part of the person.
- Ensure guests identifying themselves as being disabled e.g. visual impairment are offered a familiarisation tour.
- Provide a vibrating alarm clock for hearing impaired guests. Provide information in a range of formats e.g. large pt, Braille, photographs, MP3 downloads and audio description on websites.



2.2.3 DINNER (WHERE SERVED) & GENERAL SERVICES

- Adequate social and service skills.
- Tables laid appropriately for the meal being served.
- Competent service with helpful attitude.
- Reasonable food and drink knowledge.
- 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.
- 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.
- 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).



- Staff and management dealing with food and food service should be fully briefed on the source and characteristics of local food and drink products.



- Try to be flexible with meal times to help diabetic people regulate their blood sugar.
- Offer guests assistance with self-service buffet where appropriate.



2.2.4 BREAKFAST

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| <ul style="list-style-type: none"> • Adequate social and service skills. • Tables laid appropriately for the meal being served. | <ul style="list-style-type: none"> • Competent service with helpful attitude, timely awareness of guests' arrival in the breakfast room. • Reasonable knowledge about what is on offer. | <ul style="list-style-type: none"> • Breakfast buffet items kept topped up. • Verbal or written explanation of available breakfast choices. • Good product knowledge. • A well-paced meal service. | <ul style="list-style-type: none"> • A high standard of food knowledge. More attentive service, e.g. the offer of hot drinks and toast. • Prompt table clearing and satisfaction checks. | <ul style="list-style-type: none"> • 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, etc. |
|---|---|--|--|--|



■ Try to be flexible with meal times to help diabetic people regulate their blood sugar.

2.2.5 GUEST DEPARTURE

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.

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- | ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
|--|--|---|---|--|
| <ul style="list-style-type: none"> • Adequate service on departure with limited guest contact. • Bill provided upon request. | <ul style="list-style-type: none"> • No undue delays for the guest on departure. • Proprietors and staff willing to assist if bill is unclear or inaccurate. | <ul style="list-style-type: none"> • Efficient procedures for handling guest departure. • Accurate bill prepared in advance of guests' departure. | <ul style="list-style-type: none"> • Prompt attention when summoned. • Proprietors and staff well versed in all methods of payment where appropriate. • Exchange of pleasantries upon departure. | <ul style="list-style-type: none"> • 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

ONE STAR
★

TWO STAR
★★

THREE STAR
★★★

FOUR STAR
★★★★

FIVE STAR
★★★★★

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.

PLUS



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



- 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.
 - 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.



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



- 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.

14



- Menus highlighting local specialities can really help differentiate your offering from that of your competitors. So, highlight the connection with local producers wherever possible, and incorporate a little description of where ingredients are sourced, who the producer is and why you have chosen them.
- Where possible, source food and drink products locally. Build up relationships with local producers and traders.
- Staff dealing with food and drink service should be fully briefed on the source, characteristics and significance of local food and drink products.



- Provide for different dietary requirements e.g. dairy free, wheat free, lactose free, nut free.
- Provide a large print menu (minimum font size 14pt) in clear font such as Arial.



ONE STAR
★

TWO STAR
★★

THREE STAR
★★★

FOUR STAR
★★★★

FIVE STAR
★★★★★

2.3.3 TABLES/TABLE APPOINTMENT

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.
- 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.

PLUS



- 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.

- 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.

- 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.

- 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.

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



- Menus highlighting local specialities can really help differentiate your offering from that of your competitors. So, highlight the connection with local producers wherever possible, and incorporate a little description of where ingredients are sourced, who the producer is and why you have chosen them.
- Opportunities exist in many areas through the local farmers' forum, or local producer networks, to build up sustainable and rewarding relationships with local producers. Offering the guest 'something different' can reinforce the feeling of a 'sense of place' which is different from home.



- Provide for different dietary requirements e.g. dairy free, wheat free, lactose free, nut free.
- Provide a large print menu (minimum font size 14pt) in clear font such as Arial.

2.4 BEDROOMS: QUALITY & CONDITION

ONE STAR
★

TWO STAR
★★

THREE STAR
★★★

FOUR STAR
★★★★

FIVE STAR
★★★★★

2.4.1 DECORATIONS

- Functional decoration and limited co-ordination.
 - Limited pictures and wall hangings.
- Decoration may be old, but not damaged, scratched or torn.
- 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.
- 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.
- Excellent interior design, with high attention to detail.
 - Thoughtful coordination 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



- Consider having the door frames a contrasting colour to the wall and avoid high gloss finishes to assist visually impaired guests.

16



2.4.2 FURNITURE, FURNISHINGS & FITTINGS

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, writing desk, small 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. (Dispensations may be available for individual rooms, where lack of space precludes this).
- A wardrobe or clothes hanging space.
- 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.

PLUS



- 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.

- 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 quite good condition.

- 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.

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

- 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.

ONE STAR
★

TWO STAR
★★

THREE STAR
★★★

FOUR STAR
★★★★

FIVE STAR
★★★★★

2.4.3 FLOORING

ALL STAR RATINGS

- Bedrooms should have fully fitted carpets or hard flooring.

PLUS

★	★★	★★★	★★★★	★★★★★
<ul style="list-style-type: none">• Adequate comfort to flooring.• Not necessarily professionally fitted.• Some signs of wear and tear may be evident.	<ul style="list-style-type: none">• Quite good quality flooring, but carpets may have a high manmade fibre content.	<ul style="list-style-type: none">• Well-fitted, good quality flooring in sound condition and comfortable under foot.• Wooden floors in good condition.• Some underlay for carpeting.	<ul style="list-style-type: none">• High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition.• Normally professionally fitted.	<ul style="list-style-type: none">• Professionally fitted, high quality carpeting, (e.g. high percentage wool content, in excellent condition) with substantial underlay.• Polished floorboards or high quality laminate



- Consider having the door frames a contrasting colour to the wall and avoid high gloss finishes to assist visually impaired guests.

2.4.4 BED & BEDDING: QUALITY & 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.

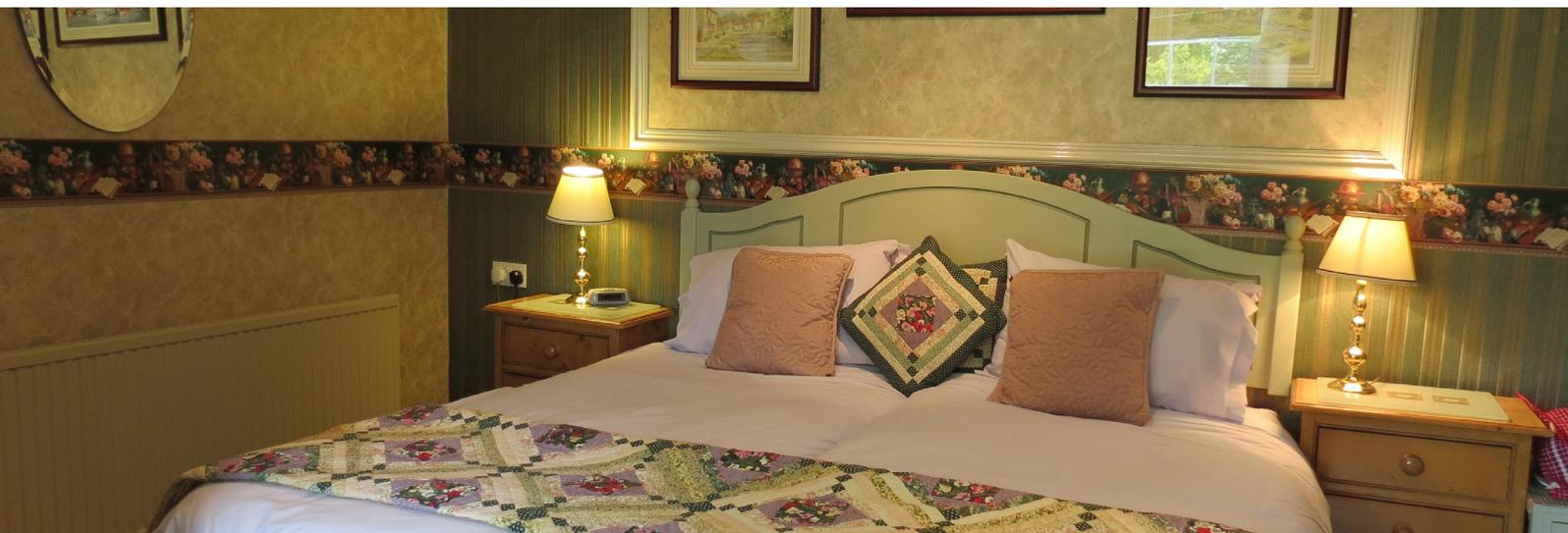
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As a guide each bed should have either: a: two sheets, two blankets and a bedspread or b: a duvet with duvet cover and one or two sheets.

- There should be two pillows in individual pillowcases per person (one pillow is acceptable at one-star). If feather pillows or duvets are provided, a non-allergenic alternative should be available on request.
- All bed linen (sheets, pillow cases and duvet covers etc.) should be fresh for each new guest. It should be changed at least once in every week for staying guests.
- 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.



PLUS

★	★★	★★★	★★★★	★★★★★
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Beds and bedding of a quite good quality. Well-maintained beds and mattresses. • Bedding may be faded, but some attempt at co-ordination. 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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 coordinated with bedroom decor and other soft furnishings. • High standard of overall presentation. Appropriate use of valances,



▪ Spare bedding does not need to be wrapped in plastic bags; it can be placed in a re-useable cotton or fabric bag.



▪ Provide hypoallergenic bedding.

2.4.5 BEDS & BEDDING: SIZE & 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.

• 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.

2.4.6 LIGHTING, HEATING & VENTILATION

ALL STAR RATINGS

Windows & Ventilation

- Every bedroom must have at least one opening window with clear glass to provide natural light and adequate ventilation. Rooms without windows are generally not acceptable. (Dispensations may be available for specific rooms, but only if air conditioning is installed.) 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.
- 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.

Heating

- There should be adequate in-room heating provided.
- Additional heating should be available on request.

Lighting

- Bedrooms should be well lit and there should be adequate natural light.
- The control switch for the main lights should be near the door.
- There should be adequate bedside lighting controllable from each bed and from each side of a double bed. It is acceptable for twin beds to share a centrally situated light. 75cms/2ft 6ins bunk beds are exempt from providing a light.

PLUS



20

- | | | | | |
|--|--|--|---|--|
| <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • 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. |
|--|--|--|---|--|



- Increased use should be made of energy saving light bulbs. Greater use can also be made of natural light.
- Signs could be used to request guests to switch off lights when not in use.



- Enable lighting levels to be adjusted using a dimmer switch and/or make available additional bedside/dressing table lamps.
- Ensure windows and curtains can be reached by your guests and are easy to open and close.

ONE STAR
★

TWO STAR
★★

THREE STAR
★★★

FOUR STAR
★★★★

FIVE STAR
★★★★★

2.4.7 BEDROOM ACCESSORIES

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. Examples include: ingredients and equipment for making hot drinks, digital TV, iPod docks, Wi-Fi access, hairdryer, in-room information, telephone, fruit, sweets, complimentary bottled water, fresh flowers or plants, reading material, clothes brushes, mending kits, biscuits, hot water bottles, fridge, tissues etc.

PLUS



• Very limited in range and quality.



• Small range of quite good quality.



• Good range and quality.



• A substantial range of very good quality accessories.



• Excellent range of high



- Items on hospitality trays, such as sugar and biscuits, do not need to be individually wrapped – use can be made of airtight containers for dried goods and wherever possible, locally produced goods or Fair Trade products could be sourced. Assessors will look at the quality of the contents and style of presentation.



- Ensure hospitality trays are at a height accessible to all guests. Kettles should be cordless and a variety of drinking cups/mugs either provided or available on request.
- Ensure TVs can provide subtitles (Teletext page 888, digital (DVB), Sky subtitles), to benefit hearing impaired and foreign language speaking guests.
- Ensure all information is in clear print at a height accessible to all guests. Consider providing door notices for hearing impaired guests as part of your emergency evacuation procedures.

2.4.8 BEVERAGE-MAKING FACILITIES

ALL STAR RATINGS

• Tea/coffee-making facilities available and accessible 24 hours either in bedrooms or in public areas (Self-service/Vending option in public areas acceptable). Self service ingredients for making hot drinks kept wrapped or in lidded containers. Bedroom kettles should not have to be operated at floor level.

• Fresh milk should be available on request.



ONE STAR
★

TWO STAR
★★

THREE STAR
★★★

FOUR STAR
★★★★

FIVE STAR
★★★★★

2.4.9 TELEPHONE IN BEDROOMS

ALL STAR RATINGS

Where telephones are provided, rate card displayed in bedrooms illustrating typical charges for local, long-distance, international, internet, use of phone card and connection to mobile phones.

- Sample call charges required, but not per unit.
- 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.
- The cost of one 5 minute long distance call at off peak rate.
- The cost of one 5 minute international call at peak rate.
- The cost of one 5 minute international call at off peak rate.
- N.B. – There needs to be a clear explanation of what constitutes a local and long distance call and a clear indication of what constitutes peak and off peak.

2.4.9 TELEPHONE IN BEDROOMS

ALL STAR RATINGS

Each bedroom should have:

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

N.B. – Those properties which may be older or are architecturally listed properties maybe awarded a dispensation if bedroom doors do not allow for the fitting of a lock. Guests need to be advised of this during the time of booking and a strong box or a lockable and secure facility needs to be provided within the bedroom.

- A waste paper container. It should be non-flammable if smoking is permitted.
- An ashtray if smoking is permitted.
- 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 provided.
- 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.



2.4.4 BED & BEDDING: QUALITY & PROVISION

ALL STAR RATINGS

- All bedrooms should have sufficient space for guests to move easily around the room.

N.B. – All 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)

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 be spacious.

- 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 Three Star can be awarded and guests must be made aware at time of making the booking.

PLUS



- 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.

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

- 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.
- Practical, comfortable chairs.
- Ample socket provision for all provided equipment.
- N.B. Where 4ft 6" double beds have access to only one side only; a maximum rating of Three Star can be awarded.

- 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.

- A spacious, wellplanned 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.



- Provide zip and link beds so that a guest and partner or a guest and carer can be accommodated particularly in accessible bedrooms. Provide blocks so that bed heights can be adjusted.

2.5 BATHROOMS, SHOWER ROOMS & EN SUITE FACILITIES

ONE STAR
★

TWO STAR
★★

THREE STAR
★★★

FOUR STAR
★★★★

FIVE STAR
★★★★★

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.

- 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 Star.
- Where a shared arrangement exists, proprietors and their family should avoid prolonged use of the bathroom during the early to midmorning period. They should also remove their personal belongings from the bathroom.



- Décor - use could be made of local artist's work, prints and/or photographs of images depicting local scenes, historical, or heritage related images - it all adds to a visitor's enhanced sense of place.
- Lighting - greater use could be made of energy saving light bulbs throughout the establishment. Greater use could be made of natural light.
- Heating - improved insulation and greater use of thermostatically controlled and zoned heating will save on energy use.

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2.5.2 EN SUITES

ALL STAR RATINGS

What is an en suite?

An en suite facility consists of a bath or shower, WC and washbasin in a separate room, connected to a bedroom and entered directly from it.

The WC must always be 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.

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. Accommodation with shower cubicles sited in the bedrooms 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. This should not be described as en suite facilities.

2.5.3 EN SUITE PROVISION

- 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.
(Applies to One - Three Star Ratings)
- 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.
- To achieve a Five Star Rating, every bedroom must have an en suite or a private bath and/or shower facility.

2.5.4 PRIVATE BATHROOM & SHOWER ROOM FACILITIES

ALL STAR RATINGS

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.

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.



- Use thermostatically controlled settings for hot water.
- Although providing shower facilities can help reduce water consumption, remember that power showers can use more water than a bath. Therefore, consider using reduced flow shower heads or gravity fed showers where possible

2.5.5 WASHBASINS IN BEDROOMS

THREE STAR AND ABOVE

N.B. To achieve a Three Star rating all bedrooms require a washbasin – either free standing or in a vanity unit.

Fixtures and Fittings

- Recommended minimum internal bowl size is 36 cm x 24 cm/14 ins x 9.5 ins. Its suitability will depend on its shape, position of taps etc.

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.
- A clean hand towel or hand drying facility.
- Fresh soap. A liquid soap dispenser is acceptable.

2.5.6 GUEST TOILETS (SHARED)

ALL STAR RATINGS

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

Fixtures and Fittings

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.
- 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.

2.5.7 PUBLIC/SHARED BATHROOMS

ALL STAR RATINGS

- Access to bath/shower rooms from a bedroom through a lounge, dining room etc. is not acceptable.

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:

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

2.5.8 DECORATION

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|---|--|--|---|---|
| <ul style="list-style-type: none"> • Functional decoration and tiling. • No real co-ordination. | <ul style="list-style-type: none"> • Decoration possibly old, but not damaged, scratched or torn. | <ul style="list-style-type: none"> • Well-finished, good quality wall coverings and paint work. • Wall and ceiling coverings well applied. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • 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. |
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2.5.9 FIXTURES & FITTINGS FOR ALL BATH/SHOWER ROOMS (PUBLIC, PRIVATE OR EN SUITE)

ALL STAR RATINGS

Fixtures and Fittings for all Bath/Shower Rooms (Public, Private or En-Suite)

- A bath or shower. If a shower is provided a screen or curtain should be provided, unless designed in such a way that this is not required.
- A lidded WC, a toilet roll holder with toilet paper.
- 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. Separate private bathrooms need a lock and key so that the guest has sole use and can confidently leave their belongings in the bathroom. N.B. – an internal lock is not needed for en-suite doors.
- Appropriate flooring. Best practice suggests that washable flooring is more hygienic than carpeting.
- Opaque window curtains or blinds for privacy and comfort.

- 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 bath mat 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.

PLUS



- 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.

- 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.

- Solid, matching, good quality and well-fitted appliances.
- Coordinated 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.

- 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.

- High quality, solid, wellmade 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.



- Use thermostatically controlled settings for hot water.
- Use could be made of water saving devices such as 'Hippos' in toilet cisterns.
- There is no need for soaps and other complimentary products to be individually wrapped – these can be presented in suitable attractive dispensers. Assessors will assess the quality of the products offered and the style of presentation.
- There is no need for the spare drinking cup/glass to be either plastic, or wrapped.
- Although providing shower facilities can help reduce water consumption, remember that power showers can use more water than a bath. Therefore, consider using reduced flow shower heads or gravity fed showers where possible.



- Hot water supply should have at each fitting a mixer valve controlled to a maximum 41C to prevent scalding.
- Provide a selection of equipment such as bath seats, toilet seat height raisers and shower chairs. Provide a support rail by the shower attachments.

ONE STAR
★

TWO STAR
★★

THREE STAR
★★★

FOUR STAR
★★★★

FIVE STAR
★★★★★

2.5.10 FLOORING

- 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.

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

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

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

- 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

2.5.11 LIGHTING, HEATING & 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.

- 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.

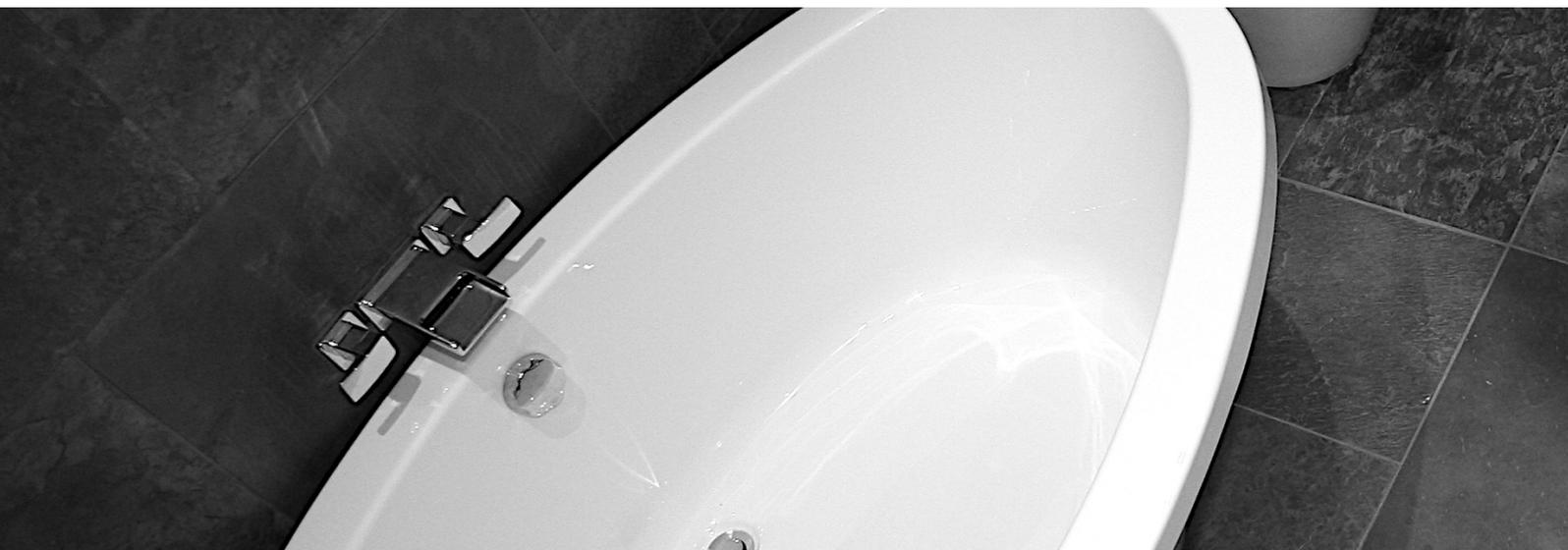
- Very good levels of light especially over or next to the mirror.
- Different types of lighting possibly used for practical or aesthetic reasons, e.g. halogen down lighters.
- Properly fitted, automatic, thermostatically controlled heating.

- 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.
- Heating source possibly a heated towel rail or under floor heating.
- Where there is a window, an extractor fan as well as the window

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- Use of thermostatically controlled radiators helps to manage your energy consumption.



2.5.12 TOWELS & TOILETRIES: QUALITY, RANGE & PRESENTATION

- | | | | | |
|--|---|---|---|---|
| <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • 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 very good range of well presented, quality toiletries, e.g. high quality soap, shampoo, shower gel, conditioner, tissues, cotton wool balls, cotton buds etc. |
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- Use could be made of towel agreement signs.



- Provide towels that contrast in colour to the walls and floor to assist visually impaired guests.

2.5.13 SPACE, COMFORT & EASE OF USE

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|---|--|---|--|--|
| <ul style="list-style-type: none"> • Adequate space with satisfactory layout and sufficient free movement. • Adequate water pressure and satisfactory drainage. • Flat surface available for guests' belongings. | <ul style="list-style-type: none"> • Quite good levels of comfort. Possibly limited space but guests should be able to use facilities comfortably with convenience. | <ul style="list-style-type: none"> • Sufficient space to allow easy access to the facilities. and WC.. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • 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. |
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2.6 DINING ROOM OR RESTAURANT: QUALITY & CONDITION

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.6.1 DECORATION

<ul style="list-style-type: none"> • A sparing but adequate provision of furniture, furnishings and fittings in terms of quality and quantity. • Functional décor and limited coordination. Limited pictures and wall hangings. 	<ul style="list-style-type: none"> • Decoration may be old, but not damaged, scratched or torn. • More attempt at coordination. 	<ul style="list-style-type: none"> • Coordinated 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. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Excellent interior design, with high attention to detail. Thoughtful coordination 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.
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■ Décor – use could be made of local artist's work, prints and/or photographs of images depicting local scenes and historical and heritage related images – it all adds to a visitor's enhanced sense of place.

2.6.2 FURNITURE, FURNISHINGS & FITTINGS

<ul style="list-style-type: none"> • Furniture, furnishings and fittings of limited quality, range and coordination. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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 coordination. • Some personal touches e.g. books, magazines, local historical information etc. available in lounges. 	<ul style="list-style-type: none"> • 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 tie backs. 	<ul style="list-style-type: none"> • 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 coordination 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 tie backs, 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
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■ Provide a variety of seating: low, high, firm, soft, with and without arms.

2.6.3 FLOORING

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|--|--|--|---|--|
| <ul style="list-style-type: none"> • Adequate comfort to flooring. Some signs of wear and tear possibly evident. • Possibly not professionally fitted. | <ul style="list-style-type: none"> • Quite good quality flooring, but carpets may have a highmanmade fibre content. | <ul style="list-style-type: none"> • Well-fitted, good quality flooring in sound condition and comfortable under foot. • Wooden, stone and tiled floors in good condition. • Some underlay for carpeting. | <ul style="list-style-type: none"> • High quality flooring, possibly not new and showing signs of wear. • Or more moderate quality but in pristine condition. Normally professionally fitted. | <ul style="list-style-type: none"> • 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. |
|--|--|--|---|--|



- On each step or change of level provide a nosing strip that contrasts in colour to the floor.
- Provide at least one continuous handrail on steps and where changes in levels occur. Provide clear signage, see Sign Design Guide www.signdesignsociety.co.uk

2.6.4 LIGHTING & HEATING: QUALITY PROVISION

- | | | | | |
|---|--|---|---|---|
| <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • Quite good levels of lighting. • Heating may be free-standing, but might be automatic or thermostatically controlled. | <ul style="list-style-type: none"> • Well-positioned lights giving good levels of illumination. • Ample natural light. • Effective levels of heating providing overall uniform temperature. • Properly fitted, thermostatically controlled heating. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • 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. Backup source for heat for very cold weather, which may include open fires where appropriate, or coal/gas/log effect fires. |
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- Lighting – increased use should be made of energy saving light bulbs throughout the hotel. Greater use can also be made of natural light.
- Heating – improved insulation and greater use of thermostatically controlled and zoned heating will save on energy use.



- Provide a well lit and uncluttered area allowing ease of access to the reception facility with seating for guests. A hearing loop or clip board and pen will assist communication with hearing impaired guests.

2.6.5 TABLE APPOINTMENT: QUALITY & CONDITION

- Table appointments of an acceptable standard, e.g. lightweight, stainless steel cutlery 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.
- Well-laid tables with matching cutlery and crockery.
- Good quality paper napkins.
- Menus, where provided, clean and well presented.
- Very good quality of crockery, cutlery and glassware. Cloth or high quality paper napkins and tablemats and/or tablecloth.
- Flowers or other appropriate decoration on tables.
- 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



- Ensure tables are stable and provide support for people rising from their chairs. Ensure crockery contrasts with table linen or surface to assist visually impaired guests.
- Offer guests a choice of seating location. Provide a selection of chairs with and without arm rests.
- Provide a large print menu (minimum font size 14pt) in a clear font such as Arial.

2.6.6 SPACE, COMFORT & 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.
- Good layout and adequate circulation space to allow staff and customers to pass without inconvenience.
- Appropriate table and chair heights. Practical, comfortable chairs.
- Well-planned layout of furniture to maximise use of free space.
- 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

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.7.1 GENERAL - LOUNGES, BARS, DINING AREAS, RESTAURANTS, HALLWAYS, STAIRS, CORRIDORS AND LANDINGS

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 and this should be highlighted on property website and on third party websites.
- Where televisions are not provided in the bedrooms, there should be access to a lounge that has comfortable easy seating and a colour television at no extra charge. If you have a Peace and Quiet policy that is clearly advertised in your brochure, website and guests are advised at the time of booking, a dispensation may then be made at the discretion of the assessing body.
- 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.



- Décor - use could be made of local artist's work, prints and/or photographs of images depicting local scenes, historical, or heritage related images - it all adds to a visitor's enhanced sense of place.
- Lighting - greater use could be made of energy saving light bulbs throughout the establishment. Greater use could be made of natural light.
- Heating - improved insulation and greater use of thermostatically controlled and zoned heating will save on energy use.

2.7.2 DECORATION

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|--|--|--|--|---|
| <ul style="list-style-type: none"> • Functional decoration and limited coordination. • Limited pictures and wall hangings. | <ul style="list-style-type: none"> • Decoration possibly old but not damaged, scratched or torn. Free from food splashes. | <ul style="list-style-type: none"> • Coordinated 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. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • Excellent interior design, with high attention to detail. Thoughtful coordination 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. |
|--|--|--|--|---|



2.7.3 FURNITURE, FITTINGS & FURNISHINGS

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|--|--|---|--|--|
| <ul style="list-style-type: none"> • Furniture and furnishings adequate in terms of quality and range. Limited coordination. 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. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • Furniture of good quality and condition. Size and amount of furnishings in proportion to the space available. • Good use of coordination. • Good quality light fittings and shades, free from scorch marks. • Substantial, lined curtains. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • 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 coordination 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. |
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2.7.4 FLOORING

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|---|---|---|---|---|
| <ul style="list-style-type: none"> • Adequate quality flooring. Some signs of wear and tear may be evident. • Possibly not professionally fitted. | <ul style="list-style-type: none"> • Quite good quality flooring, but carpets may have a high manmade fibre content. | <ul style="list-style-type: none"> • Well-fitted, good quality flooring in sound condition and comfortable under foot. • Wooden, stone or tiled floors in good condition. • Some underlay for carpeting. | <ul style="list-style-type: none"> • High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition. • Normally professionally fitted. | <ul style="list-style-type: none"> • 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. |
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2.7.5 LIGHTING & HEATING: QUALITY OF PROVISION

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|---|--|---|---|--|
| <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • Quite good levels of lighting. • Heating may be free-standing, but might be automatic or thermostatically controlled. | <ul style="list-style-type: none"> • Well-positioned lights giving good levels of illumination. • Ample natural light. • Effective levels of heating providing overall uniform temperature. • Properly fitted, thermostatically controlled heating. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • 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. |
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2.7.6 SPACE, COMFORT & EASE OF USE

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| <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • 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. | <ul style="list-style-type: none"> • Good layout and adequate circulation space to allow staff and customers to pass without inconvenience. • Appropriate table and chair heights. Practical, comfortable chairs. | <ul style="list-style-type: none"> • Well-planned layout of furniture to maximise use of free space. | <ul style="list-style-type: none"> • 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. |
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2.8 EXTERIOR

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.8.1 BUILDINGS APPEARANCE & 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.

PLUS

★	★★	★★★	★★★★	★★★★★
<ul style="list-style-type: none"> • Exterior of buildings maintained in a sound, clean condition. • Adequately maintained property overall. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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.



- For grounds, gardens and frontages, establishments could consider the use of materials which are in keeping with the local environment and physical characteristics of the local geography, geology and age of the buildings. Consider using local varieties of flowers, plants etc.
- If possible and where available, provision should be made in the car park for a clearly marked public transport pick-up and drop-off point for taxis, buses and/or coaches.



- Provide within the grounds of the property or identify nearby a free run/spend area for assistance dogs. Ensure paths are kept clear of obstacles debris, moss, ice and fallen leaves and have firm well maintained surfaces. Ensure that any permanent features en route are securely fixed – e.g. flower pot arrangements statues.



2.8.2 SAFETY & SECURITY

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 the proprietor or staff are temporarily off-site or live away from the property, guests must be provided with a means to call for personal assistance 24 hours a day, without the need to use their own mobile phone. If mobile phone coverage is poor or non-existent proprietors should be able to provide a reliable alternative. Operators (or their designated representative) must be available to attend promptly in case of emergency.
- 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.



- Ensure the fire evacuation strategy details emergency exit procedures for disabled people. Remember guests with hearing impairment may not hear knocking at the door. Record room location and any specific requirements and pass to staff at change of shift.

2.8.3 GROUNDS, GARDEN & FRONTAGE

- An adequate first impression, e.g. refuse bins and storage areas discreetly positioned and tidily kept.
- Safe pathways.
- Adequately maintained driveway.
- 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.
- 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.
- 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, pothole-free driveways, colourful borders and wide level pathways.
- 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.



ONE STAR
★

TWO STAR
★★

THREE STAR
★★★

FOUR STAR
★★★★

FIVE STAR
★★★★★

2.8.4 CAR PARKING (WHERE PROVIDED)

- | | | | | |
|--|--|--|---|--|
| <ul style="list-style-type: none"> Reasonably easy, safe and adequately maintained parking. In a B&B, a less formal provision of parking might be appropriate. | <ul style="list-style-type: none"> Some attempt to manage parking arrangements. | <ul style="list-style-type: none"> Good, easy access with signage as appropriate. Adequate lighting. A more structured approach to parking for establishments who receive nonresidents. | <ul style="list-style-type: none"> Clear definition of parking area or spaces. Signage prevents confusion for guests on arrival. This may be informal. | <ul style="list-style-type: none"> 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. |
|--|--|--|---|--|

2.8.6 LIFTS

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.

PLUS



- | | | | | |
|---|--|---|---|--|
| <ul style="list-style-type: none"> The decoration, furniture, furnishings, fittings and flooring of an acceptable quality and condition. A sparing but adequate provision of appropriate furniture, furnishings and fittings in terms of quality. Adequate space for guests' comfort. Acceptable environment for guests without disturbing levels of noise, music, smells, pets etc. Any recreational facilities in an acceptable condition. | <ul style="list-style-type: none"> The decoration, furniture, furnishings, fittings and flooring of a quite good quality and condition. Sufficient space allowing for guests to register and settle bills. Any recreational facilities in a wellmaintained condition. | <ul style="list-style-type: none"> The decoration, furniture, furnishings, fittings and flooring of a good quality and condition. Good quality furniture, substantial, lined curtains, good use of coordination and well-fitted, good quality flooring. Particularly well-lit stairs, landings and corridors. Good space to allow a good degree of comfort for guests. Some personal touches, e.g. books, magazines, local historical information etc. Public WCs kept clean and well ventilated. | <ul style="list-style-type: none"> The decoration, furniture, furnishings, fittings and flooring of a very good quality and condition. Very good quality wall coverings and paintwork. Use of pictures where appropriate, particularly on plain walls. Space to allow for a small reception desk/ area where guests can register and pay their bills easily. Recreational facilities, if any, to be in a very good condition. | <ul style="list-style-type: none"> The decoration, furniture, furnishings, fittings and flooring should be of an excellent quality and condition. Attractive use of pictures, prints and other decorative relief as appropriate. High degree of comfort with generous flat surface for guests to register and pay their bills. Excellent coordination of furniture and fabrics. Excellent levels of lighting in all areas. Fresh and clean atmosphere in the area where guests are received. Public WCs and recreational facilities, where provided, in excellent condition. |
|---|--|---|---|--|

2.9 ANNEXES

ONE STAR
★

TWO STAR
★★

THREE STAR
★★★

FOUR STAR
★★★★

FIVE STAR
★★★★★

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.



The logo consists of the letters 'AA' in a bold, black, sans-serif font, positioned inside a yellow triangle that points to the right.

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