



**DIRECT TOURISM SERVICES**  
**GUEST ACCOMMODATION**  
**QUALITY STANDARDS**



## DIRECT TOURISM SERVICES - Guest Accommodation Assessment and Grading Scheme

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## DIRECT TOURISM SERVICES

### Guest Accommodation Assessment and Grading Scheme

#### Introduction

This assessment and grading scheme for guest accommodation in Shropshire is to be operated by Direct Tourism Services Limited on behalf of Shropshire Tourism. Direct Tourism Services Limited (DTS) is a limited company established by Shropshire Tourism to undertake commercial activities for the tourism industry.

#### Background and Context for the Direct Tourism Services Scheme

Shropshire Tourism and the tourist associations and countywide marketing organisations in Shropshire require all accommodations wishing to advertise in their county or district accommodation guides, or associated web sites, to be graded by an approved body. Shropshire Tourism continues to fully support this policy.

The Direct Tourism Services scheme is not a replacement for the current national harmonised accommodation grading schemes operated by Quality in Tourism (on behalf of Visit Britain), The AA, Visit Wales and Visit Scotland. Shropshire Tourism will continue to encourage and support participation in the national schemes.

Shropshire Tourism and Direct Tourism Services have developed this new grading scheme in response to demand from member businesses, particularly those that do not require the marketing benefits of the national schemes. An important objective of the Direct Tourism Services scheme is to attract those accommodation businesses who do not currently participate in any accommodation grading scheme.

Accommodations which have been assessed by Direct Tourism Services only will appear on Shropshire Tourism websites and brochures and in those of most local tourism associations. It is of course entirely up to an individual business which approved grading scheme they choose to participate in.



## Direct Tourism Services Guest Accommodation Assessment and Grading Scheme

The Direct Tourism Services scheme is locally run and operated to make it quicker and more responsive, and in most cases more cost effective. Direct Tourism Services will undertake guest accommodation assessments and grading under this scheme on behalf of Shropshire Tourism on the same basis that Quality in Tourism currently delivers for Visit Britain. Assessment fees will be payable to Direct Tourism Services Ltd.

Assessed properties which meet the required quality standards will be awarded between 1 and 5 Shropshire Tourism Stars based on the quality standards of facilities and customer care provided. Accommodations will be placed in one of the following sub categories. These are descriptions which enable customers to choose accommodation which meets their needs.

B&B	Private house providing accommodation in normally no more than 3 bedrooms (however exceptions can be made) and run by the owner.
Guest House	Accommodation run on a more commercial basis than B&B and normally offering more services. May have staff as well as the owner. Usually accommodate more than 6 guests.
Farmhouse	A working farm or smallholding offering B&B or Guest House accommodation.
Inn	Fully licensed accommodation providing evening meals and with a bar which is usually open to non-residents.
Restaurant with Rooms	Destination restaurant with very high standards and overnight accommodation in a maximum of 12 bedrooms. Restaurant is the main business, open to non-residents with restaurant service at least 5 nights a week. Liquor licence required.
Guest Accommodation	Any establishment that meets the minimum entry requirements.



## Direct Tourism Services Guest Accommodation Assessment and Grading Scheme Tariffs

Number of Bedrooms	Fee Net of VAT	VAT at 20%	Total Inc VAT
1-3 Bedrooms	£145.00	£29.00	£174.00
4-6 Bedrooms	£165.00	£33.00	£198.00
7-10 Bedrooms	£185.00	£37.00	£222.00
11-15 Bedrooms	£225.00	£45.00	£270.00
16-20 Bedrooms	£245.00	£49.00	£294.00

Any income generated by the Direct Tourism Services Accommodation Assessment Schemes for Shropshire will be used to cover costs of operating the assessment scheme and any profits will be used for the benefit of Shropshire Tourism members and the tourism industry in Shropshire.

If you hold a current grading we will endeavour to assess you on the anniversary of your last inspection visit. If you haven't been assessed before, we will endeavour to complete the process within 4 weeks of receiving your application. Shropshire Tourism and Direct Tourism Services will continue to recognise current and valid accommodation gradings from one of the national approved bodies such as Quality in Tourism.

There may well be some businesses that are already inspected by one of the national schemes who may wish to participate in the Direct Tourism Services scheme as well. If you currently have a valid accreditation you can apply to be recognised under this scheme for an administration fee of £35.00 inc. VAT.

### Conditions for Participation in the Direct Tourism Services Guest Accommodation Assessment and Grading Scheme

Accommodations participating in the Direct Tourism Services Guest Accommodation Assessment and Grading Scheme must:

1. Be located in Shropshire and immediate areas.



2. Observe the Code of Practice in Appendix 1.
3. Meet the Direct Tourism Services Minimum Requirements for All Star Gradings, any stated Additional Requirements and Quality Indicators for the relevant star grading (See below).
4. Complete an annual questionnaire providing information about the accommodation, preferably online.
5. Be assessed annually and allow reasonable access to Direct Tourism Services assessors or officers at other times.
6. Pay Direct Tourism Services assessment fees promptly.
7. Use the artwork for Shropshire Tourism Star ratings and sub categories provided by Direct Tourism Services when displaying gradings achieved.

### **Direct Tourism Services Criteria and Quality Standards**

Direct Tourism Services has developed criteria for their new Guest Accommodation Assessment and Grading scheme to the same standards as those used under the national harmonised schemes. There are some areas, such as cleanliness and customer care, on which we place particular emphasis as research has shown these to be of paramount importance to guests. Full details of criteria and quality standards are provided later in this document.

### **Direct Tourism Services Accommodation Assessors**

Direct Tourism Services has appointed locally recruited Assessors who have significant experience working in the tourism industry and good knowledge of the local industry. Assessors have completed a comprehensive training programme to enable them to provide a professional and consistent assessment service. Care is taken to ensure that the personal tastes of Assessors with regard to style or decor do not influence assessment results. During an Assessment Visit the Assessors will also be able to:

- Provide advice on improving star grading, where requested to do so.
- Identify areas in which accommodation providers would benefit from detailed information and business advice, and signpost operators to the wide range of local, regional and national organisations providing specialist services.
- Ensure that accommodation operators are up to date with developments in the tourism industry and aware of the opportunities available to them from Shropshire Tourism, Tourism Associations and other local organisations.

### **The Assessment Process**



1. Applications for assessment and grading will be accepted by Direct Tourism Services at any time during the year. Completed Application Forms and assessment fees should be sent to:  
Direct Tourism Services Limited, Grove House, 8 St. Julian's Friars, Shrewsbury, Shropshire, SY1 1XL  
Tel: 01743 261919 Email: [enquiries@directtourismservices.co.uk](mailto:enquiries@directtourismservices.co.uk)
2. Direct Tourism Services will allocate an Assessor to undertake the Assessment Visit. The Assessor will contact the accommodation to arrange an Assessment Visit to take place normally within 4 weeks of receipt of the application by Direct Tourism Services, and at a convenient time for the accommodation. If Direct Tourism Services is unable to undertake an assessment visit within 4 weeks, for example due to a very high level of demand for assessments, the current accommodation grading of an accommodation will be carried forward until the assessment visit has been completed.
3. The Assessment Visit. The Assessor will undertake the assessment and provide advice on improving star grading if requested to do so. The Assessor can also provide contact details for sources of business information and advice and information on local developments and marketing opportunities.
4. Following the Assessment Visit the accommodation will receive an Assessment Report advising the star grading achieved and including the percentage scores achieved. This report will be a useful management tool as it will identify both areas in which an accommodation excels and areas which need attention.
5. The annual assessment date for each accommodation will be the assessment renewal date for the following year. Accommodations will be sent an assessment renewal letter. An accommodation can request an earlier assessment date if significant changes or improvements have been made since the last assessment.

### **Appeals Process**

Direct Tourism Services has a formal Appeals Process regarding assessments and grading.

### **Complaint Procedure**

Direct Tourism Services has a transparent complaints procedure that will benefit both visitors and operators.

### **Dispensations**

In exceptional circumstances application can be made for a dispensation from certain Minimum Requirements, for example where meeting the requirement would degrade or damage an historic feature. Dispensations will only be allowed where an accommodation can present a robust



case and where all the other quality indicators for the grading concerned are met or exceeded. Applications for dispensations will be rigorously considered by the Direct Tourism Services Assessment Panel. Assessors can provide further information on the process.

### **Change of Ownership**

If a property assessed by Direct Tourism Services has been sold as a going concern, provided a new application is sent to Direct Tourism Services Ltd. within four weeks of the new owners taking over the business, the Direct Tourism Services grading current at the time of purchase continues until a new Direct Tourism Services assessment has been undertaken.

### **Signs**

Assessed properties which meet the required standards will have the opportunity to purchase an external sign displaying the Shropshire Tourism Stars awarded and appropriate sub category. Properties which cease to be assessed by Direct Tourism Services are legally required to remove these signs.

## **DIRECT TOURISM SERVICES**

### **Quality Standards for Guest Accommodation**

#### **What is included in the Assessment?**

The following pages include detailed information about the standards required for participation in the Direct Tourism Services Assessment Scheme for Guest Accommodation. There is a section on each of the main areas included in the assessment.

Section	Covers	Page No.
<b>Statutory Requirements</b>	Statutory regulations with which all accommodation businesses need to comply.	12
<b>Section 1 - Cleanliness</b>	Public areas, halls, lounges, conservatories, dining areas, bedrooms, bathrooms, corridors, stairs and landings.	13



<b>Section 2 - Hospitality and Friendliness, Service &amp; Competency, Safety &amp; Security</b>	Pre-arrival information, booking procedures, welcome and arrival, departure, safety and security.	14
<b>Section 3 - Exterior</b>	Buildings, gardens, grounds, parking, recreation (if available).	20
<b>Section 4 - Bedrooms</b>	Comfort and space, decor, floorings, lighting and heating, beds & bedding, furnishings and fittings, accessories.	22
<b>Section 5 - Bathrooms &amp; WCs</b>	Comfort and Space, decor, flooring, lighting and heating, sanitary ware and fittings, toiletries, towels etc.	35
<b>Section 6 - Breakfast</b>	Food range/menus. Policies and procedures.	45
<b>Section 7 – Living and other public areas: lounges, halls, cloakrooms conservatories, stairs/ landings, bars (if available)</b>	Comfort & space, decor, floorings, lighting and heating, furnishings and fittings).	47
<b>Section 8 - Dining room/restaurant</b>	Comfort and Space, decor, flooring, lighting & heating, furnishings and fittings and table settings.	54
<b>Section 9 - Dinner (if served)</b>	Food range/menus. Policies and procedures.	60
<b>Section 10 - Recreational Facilities &amp; Services</b>	Any additional optional recreational services and facilities provided which are not requirements of the Direct Tourism Services Assessment Scheme.	61

**Minimum Requirements for ALL Star Gradings:**

At the beginning of each of the above sections there are **Minimum Requirements - All Star Gradings** which have to be met by all accommodations achieving a grading under the Direct Tourism Services Guest Accommodation scheme. In some sections the Minimum Requirements include **Additional Requirements** for specific higher grading levels which also have to be met in order to achieve the star grading concerned.

There are a number of important key minimum requirements at different star grading levels as shown below.

**Key Minimum Requirements for One Star Grading:**

- Must meet current Statutory Regulations and have current Fire Risk Assessment, Public Liability Insurance cover and an Access Statement.
- Owner or staff must be available to welcome guests on arrival, at departure, and during meal times.



- Guests to be registered on arrival following which they should have access to property and bedrooms at all times unless this has been clearly explained prior to booking.
- Must meet all Minimum Requirements for All Star Gradings and Quality Indicators for One Star level.
- Must offer a cooked breakfast or substantial continental breakfast in a dining room or dedicated dining area. Meals may be served in bedrooms provided this is clear in promotional material and at time of booking.

### **Key Additional Requirements for Three, Four and Five Star Ratings:**

- **Three Star and Above:**
  - Beds for double occupancy to have access to both sides.
  - Bath/shower rooms cannot be shared with owners/proprietors.
  - Every guest bedroom must have a washbasin – either in an en suite or private bathroom, or in the bedroom.
- **Four Star:**
  - 50% of guest bedrooms to have either en-suite or private facilities. (See Appendix 3 for definition of en-suite/private bathroom).
- **Five Star:**
  - All guest bedrooms to be en-suite or with private facilities.

### **Quality Assessment:**

After checking that an accommodation meets all Minimum Requirements for All Star Gradings, the Assessor will undertake a Quality Assessment including consideration of:-

- Inherent quality of facilities, equipment etc.
- Comfort and Ease of Use – including layout of rooms, access to facilities, equipment and services.
- Condition of facilities, furnishings, equipment etc – are they fit for purpose and well maintained?
- Presentation - general appearance. Is the ambience welcoming?
- Evidence of attention to detail which will make a guest's stay more enjoyable.
- Service and customer care.

### **Quality Levels**

There are five levels of quality - one for each star grading category - with progressively higher standards required at each level from one star to five star grading. For the higher star gradings some additional facilities and services are required.



**Quality Indicators** are provided within each Section as a guide to what is expected at each star quality level. The range of different types, styles and characteristics of guest accommodation make it difficult to be specific, so broad terms like ‘Adequate’, ‘Quite Good’, ‘Good’, ‘Very Good’, and ‘Excellent’ are used to describe increasing levels of quality at each star grading. Assessors will also draw on their experience and knowledge in making their assessments. Assessors can advise on how to improve star gradings.

### How is the Shropshire Tourism Star Grading determined?

- The Assessor will award a quality score to each element included under Quality Indicators in the following Sections 1 – 10 including each bedroom and bathroom.
- Average percentage scores for each Section are calculated. Accommodations are required to achieve specific quality standards in **Key Areas** which are of high importance to guests – cleanliness, hospitality, bedrooms, bathrooms, and breakfast. Details of the required quality percentage scores for these areas can be obtained from Direct Tourism Services on 01743 261 910. E-mail: [enquiries@directtourismservices.co.uk](mailto:enquiries@directtourismservices.co.uk)
- The percentage scores for each Section are then amalgamated to reach an overall quality percentage score which will determine the star rating on a scale of One to Five Stars based on the following percentage bands.

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

### Examples:

#### To achieve a One Star rating an accommodation must:

1. Meet all Minimum Requirements and Quality Indicators for a One Star rating.
2. Achieve an overall Quality Percentage of between 30% and 46%.



3. Achieve or exceed the required percentage scores in all Key Areas (Cleanliness, Hospitality, Bedrooms, Bathrooms and Breakfast)

**To achieve a Four Star rating an accommodation must:**

1. Achieve all the Minimum Requirements, Additional Requirements and Quality indicators for One, Two and Three Star ratings plus any Additional Requirements and Quality Indicators required for a Four Star rating.
2. Achieve an overall Quality Percentage of between 70% and 84%.
3. Achieve or exceed the required percentage scores in all Key Areas (Cleanliness, Hospitality, Bedrooms, Bathrooms and Breakfast)

**Notes:**

1. More detailed information on the required percentage levels referred to above can be obtained from Direct Tourism Services on 01743 464200 e: [enquiries@directtourismservices.co.uk](mailto:enquiries@directtourismservices.co.uk)

## **STATUTORY REQUIREMENTS**

### **Minimum Requirements - All Star Gradings:**

All star rated accommodation has to meet the requirements for current and relevant Statutory Requirements including those listed below.

For detailed information about legislation accommodation providers need to comply with, including legislation listed below, see

[www.accommodationknowhow.co.uk](http://www.accommodationknowhow.co.uk).

### **Premises:**

Planning Permission/ Housing/Private Water Supplies/TV Licensing

### **Safety:**

Fire Safety/Gas and Electrical Safety/Electrical Appliance Testing/Product Safety/Bunk bed regulations/British standards for furniture & equipment

### **Health & Safety**

### **Food Safety/Hygiene legislation**



## Hotel Proprietors Act

### Licensing

**Trade Description:** Advertising/Price Display Orders/Unfair contract terms/Signage

**Discrimination:** Sex Discrimination/Race Discrimination/Disability Discrimination/Age Discrimination

**Records:** Data Protection/Immigration Hotel Records/Consumer Protection

### Notes:

1. **Declaration:** The Application for Assessment and Grading by Direct Tourism Services includes a declaration to be signed by all applicants which confirms that they are complying with all current statutory requirements and legislation.
2. **Public Liability Insurance:** Assessors will ask to see evidence of current Public Liability insurance cover.
3. **Fire Risk Assessment:** Assessors will ask to see current Fire Risk Assessment.
4. **Access Statement:** Assessors will ask to see evidence that proprietors have a written accurate Access Statement which is publicly available. An Access Statement is a clear, accurate, and honest description of current facilities and services offered which will make it possible for a visitor to make an informed decision about whether your property meets their access needs. See <http://www.tourismtrade.org.uk/quality/assessmentstandards/NationalAccessibleScheme/Access/accesstatments.asp> for further information.

## SECTION 1 - CLEANLINESS

### Minimum Requirements – All Star Gradings:

A high standard of cleanliness is of the utmost importance to guests and must be achieved and sustained throughout the property at all times. The whole property should be immaculately clean and fresh.

Meticulous attention must be given to bathrooms, toilets and shower rooms and particularly to those items with which guests come into direct contact:

*Bathroom fittings and sanitary ware, plugs, plugholes, shower curtains, mirrors, extractor fans.*

*Bedding, linen, towels*

*Flooring and seating*

*Crockery, cutlery, glassware*



Proprietors must ensure that bedrooms are thoroughly cleaned daily.					
Quality Indicators	One Star	Two Star	Three Star	Four Star	Five Star
<p>Assessment of the cleanliness of the areas of the accommodation used by guests.</p> <p><b>NOTE:</b></p> <p><b>See Hints &amp; Tips at Appendix 2</b></p>	<p>Good standards of cleanliness.</p> <p>Property thoroughly clean and tidy throughout with surfaces free from dust and freshly polished. Smells clean and fresh.</p> <p>Minimal lime scale or mildew on tiled areas.</p> <p>Carpets vacuumed daily.</p>	<p>As One Star.</p>	<p>Very good standards of cleanliness.</p> <p>More evidence of attention to detail in all areas including high and low levels. Brass and silver newly cleaned.</p> <p>Curtains, carpets and soft furnishings well maintained/deep cleaned. Drawers lined.</p> <p>No clutter.</p>	<p>High standard of cleanliness.</p> <p>Curtains, carpets and furnishings regularly deep cleaned.</p> <p>Extra blankets etc stored in protective containers.</p>	<p>Excellent standards of pristine cleanliness giving a fresh and immaculate ambience.</p> <p>Surfaces, carpets, curtains and soft furnishings impeccably clean. Furniture and wooden floors highly polished.</p> <p>Gleaming mirrors, ornaments etc.</p>

## SECTION 2 - HOSPITALITY & FRIENDLINESS, WELCOME, SERVICE & COMPETENCY, SAFETY & SECURITY

Covers procedures for and communication with guests during booking, pre-arrival and arrival, and customer care during guest stay.

### Minimum Requirements - All Star Gradings:

#### Pre-arrival (Information for guests , prior to booking)

- The property, amenities, facilities and services must be accurately and fairly described in advertisements, brochures, websites, written and spoken communications.
- An up to date Access Statement should be available for people with disabilities which will enable them to assess whether the accommodation is suitable for their needs.
- If requested, guests should be allowed to view the accommodation before booking.
- Prior to booking, prospective guests should be fully aware of :

*What is included in quoted prices for the accommodation, meals and refreshments and when payments are due.*

*Prices must include service charges, taxes and other surcharges. Where VAT is applicable, prices shown must be inclusive of VAT.*



*Prices quoted at time of booking should not be exceeded.*

*If a deposit is required guests should be advised when they book and told when it will be collected, and whether it is refundable should they cancel.*

*Any charges for additional services or facilities available and cancellation terms should be explained.*

#### **Bookings**

- At the time of booking *potential* guests must be advised of:
  - In-house policies on smoking, pets, children etc must be clearly explained.*
  - Any restrictions on access to your accommodation.*
  - Any changes in description of property, booking procedures etc from those advertised.*
  - Any planned work on your property which could affect their stay.*

#### **Guest Arrival & Welcome**

- The owner or staff should be available during arrival and departure periods and meal times. The entrance can be locked and guests may have to knock or ring to get attention.
- All guests should be registered on arrival in accordance with current legislation.
- When registered, guests must have access to the property and their bedrooms at all times unless they were previously told of any restrictions. A key or security code for the main entrance door can be provided.

#### **Minimum Requirements for Hospitality & Friendliness, Welcome, Service & Competency, Safety & Security – Continued:**

- Guests should be made aware of fire alarms, escapes/routes etc. in accordance with property's current Fire Risk Assessment, and procedures for other emergencies/contact numbers.
- Guests should be able to contact owners or staff at all times. If the owners and staff do not live on the premises, guests should be given a contact telephone number which must also be clearly displayed on the premises.
- For foreign guests alternative means of providing information on fire emergency procedures and contact numbers for foreign guests must be considered. For example, diagrams and symbols.
- All enquiries, bookings, requests, complaints and correspondence from guests must be dealt with promptly and efficiently.
- A good level of service appropriate to the type of operation must be provided.

#### **Visitor and Tourist Information**

- Well presented and/or displayed information on what there is to see and do in the area should be available for all guests.

#### **Guest Departure**

- An invoice with details of cost of rooms and services, any deposit received and amount outstanding should be provided. If VAT applicable this



should be clearly shown. A receipt should be provided if requested.

**Safety & Security**

- The main entrance should be easily identifiable and illuminated at appropriate times.
- All guest and staff information on emergency procedures should be kept up to date. There should be a high level of awareness of general safety and security.
- Adequate precautions must be taken to ensure guests and their property are secure. Particular consideration needs to be given to guests staying in ground floor rooms.
- Every bedroom should have up to date information on how to summon help in the case of emergency, and what to do in case of fire in accordance with the property's current Fire Risk Assessment. Consideration should be given to providing this information in ways which are easy for foreign or disabled visitors to understand e.g. use symbols, diagrams, Braille, etc.
- All car parks should be well lit.

**QUALITY INDICATORS FOR HOSPITALITY & FRIENDLINESS, SERVICE & COMPETENCY**

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
<b>Hospitality &amp; Friendliness</b>	Adequate customer care skills.  Co-operative contact with guests, but may be limited interaction.  Owners and/or staff clean and tidy.	Quite good customer care skills, generally helpful.  Guests dealt with promptly and courteously.	Good customer care skills.  Positive and welcoming approach to guest.  Owner and/or staff friendly and give good first and last impression.	Very good customer care, more personal service. Efforts made to make guests feel at home, use of customer's names.  Pro-active owners/staff engaging guests in conversation where appreciated.	Excellent / memorable customer care, with anticipation of guest needs. Excellent first and last impression with personal welcome for all guests.  Additional services offered, including details and menus of places to eat in area.
<b>Service &amp; Competency</b>	<b>Service:</b> Adequate social and customer care skills.	<b>Service:</b> Quite good levels of	<b>Service:</b> Good levels of service.	<b>Service:</b> Very good customer service.	<b>Service:</b> Excellent, skilled and



<p><b>Service, Efficiency and Competency of Procedures, and Processes</b> for: Booking, Welcome &amp; Arrival/Access, Guest and Visitor information Departure. Higher marks awarded for good practice e.g. written or emailed confirmation of bookings.</p>	<p>Table settings appropriate for meal to be served.</p> <p>May be limited knowledge of food &amp; drink served.</p> <p><b>Booking:</b> Basic booking procedures. Visitor name, address, contact details and room requirements recorded. Directions provided.</p> <p><b>Welcome &amp; Access:</b> All guests registered on arrival. Access could be restricted – if so must be advised in advance. Guests directed to rooms.</p> <p><b>Guest/Visitor Info.</b> Basic information on facilities and area available for guest use.</p>	<p>service, overall competent and helpful.</p> <p>Helpful and competent. Awareness of guest arrival in dining area.</p> <p>Quite good knowledge of food and drink on offer.</p> <p><b>Booking:</b> More efficient booking procedures and more competent telephone manner.</p> <p><b>Welcome &amp; Access:</b> Greater range of information provided to guests. More organised registration procedures.</p> <p><b>Guest/Visitor Info.</b> Simple range of tourist and local information available for guests.</p> <p><b>Departure:</b> Owners and /or staff available at departure</p>	<p>Request for additional services (e.g. an iron, fresh milk) dealt with promptly.</p> <p>Guest contact at bars or reception handled professionally/promptly</p> <p>Good knowledge of food and drink served. Good information provided on choices at breakfast and dinner (if served) either verbally or in a menu.</p> <p>Breakfast buffet topped up.</p> <p>Well paced meal service responsive to guest needs/no undue delays. If no evening meal provided Information available on where to eat and drink.</p> <p><b>Booking:</b> Greater organisation and more formal procedures or dealing with bookings,</p>	<p>Evident willingness to provide additional services</p> <p>Very good, attentive service and knowledge of food and drink served.</p> <p>Regular checks that guests have all they need. Guests make breakfast choices at breakfast table (not the night before).</p> <p>Verbal and/or written/printed information about dinner menu available. Spontaneous offer of information on places to eat/drink. Tables cleared promptly</p> <p><b>Booking:</b> Very well established procedures and efficient booking and communication processes. Enquirers and guests provided with very good information on policies and facilities. Directions to property</p>	<p>memorable service anticipating guest needs.</p> <p>Proactive offer of additional services like warming and lighting rooms prior to arrival.</p> <p>Excellent, attentive service. Anticipation of guest needs. Offer of fresh hot drinks, water, toast etc.</p> <p>Evidence of technical skills.</p> <p>Comprehensive information on choices available with staff able advise on menu dishes and wine list (if on offer).</p> <p>Well paced serving of courses. Pristine well presented menus/full dish descriptions Detailed information provided on places to eat if dinner not served.</p> <p><b>Booking:</b> Excellent policies and procedures in place. Phone answered promptly –</p>
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	<p><b>Departure:</b> Limited guest contact on departure but adequate. Written/typed invoice with details of payments due, and receipt to be provided on request. If applicable VAT to be clearly identified.</p>	<p>times and able to answer queries on bill if necessary.</p> <p>Should be no undue delays for guests.</p>	<p>enquiries, complaints etc. Larger establishments could include policies ensuring consistency of staff performance.</p> <p><b>Welcome &amp; Access:</b> Good registration procedures with area provided for registration on arrival. Greater degree of assistance to guests on arrival.</p> <p><b>Guest/Visitor Info.</b> More comprehensive range of information on establishment and places to visit/things to do and see in the area, well presented.</p> <p><b>Departure:</b> Efficient procedures established for guest departure.</p> <p>Accurate invoice prepared in advance and ready for guests on departure.</p> <p>Good last impression</p>	<p>offered.</p> <p><b>Welcome &amp; Access:</b> Very good registration processes. All guests shown to their rooms and shown round public areas. Meal times explained. Assistance with luggage offered.</p> <p><b>Guest/Visitor Info.</b> Very good range of information on establishment and wider area provided in rooms, thoughtfully presented for ease of use.</p> <p><b>Departure:</b> Owners and/or staff attend to guests promptly and are able to explain and answer queries on all methods of payment if required.</p> <p>Personal farewell to guests.</p>	<p>preferably no more than five rings. Bookings taken in welcoming and confidence inspiring way. Visitors receive written/ faxed/emailed confirmation of booking with directions.</p> <p><b>Welcome &amp; Access:</b> Excellent registration processes. All guests shown to rooms and luggage assistance provided. Good use of guest name. Refreshments offered on arrival.</p> <p><b>Guest/Visitor Info.</b> Excellent information presented to high standard.</p> <p><b>Departure:</b> Owners and/or staff aware of /available when guests want to pay. Invoices well presented and explained. Receipts provided. Guests asked if their stay has been enjoyable/offered assistance with luggage and directions to</p>
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					destination. Excellent last impression. May be follow up letter/email.
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**SECTION 3 - EXTERIOR**

**Minimum Requirements – All Star Gradings:**

- All buildings, fixtures and fittings and exterior decor must be fit for purpose, well maintained in a sound and clean condition.
- All electrical and/or gas equipment should be fit for purpose and well maintained in a safe working condition in accordance with current legislation.

<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
Assessment of the appearance, condition and maintenance of the exterior of the main building and outbuildings.	<p>Adequately maintained buildings in sound condition. Overall impression clean and tidy.</p> <p>Clearly visible sign or house name.</p> <p>Front door area to be well illuminated at night as well as any</p>	<p>Buildings in quite good condition – may be small areas with defects/signs of ageing.</p> <p>Any window boxes, pots etc to be well maintained.</p> <p>Limited signs and external lighting.</p>	<p>Good condition and maintenance of buildings, outbuildings and signs.</p> <p>May have some weathering.</p> <p>Evidence of efforts made to improve the exterior appearance.</p> <p>Well positioned signs and</p>	<p>Very good condition and maintenance of buildings and signs, including stonework and painted areas. Some weathering acceptable but no signs of neglect. Efforts made to</p>	<p>Excellent condition and maintenance of all buildings and signs. Age of building considered but should be no unattractive staining of stonework, or neglected areas.</p> <p>New buildings to be freshly painted/well</p>



	awkward or potentially hazardous paths or steps from parking areas to main building.		lighting in good condition Including parking area.	enhance external appearance and interest - particularly where there is no garden e.g. hanging baskets, window boxes, tubs, pots.	maintained.  Buildings well lit with excellent well positioned signage and lighting.
<b>Assessment of gardens and grounds including, refuse storage areas.</b>	Adequately maintained and tidy external areas, including drives and pathways.  Safe access paths with no hazards.  Refuse bins and storage areas tidy and well positioned.  No litter.	Quite good maintenance of gardens, drives and pathways.  Some evidence of efforts to create attractive external areas/gardens.	Good maintenance of external areas, gardens, drives and paths giving well cared for and attractive impression.  Good access routes to main building with sound surfaces.  Effective lighting and signage where required.	Very good maintenance to all areas and very good standards of gardening with attention to detail - more colour and interest, hedges and paths trimmed.  Good surfaces to drives and no potholes.  Refuse areas out of sight or screened.	Excellent first impression. Attractive gardens, lawns in good condition/kept trimmed.  Good borders /shrubs and evidence of landscaping or planning to create year round interest.  Likely to be added interest (e.g. summer house, pergola etc) and garden furniture.
<b>Assessment of car parking areas. (where provided)</b>	Parking could be informal but must have acceptable access and be safe and adequately	More efforts made to manage parking arrangements.	Good access to parking area and more formal parking arrangements, particularly if non-	Parking areas clearly defined, possibly with signage if not immediately	Plenty of parking spaces on excellent, well maintained surfaces, with evidence that



	maintained.		residents use property.  Well maintained surface in parking area, pothole free. Well lit and signed.	adjacent to front door. Well lit  Well surfaced with defined parking bays.  Needs of disabled visitors considered.	security considered.  Parking area signed with well positioned lighting including route to front door- particularly along paths and steps.
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## SECTION 4 - BEDROOMS

### Minimum Miscellaneous Requirements – All Star Gradings

#### Every bedroom should have:

- A lock or other means of securing the bedroom door from inside and out with a key. A special dispensation may be obtained if fitting of locks would damage/be ineffective on old or original doors. In this case, if a dispensation is granted:-
  - There should be a hook and hasp or a bolt on the inside to allow for privacy.
  - Guests must be advised that bedroom doors can only be secured from inside at time of booking.
  - A safe or lockable wardrobe/drawer should be available within the bedroom.
- Clearly presented and displayed advice on how to get help in the case of emergency at night.
- Clearly presented and prominently displayed instructions on what to do in case of fire based on a current fire risk assessment.
- Enough power sockets safely and conveniently placed for easy use of all items of electric equipment in the room.
- Drinking tumblers for all room occupants – either glass or disposable (latter must be wrapped).
- Non flammable waste bin.
- Ashtray if smoking allowed.
- For bedrooms sharing a bathroom, a towel rail or towel rack over radiator with 1 hand towel and 1 bath towel per person, and fresh soap for each new guest or clean liquid soap dispenser.
- Iron and ironing board available/information in room.
- An alarm clock or information that early morning calls available.
- Fully fitted carpets or hard flooring with slip-resistant bedside rugs or mats.

#### Annexes:

- You must advise guests at the time of booking if they are to be accommodated in an annexe which is not connected to the main property and has separate external access. You should also explain the location of the annexe and distance from the main property.



- You must also advise guests if there is a change of booking involving an annexe or separate external access.
- Paths or passages to the annexe must be in good condition, unobstructed, well lit with good surfaces.

**See also Minimum Requirements – All Star Gradings at the beginning of each of the following sections below.**

## **BEDROOM SIZE, WINDOWS, COMFORT, SPACE AND EASE OF USE**

### **Minimum Requirements – All Star Gradings:**

- Bedrooms should have adequate free space for guests to have easy freedom of movement. Usable space around furniture and equipment is taken into account in assessments. Bedrooms should normally be at least the minimum sizes given below, and to achieve higher star ratings considerably larger room sizes will be expected.
  - Single: 5.6 sq m/60sq ft
  - Double: 8.4 sq m/90 sq ft
  - Twin: 10.2 sq m/110 sq ft
  - Family rooms should be considerably larger.
- Where there is only access to one side of a double bed, the maximum possible star rating is Two Star.
- All doors and drawers should open fully without obstruction, and without having to move furniture.
- Ceiling heights in the major part of the room should allow a person of 6ft to walk upright. Sloping eaves and ceilings are acceptable provided they do not inhibit guest movement and comfort unreasonably.
- All bedrooms must have sufficient natural light and ventilation. All rooms to have at least one window with clear glass which is well -fitted, can stay open, and is easy to open and close. It is not acceptable for there to be no windows in bedrooms.
- If windows are sealed there must be a local authority approved ventilation system.
- If the only windows are high skylights or Velux type you must provide a pole to assist opening and closing.
- Where access from outside could be achieved through windows (e.g. ground floor rooms, patio doors, fire escapes) windows must have security fittings.
- Where there could be intrusive external noise, efforts should be made reduce this as much as possible e.g. through insulation.



**BEDROOMS - COMFORT, SPACE, EASE OF USE**

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
<p>Assessment of space, comfort, ease of use and freedom of movement in bedrooms.</p>	<p>Bedrooms of sufficient size to take furniture provided and allow reasonable freedom of movement.</p> <p>Rudimentary layout possibly with some large oversize pieces of furniture.</p> <p>Low beams/eaves should not restrict movement unduly.</p> <p>Must be able to open doors and drawers without moving other furniture.</p> <p>Adequate sound insulation –little noise from plumbing or external sources.</p>	<p>Larger room sizes with considerably more usable space.</p> <p>Adequate seating.</p> <p>No clutter.</p>	<p>Rooms with enough usable space and a convenient layout of furniture to provide a good level of comfort, freedom of movement and easy access to all facilities.</p> <p>Must be good access to both sides of a double bed.</p> <p>TV (if provided) to be visible from either the bed or comfortable chairs.</p> <p>Sufficient, well positioned sockets for all equipment provided.</p>	<p>Very good layout of furniture making best use of available space. Emphasis on usable space so, provided layout is good, rooms could be smaller.</p> <p>Very good access to both sides of double beds.</p> <p>Should not have to move furniture to get access to furniture.</p> <p>Preferably one chair for each guest using room.</p> <p>Ideally, spare sockets in good positions.</p> <p>Very little noise.</p> <p>If business visitors are accommodated</p>	<p>Very spacious and comfortable rooms with excellent and convenient layout.</p> <p>Excellent access to both sides of double beds. Comfortable chairs.</p> <p>Provision of flat uncluttered surfaces. If business visitors are accommodated space for working/use of lap top.</p> <p>Surfaces/power points placed to ensure easy use of facilities. It should not be necessary to move items of equipment to</p>



				space for working/use of lap top.	create space for activities.  No intrusive noise.
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<b>BEDROOMS – DECORATION</b>					
<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
Assessment of quality, application and condition of walls, ceilings and woodwork. Also includes any wall decorations like pictures, prints etc. Care is taken to ensure that the personal tastes of assessors do not influence the assessment.	Basic decor with few pictures/little embellishment. May be some signs of wear and tear/	Quite good quality and condition of decor, may not be new but applied well and with few defects.	Good decor demonstrating design concept/ co-ordination.  Wall coverings paintwork and woodwork applied well with good finishing. Pictures and/or other embellishments used appropriately. Evidence of regular maintenance.	Very good decor and finishes to professional standards and in good condition. Minimal signs of wear and tear. Use of very good quality pictures, wall hangings etc to good effect. Pipes and wires should be concealed where possible.	Excellent interior design in mint condition throughout with high quality professional finishes to wall coverings, wood work and paintwork  High attention to detail. May be interesting and distinctive features and art work etc. Attractive and well -displayed pictures, hangings, prints etc. Restrictions placed on historic properties and listed buildings taken into account.



## BEDROOMS - FLOORING

### Minimum Requirements – All Star Gradings:

- All bedrooms should have suitable flooring – either carpets or hard floors with non-slip rugs or mats at bedsides.

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Assessment of provision, quality, comfort and condition of all floorings.	Adequate flooring, comfortable but not necessarily professionally fitted. May be some signs of wear and tear.	Quite good quality.  Carpets may contain a high proportion of man-made fibres.	Good quality comfortable flooring, well- fitted.  Carpets with some wool content and some underlay.  Wooden floors in good condition.	High quality flooring not necessarily new and possibly with signs or wear. Or could be good quality in mint condition.  Carpets normally with high wool content.  No evident excessive wear.	Very high quality, professionally fitted flooring in excellent condition.  Carpets normally have high wool content and good underlay.  Or polished floors/ laminates with good quality rugs, preferably non-slip.

## BEDROOMS - LIGHTING & HEATING

### Minimum Requirements – All Star Gradings:

#### Heating and Ventilations:

- Adequate in room heating must be available at no extra cost. Additional heating should be available on request at no extra charge.
- Free standing radiant bars, calor gas and paraffin heaters are not acceptable for safety reasons.

#### Lighting:

- All lights must have shades, unless the bulbs are decorative – e.g. candle bulbs.
- Bedrooms should be well lit with adequate natural light and control switch for the main light near the entrance door.



- Overall lighting levels should be about 160 watts (cumulative) for a single room or 220 watts for a double room, or preferably energy saving wattage equivalent – see below.

<b>ORDINARY LIGHT BULB</b>	<b>ENERGY SAVING LIGHT BULB</b>
100 Watt	20 – 23 Watt
75 Watt	15 – 18 Watt
60 Watt	11- 13 Watt
40 Watt	9 Watt

- Adequate bedside lighting controllable from each bed space should be provided. Twin beds may share a centrally placed light. Bunk beds are exempt.



## QUALITY INDICATORS – LIGHTING & HEATING

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
<p><b>Lighting:</b> Assessment covers quality and levels of provision of lighting and heating.</p>	<p>Adequate for size and shape of room and needs of guests.</p> <p>There should be a minimum cumulative overall lighting of 160 watts for a single room and 220 watts for a double room, or low energy equivalent – see table above</p>	<p>Quite good levels, normally main light and bedside light(s).</p> <p>Cumulative wattage higher than minimum of 160 watts (single) or 220 watts (double).</p>	<p>Good levels of lighting which can be easily controlled at night, effectively positioned.</p> <p>Good natural light.</p> <p>Well positioned lights to assist guest use of facilities e.g. dressing table, reading in bed.</p>	<p>Very good levels with easy to access controls.</p> <p>Range of types of lighting practically placed, and used to enhance ambience. E.g. down lights, spots, etc.</p>	<p>Excellent and effective lighting with variety of quality lights placed to facilitate reading, putting on make-up etc.</p> <p>Lighting levels should be easily controllable. Ideally main light controllable from door and bed. May have dimmer switches.</p>
<p><b>Heating &amp; Ventilation:</b> Assessment covers provision, quality and effectiveness of heating in bedrooms.</p>	<p>Adequate and effective heating for size and shape of room at all appropriate times.</p> <p>Not necessarily fixed or automatic.</p> <p>Windows should open to provide fresh air.</p>	<p>May be free standing, possibly automatic or thermostatically controlled.</p>	<p>Well fitted effective heating, thermostatically controlled and providing overall uniform temperatures.</p>	<p>Well fitted automatic heating – may be thermostatically controlled.</p> <p>It is desirable for fans to be available on request in hot weather.</p>	<p>Very effective heating at all times, professionally fitted with individual thermostatic controls.</p> <p>Fans available on request in hot weather.</p>



## BEDS AND BEDDING - SIZE, PROVISION AND QUALITY

### Minimum Requirements – All Star Gradings

#### Beds & Mattresses –Size and Quality:

- All beds and mattresses must be in good condition and fit for purpose with a secure headboard or equivalent.
- Minimum bed sizes:           Single: 190 x 90cm/6ft. 3ins x 3 ft  
  Double: 190 x 137cm/ 6ft. 3in/4ft. 6ins  
  
  Family rooms may have beds of 183 x 75cm/6ft x2ft 6ins for use by children only.  
  
  Beds of 190 x 122cm/6ft 3ins x 4ft are acceptable for single use only.
- Bunk beds are not acceptable for adult use. The space between the mattress of the bottom bunk and the underneath of the top bunk should be at least 75cm/2ft 6ins in accordance with the Bunk Bed Regulations 1997.
- Comfortable mattresses with sprung interiors or made of foam or equivalent should be provided, with mattress protectors. Plastic or rubber protectors can only be used on children’s beds, unless requested by guests.

#### Bedding – Provision and Quality

- Clean bedding should be provided in adequate quantities related to the time of year and guest needs.
- Beds should be made daily.
- Fresh bed linen must be provided for new guests and it should be changed every four days unless the accommodation has a well promoted environmental policy inviting guests to choose less frequent changes, possibly once a week .
- 100% manmade fibre sheets are not acceptable.
- Non-allergenic alternatives to feather or down pillows/duvets should be available on request.
- Each bed should have:
  - Either a duvet with cover and one or two sheets, or two sheets, two blankets and a bedspread.
  - Two pillows per person in individual cases.
  - If duvets are provided alternative bedding should be available on request.
  - Spare bedding and pillows to be available on request. Spare bedding should be clean and preferably wrapped.



## BEDROOMS – BEDS AND BEDDING – QUALITY INDICATORS

Quality Indicators:	One Star	Two Stars	Three Stars	Four Stars	Five Stars
<p>Assessment of provision, quality and condition of beds and bedding. More marks are allocated for best practice e.g. use of pillow protectors and spare bedding/pillow wrapped for storage.</p>	<p>Beds and bedding of adequate quality.</p> <p>Headboards or similar clean and well fixed.</p> <p>Mattresses and bases could be thin but serviceable.</p> <p>Adequate provision of bedding including spares available.</p> <p>Linen and bed covers in good condition, fresh and clean.</p>	<p>Beds and bedding of quite good quality.</p> <p>Beds, headboards and mattresses well kept.</p> <p>Bedding preferably co-ordinated, may be faded but no tears or stains.</p>	<p>Good quality, comfortable beds and bases, possibly dated but in good condition with firm mattresses.</p> <p>Good presentation of made up beds with freshly laundered, matching linen and co-ordinated bedding.</p> <p>Additional bedding stored in bedrooms, preferably wrapped.</p>	<p>Very good quality beds with deep and firm mattresses, sound bases and preferably comfortable headboards.</p> <p>Very good quality matching linen co-ordinating with bedding and decor. Use of valances where appropriate.</p> <p>Choice of pillow types e.g. feather/down/hollow fibre.</p> <p>Wrapped additional bedding in bedrooms.</p>	<p>Excellent quality beds, bases and headboards in excellent condition and offering high comfort levels e.g. sprung mattresses, padded headboards.</p> <p>High quality bedding co-ordinated with decor and furnishings.</p> <p>Choice available e.g. Tog ratings of duvets, blankets, quilted bedspreads.</p> <p>Excellent bed dressing.</p> <p>Matching fresh and immaculately ironed linen changed at</p>



					<p>least every two days.</p> <p>Appropriate use of valances, cushions etc to attain high overall standards.</p>
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## BEDROOMS - FURNISHINGS & FITTINGS

**Minimum Requirements – All Star Gradings:**

**All bedrooms should have:**

- Bedside table, cabinet or shelf for each bed. Twin beds can share. Bunk beds exempt.
- Wardrobe or clothes hanging space (alcove with rail acceptable – hooks on walls/doors or coat stands are not). Minimum of 6 hangers per person.  
No wire hangers.
- Adequate free running drawers or shelf space.
- Dressing table or equivalent with adjacent mirror and a chair or stool
- If a lounge is not available for guest use there should be a comfortable easy chair in each bedroom.
- Windows, glass panels in doors, skylights and fan lights should have opaque window coverings which exclude light – curtains, blinds or shutters. In ground floor windows consideration should be given to privacy and the need for net curtains or blinds.

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Assessment of quality and condition of furniture, fittings and equipment in bedrooms, including curtains and poles, furnishings,	Limited range, quality and co-ordination of furniture, furnishings and fittings but fit for purpose.  Curtains/blinds etc	Quite good range of furniture - may be dated but sound.  Alternatively of excellent quality with signs of wear	Good quality and range of furniture normally matching with size and amount appropriate for size and shape of room.  More substantial, lined	High quality furniture, furnishings and fittings. May not be new but high degree of comfort.  Matching hangers.	Excellent quality and condition of furnishings and lighting .Very high level of comfort/ luxury.



<p>lighting, electrical and heating equipment. And washbasins in bedrooms.</p>	<p>well fitted and cover window openings when drawn. Clean, no stains.</p> <p>Adequate quality lighting and heating fittings for size and shape of room and in good and safe condition.</p>	<p>and tear.</p> <p>Fuller, better quality window coverings, easy to close.</p> <p>Lighting and heating fittings of quite good quality and condition.</p>	<p>curtains.</p> <p>Good use of co-ordination where appropriate to design concept.</p> <p>Good quality light fittings with shades, and well placed lights.</p>	<p>Preferably one chair provided per person.</p> <p>Generous curtains possibly with tiebacks, pelmets etc.</p>	<p>More extensive range of modern, antique or reproduction furniture. Some blemishes to antique furniture acceptable but must not inhibit overall excellence. At least two easy comfortable chairs. Excellent co-ordination or distinctive design concept - cushions and other features.</p> <p>Drawers lined.</p> <p>Ample, fully lined curtains in quality fabrics and some use of with drapes, swags etc</p> <p>Heating and lighting fittings in excellent condition.</p>
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					Radiators may be disguised.
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**BEDROOMS - ACCESSORIES**

**Minimum Requirements – All Star Gradings:**

**Hot Drinks:**

- If bedrooms do not have facilities to make hot drinks, hot drinks should be available at reasonable times on request e.g. a hot drinks service available in bedrooms mornings and evenings.

**Provision of facilities in bedrooms for making hot drinks, and provision of telephones in bedrooms are not Minimum Requirements.**

**Where they are provided in rooms the Minimum Requirements below will apply:**

**Hot Drinks:** Fresh milk to be available on request. Ingredients to be placed in lidded containers or wrapped.

Kettles should be placed on solid surfaces. It is unacceptable for kettles to be boiled on the floor for safety reasons.

**Telephones:** Where telephones are provided in bedrooms there should be clear information on charges including definitions of a local call and a long- distance call, peak and off-peak periods. The cost of following calls should be provided:

5 minute local call at peak and off-peak rates

5 minute long distance call at peak and off-peak rates

5 minute international call at peak and off-peak rates (e.g. USA)

There are additional facilities and accessories which may be included in bedrooms which are not General Requirements. Where these are present they will be included in the Assessment. Examples: facilities for making hot drinks, fridge, hot water bottle, hair dryer, trouser press, clothes brush, mending kit, radio, colour TV, books/magazines, in-room information, flowers, fruit, biscuits, sweets, mineral water, telephones, tissues, cotton wool products.



Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Assessment of quality, range, presentation and ease of use of accessories in bedrooms.	Very limited range and quality accessories	Small range of quite good quality accessories.	Good range of quality accessories.	Very good range of very good quality accessories.	Excellent range of high quality accessories.

**SECTION 5 - BATHROOMS, ENSUITES AND WCs**

**Minimum Requirements – All Star Gradings:**

All accommodations must provide:-

- Hot water at all reasonable times
- At least one bath or shower room with washbasin for every 6 guests
- At least one WC for every 6 guests, separate from bath or shower room  
If there are four or fewer bed spaces for guests, a bath or shower room may be combined with a washbasin and WC.

If there are any guest rooms without washbasins there should be a wash basin in the WC.

Where the number of residents in an accommodation, including the owners, is no more than six, facilities may be shared between guests and owners. The maximum achievable star rating will be Two Star. In this situation, the owners and family should ensure minimum possible use of the bathroom in early to mid morning, and all personal belongings must be removed from the bathroom.

**Provision of En-Suite Bathrooms**

(Please see Appendix 1 for definitions of an En-Suite, a Private Bath/Shower Room and a Public Bathroom)

**One to Three Stars:** There is no requirement for en suite bathrooms to achieve one to three star gradings.

Where they are provided their quality will be included in the bathroom quality assessment.

**Four Star:** At least 50% of bedrooms must have an en-suite or private bath/shower facility to achieve a four star grading.

**Five Stars:** Every bedroom must have an en-suite or private bath/shower facility to achieve a five star grading.

**Fixtures and Fittings for All Public, Private or En-Suite Bath/Shower Rooms**

**All bath/shower rooms should have:**

- Bath or shower. Showers must have a screen or suitable curtain, including showers over baths. If bath or shower is within bedroom guests must be advised when booking.
- Hot water for bathing at all reasonable times.
- Lidded WC, toilet roll holder and toilet paper, a bin with sanitary disposal bags.
- Extractor fan or a window which opens.
- Clean bath and hand towels to be provided for each guest which should be changed every three days unless there is a clearly advertised environmental policy.
- Opaque window covering.
- Washbasin with mirror and light above or adjacent (see also 'Washbasins' below).
- Electric razor point or adaptor within easy reach of mirror. (Could be in bedroom or bathroom).
- Soap dish with fresh soap for each guest or soap dispenser (must be very clean).
- A hook for clothes.
- Shelf/flat surface for toiletries.
- A towel rail or towel ring. Radiator not acceptable but could provide hanging rack on a radiator.
- Clean bath mat for each new booking. Non-slip bath mat to be available on request where baths and shower trays are not non slip.
- Mirror with light above or adjacent.
- Good lighting level from covered light fitting.
- Adequate heating. Bathrooms with external window must have heating.
- Appropriate flooring. Tiled or alternative washable floors preferred as they are more hygienic – preferably non-slip.
- Unless the room is en-suite, there must be an internal lock or bolt.
- Separate private bathrooms should be on the same floor and reasonably close to the bedroom with a lock and key so that guests can have confidence in sole use and security of belongings.

**Public Bath/Shower Rooms:** In addition to the above, public bath/shower rooms should have:

- Good lighting and heating.
- Hand drying facilities.
- Bathmat changed daily.
- Soap (in addition to soap provided in bedrooms).

Note: No additional charges to be made for use of public bath/shower rooms. Access to a public bath/shower room through lounge, dining room or



other public area is not acceptable.

**Washbasins**

To achieve a three star grading rooms without en-suite or private bathrooms must have a washbasin – either free standing or in a unit.

**Fixtures & Fittings:**

- Bowl to measure at least 36cm x 24cm/14” x9.5”. Must have a suitable shape and position. Hot and cold water.
- Fresh soap or liquid dispenser.
- Clean hand towel or hand drying facility.
- Towel rail or ring, or rack over nearby radiator. A radiator without a rail is not acceptable.
- Mirror with light above or adjacent.
- Safe shelf space close to washbasin.

**Guest Toilets**

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

**Fixtures & Fittings:**

- Lidded WC, toilet roll holder and toilet paper, covered/open bin with sanitary disposal bags.
- Extractor fan or window which opens.
- Opaque window covering. Covered light
- If all guest bedrooms do not have a washbasin, a means of washing hands, hot water, soap and hand towel/drying facilities.

Internal lock or bolt.

**BATHROOMS, EN-SUITES AND WCs – COMFORT, SPACE AND EASE OF USE**

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Assessment of usable space and layout of bathroom and ease of	Adequate space and layout for practical	Quite good comfort. Space may be limited	Good comfort levels with more generous	Very comfortable and well-planned providing	Excellent comfort and layout with generous

<p>use.</p> <p>Safety is an important consideration e.g. heaters should not be too close to WCs.</p>	<p>unobstructed use of facilities.</p> <p>Water pressure adequate and drainage effective.</p>	<p>but allows good access to bath/shower/WC and other facilities.</p>	<p>space providing easy access to all facilities.</p>	<p>conveniently placed, easy to use facilities.</p> <p>Very good shelf space for guest toiletries.</p>	<p>usable space.</p> <p>Guests able to lay out all toiletries and equipment and hang up clothes.</p> <p>Plumbing noise levels minimal.</p>
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**BATHROOMS, EN-SUITES, WCs - DECORATION**

<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
<p>Assessment of quality, condition and application of walls, ceilings, tiling, grouting, sealant and woodwork. Wall areas likely to come into contact with water should be tiled.</p> <p>Careful attention should be paid to grouting and sealant to avoid discolouration, mould and mildew.</p>	<p>Basic decor and tiling but functional.</p> <p>Minimal co-ordination.</p> <p>May be signs of wear and tear.</p>	<p>Decor in quite good condition - could be plain and may be older.</p> <p>May be slight wear but no obvious scratches or tears.</p>	<p>Good quality and condition of decor with wall and ceiling coverings, woodwork, and paintwork well applied, and finished.</p> <p>Co-ordinated design and some tiled areas expected.</p> <p>Evidence of ongoing maintenance and refurbishment.</p>	<p>Very good decor and finishes to professional standards.</p> <p>Likely to be either excellent quality showing signs of age, or recently decorating to a good quality.</p> <p>Co-ordinated design. All necessary areas tiled.</p>	<p>Excellent design and decor in meticulous condition.</p> <p>High quality wall coverings, grouting and seals with professional application and finishing.</p> <p>Attention to detail with use of distinctive decorations.</p>



				Pipes preferably concealed.  Very good maintenance.	
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**BATHROOMS, EN-SUITES, WCs - FLOORING**

**Minimum Requirements – All Star Gradings:**  
 All bedrooms should have suitable flooring – either carpets or hard floors with non-slip rugs or mats at bedsides.

<b>Quality Indicators:</b>	One Star	Two Star	Three Star	Four Star	Five Star
Assessment of quality, suitability and condition of all types of flooring including carpets, ceramic, vinyl etc. Carpets should have underlay.  Higher marks awarded for best practice e.g. easily washable flooring is more hygienic and absence of mildew or discolouration to tiled areas.	Flooring provides adequate comfort.  May be signs of wear and tear. May not be professionally fitted.	Quite good quality flooring.  Carpets can contain manmade fibres.  Little evidence of defects to tiling or vinyl floors.	Good quality and comfortable flooring co-ordinated with decor.  Properly fitted and in good condition.  Some underlay for carpets.	Very good quality and Condition of flooring. Usually professionally fitted.  Need not be new and may have signs of wear and tear. Or could be good quality in mint condition.	Professionally fitted excellent quality flooring No prominent signs of wear and tear, or defects to grouting and sealing  Polished wooden floors and laminates floors to have non-

			Minimal mildew or discolouration of tiled areas.	High levels of underfoot comfort.	slip rugs.  Excellent maintenance. Grouting in excellent condition.
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### BATHROOMS, EN-SUITES AND WCS - LIGHTING AND HEATING

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
<p><b>Lighting:</b> Assesses provision, quality and adequacy of lighting.</p> <p>For safety reasons, baths, showers, washbasins and mirrors should be well lit.</p>	<p>Lighting appropriate and well positioned for shape and size of room.</p> <p>Minimum cumulative wattage of 140 watt.</p>	<p>Quite good lighting levels, possibly just one main light.</p> <p>Cumulative wattage of about 160 -220 watts.</p>	<p>Good levels of lighting including good natural light and appropriate lighting positioning round mirrors, baths and showers.</p>	<p>Very good lighting particularly around mirror.</p> <p>May be several types of lights for practical efficacy and ambience.</p>	<p>Excellent lighting in all positions for ease of use of facilities e.g. shaving, make up etc.</p>
<p><b>Heating and Ventilation:</b> Assesses provision, quality and adequacy of heating.</p> <p>Bar heaters and circular radiant heaters are not recommended and will score lower. Higher marks are awarded for automatic and thermostatically controlled heating.</p>	<p>Adequate level of fixed heating for size of room at all appropriate times – may not be automatic.</p> <p>Adequate ventilation. Windows should</p>	<p>Quite good level of heating, could be automatically or thermostatically controlled.</p> <p>Basic ventilation system provided.</p>	<p>Good effective heating, properly fitted and thermostatically controlled providing consistent temperature throughout the room.</p>	<p>Automatic, thermostatically controlled heating properly installed.</p> <p>Ventilation systems should operate quietly.</p>	<p>Excellent professionally installed heating at all times - automatic, thermostatically controlled and fully adjustable. heating, Preferably both</p>



	open and close easily.				opening windows and forced extraction.  Fans and supplementary heating available.
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### BATHROOMS, EN-SUITES, WCs - FIXTURES & FITTINGS

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
<p>Assessment of quality and condition of sanitary ware, fixtures and fittings.</p> <p>Matching and co-ordinated sanitary ware and fittings score more highly, as do substantial shower screens.</p> <p>Positioning of shelves, mirrors and towel rails is considered, as is ease of access to soap and shelves in shower cubicles.</p>	<p>Acceptable quality of sanitary ware and fittings.</p> <p>Flat surfaces for toiletries.</p> <p>Adequate towel rail.</p> <p>Window coverings clean and properly fitted and can be drawn across whole window opening.</p>	<p>Sanitary ware and fittings may not be matching and could have plastic washbasins, baths etc, but basically of quite good quality and maintained in good condition.</p> <p>Quite good quality fittings - could show signs of wear.</p>	<p>Good quality sanitary ware, well fitted and matching.</p> <p>Maintained in good condition.</p> <p>Bath, washbasin, WC and shower tray co-ordinated.</p> <p>No small baths or under sized showers, or awkward access.</p> <p>Spacious shelf for toiletries.</p> <p>Curtain/blinds properly fitted</p>	<p>Very good quality sanitary ware and fittings with no cracks, crazing or dull surfaces, though may be slight signs of wear.</p> <p>Very good quality and good sized baths, washbasins and shower trays. Usually ceramic/enamel or composite.</p> <p>High quality taps with strong controllable water flow.</p> <p>Substantial shower screen or curtain.</p>	<p>Excellent quality, matching sanitary ware and fittings in excellent condition.</p> <p>Full sized baths of excellent quality e.g. robust cast iron, steel and enamel bath.</p> <p>Thermostatically controlled easy to use showers – either power showers or high quality responsive fittings.</p> <p>High quality cubicles</p>



					<p>or screens.</p> <p>Heated towel rail, or rail fitted above radiator, providing generous towel rail space.</p> <p>Plentiful hot water at all times.</p>
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<b>BATHROOMS, EN-SUITES, WCs - TOWELS AND TOILETRIES</b>					
<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
Assessment of quality, range and presentation of towels and toiletries.	<p>Adequate quality towels smelling clean and fresh with a minimum of:</p> <p>1 hand towel per guest</p> <p>1 bath towel per</p>	<p>Quite good towels, thicker and matching.</p> <p>Better quality soap and could be wrapped,</p>	<p>Good quality towels - wider range and more absorbency.</p> <p>Good quality toilet paper and range of toiletries e.g. shampoo, wrapped soap, hand</p>	<p>Very good quality towels, soft and fluffy.</p> <p>Flannel should be included.</p> <p>Very good quality and range of toiletries, preferably from same</p>	<p>Excellent quality and range of luxury towels e.g. bath robes, bath sheets included.</p> <p>Luxury toilet paper and good range of beautifully presented high quality toiletries</p>



	<p>guest.</p> <p>Soap or reasonable quality dispenser. Soap may be unwrapped.</p> <p>Bathmat in each bath/shower room or en-suite.</p> <p>No owners' personal belongings in shared /public bathrooms.</p>	<p>Could be wider range of toiletries provided, quite good quality and presentation.</p>	<p>cream. Can be large bottles but must be topped up regularly.</p>	<p>range, well presented.</p> <p>Towels changed every three days unless accommodation has a clearly promoted environmental policy and guests agree to less frequent change.</p>	<p>e.g. high quality soap, shampoo, conditioner, shower gel, hand cream, bath salts, cotton wool products, tissues etc.</p> <p>Towels changed every two days unless accommodation has a clearly promoted environmental policy and guests agree to less frequent change.</p>
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**SECTION 6 - BREAKFAST**

- Minimum Requirements – All Star Gradings:**
- Food must be well cooked and carefully prepared and presented.
  - Either a full cooked breakfast or a substantial continental breakfast must be provided. Guests must be advised at time of booking if a cooked breakfast is not provided.
  - **Cooked Breakfast.** A minimum of two hot cooked items must be provided. Offering boiled eggs only is not acceptable as a cooked breakfast. A buffet style cooked breakfast is acceptable.

- **Continental Breakfast** must include a selection from the following: cereals, juices, cold meats, cheese, fruits, fruit compote, yogurts, bakery items, preserves and choice of freshly brewed drinks including tea and coffee.
- Owners or staff must be available to attend to guest needs at breakfast, clear tables, top up drinks etc.
- If breakfast is served in bedrooms, guests should be advised at time of booking and the service must be at least the same standard as service in a breakfast room, including serving of drinks.
- Provision should be made for vegetarian and vegan guests and for guests with food intolerances.

### BREAKFAST - QUALITY INDICATORS

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Quality, range, temperature and freshness of food. It is good practice to include locally sourced products.	<p>Adequate provision and quality. Could be set menu, e.g. fruit juice, bacon &amp; egg, toast, tea and coffee.</p> <p>Hot food properly cooked and presented.</p> <p>Juices chilled. Toast crisp. Tea and coffee freshly</p>	<p>Quite good food quality and preparation with some choice of items.</p> <p>Food served at correct temperature with plates at appropriate heat for food served on them.</p>	<p>Good quality ingredients and products, including some fresh.</p> <p>Well cooked breakfast where offered.</p> <p>Food served at appropriate temperatures.</p> <p>More choice e.g. cereals,</p>	<p>Very good food quality and preparation with greater choice and could include house specialities e.g. kedgeree, fruit compote.</p> <p>Use of fresh ingredients.</p> <p>Evident care in preparation and presentation of</p>	<p>High food quality and excellent cooking and presentation.</p> <p>Extensive choice including home-made and regional specialities.</p> <p>Eggs cooked to order.</p>



	made.		<p>cooked items, brown or white bread, range of drinks and preserves. Emphasis on food quality rather than extensive range.</p> <p>Freshly cooked items, eggs cooked in variety of ways to order.</p> <p>If buffet provided, it should be attractively presented.</p>	food.	Fresh ingredients including seasonal produce with use of local or home-grown produce wherever possible.
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**SECTION 7 - LIVING AND OTHER PUBLIC AREAS:**

**Lounges, Bars, Corridors, Halls, Stairs & Landings**

**Minimum Requirements - All Star Gradings:**

- **Lighting:** All public areas should have sufficient lighting levels to ensure safety and comfort, including lighting of stairs and landings at night.
- **Heating:** All public areas to have adequate heating levels.
- **Corridors & Stairs:** Must be sound, fit for purpose and unobstructed.
- **A Dining Room or Breakfast Area** should be available in all guest accommodation, unless meals are only served in bedrooms. Where this is the case it must be described accurately in all promotional materials and guests must be advised at time of booking.
- **Telephones:** Either a payphone should be available to guests, or guests should be able to use owner's phone for incoming and outgoing

calls. Charges may be made.

- **Televisions:** If TVs not provided in bedrooms guests should have access to a lounge or sitting area with colour TV and comfortable seating at no extra charge. If owners do not want to have TVs in the property a dispensation may be obtained, but only if a Peace & Quiet policy is included in all promotions and guests are also advised of this when booking.
- **Four and Five Star Gradings:** Where wireless broadband is unavailable an ADSL connection should be available in the property for use by guests.

### LIVING AND OTHER PUBLIC AREAS – COMFORT, SPACE AND EASE OF USE

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Assessment of room size, layout and use of space to provide maximum comfort and convenience for visitors e.g. is it necessary to move furniture to use equipment, watch TV easily.	<p>Basic room sizes and layout, providing adequate comfort.</p> <p>Furniture could be sparse, or some large furniture could dominate room.</p> <p>Guests able to use public areas without undue interference from noise, music, pets, smoke or smells.</p>	<p>Quite good comfort levels.</p> <p>Larger uncluttered rooms with considerably more space/ease of use.</p> <p>Adequate space for guest registration /invoice payment.</p> <p>May be some guest directional signing.</p>	<p>Good levels of comfort and usable space for guests.</p> <p>If lounge shared with owners it must provide adequate space and comfort for guests.</p> <p>Some personal touches of guest interest acceptable (e.g. magazines and information on area) but should be free of</p>	<p>Very good layout of rooms and furniture maximising ease of use and spacious feel.</p> <p>Possibly lounge and/or other public areas for sole use of guests.</p> <p>Small reception desk/table for guest use on registration/invoice payment.</p> <p>Intrusive noise minimal</p>	<p>Spacious rooms with excellent, convenient layout so facilities easy to use.</p> <p>High levels of comfort with easy chairs, soft furnishings etc</p> <p>Good space with flat surface for registration etc.</p> <p>Overall atmosphere</p>



			clutter.		fresh and airy.  Direction signs to be clear and consistent.
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<b>LIVING AND OTHER PUBLIC AREAS – DECORATION</b>					
<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
Assessment of quality, condition and application of decoration. Includes walls, ceilings, woodwork and other adornments and decorations like pictures and prints. Care is taken to ensure the assessor's design and style preferences do not influence the assessment.	Adequate quality and condition of decor. Could be some signs of wear and tear.  Limited pictures or other adornment and limited co-ordination.	Quite good decor with more evidence of co-ordination.  Could be old but with few blemishes – no tears or scratches.	Good interior decor with evidence of on-going maintenance.  Good co-ordination where appropriate to design concept.  Good quality wall and ceiling coverings and woodwork, applied and finished well.  Good use of pictures, wall hangings etc. particularly to relieve large expanses of plain wall.	Very good quality decor to professional standards with minimal signs of wear and tear.  Surface mounted pipes and wires concealed where possible.  Very good co-ordinated design concept.  High quality pictures, prints, hangings etc.	Excellent interior design with good use of colours, textures, pictures etc to provide very attractive overall ambience.  High quality wall coverings and paintwork and professional finish to all decors.  May have interesting architectural or historical features.

<b>LIVING AND OTHER PUBLIC AREAS – FLOORING</b>					
<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
Assessment of all types of flooring including, carpets, stone, wood, laminates, tiles, coir etc.	<p>Adequate quality and clean though there may be some signs of wear and tear.</p> <p>May not be professionally fitted.</p>	<p>Quite good quality floor coverings in quite good condition.</p> <p>Carpets may contain man-made fibres.</p> <p>Wood floors should have little damage.</p>	<p>Good quality comfortable flooring, properly fitted, in good condition.</p> <p>Carpets likely to have some wool content and underlay.</p> <p>Hard floors – wood , stone, tiled – to be in good condition.</p>	<p>High quality flooring, usually professionally fitted. And in very good condition.</p> <p>Need not necessarily be new and may show some signs of wear, or could be lesser quality in mint condition.</p> <p>No flooring areas with excessive wear.</p>	<p>Excellent quality flooring professionally fitted. For example, high quality carpets (high wool content) in excellent condition with very good underlay. Or stone, polished floorboards, or high quality laminate with quality rugs or matting.</p>

<b>LIVING AND OTHER PUBLIC AREAS - LIGHTING &amp; HEATING</b>					
<b>Minimum Requirements – All Star Gradings:</b>					
<ul style="list-style-type: none"> <li>• <b>Lighting:</b> All public areas should have sufficient lighting levels to ensure safety and comfort, including lighting of stairs and landings at night.</li> <li>• <b>Heating:</b> All public areas to have adequate heating levels.</li> </ul>					
<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
<p><b>Lighting</b></p> <p>Assessment covers quality and levels of provision of</p>	Adequate lighting in all areas used by guests.	Quite good levels of lighting.	Good levels of lighting effectively positioned.	Very good lighting levels, practical and using a range of several	Excellent levels of lighting with range of different kinds of



lighting in all areas including halls, lobbies, stairs and landings.				types of lighting to enhance ambience and enable ease of use of facilities e.g. reading etc.	lights evidencing attention paid to ambience and practical use e.g. ease of reading.
<p><b>Heating</b> Assessment covers quality and levels of provision of heating in all areas including corridors, halls, lobbies, stairs and landings.</p>	<p>Adequate and effective heating at appropriate times in all areas used by guests, not necessarily automatic or fixed.</p> <p>WCs very clean and well ventilated.</p>	<p>May be free standing, possibly automatic or thermostatically controlled.</p> <p>Public areas and lounges should be warm enough for guests to use with comfort in normal hours.</p>	<p>Well fitted thermostatically controlled heating providing overall uniform temperatures.</p> <p>Adequate ventilation to ensure fresh atmosphere.</p>	<p>Well fitted automatic heating – may be thermostatically controlled.</p> <p>Public areas heated prior to guest arrival.</p>	<p>Very effective heating, probably automatic and thermostatically controlled</p> <p>Responsive to guest needs. with means of boosting heat in very cold spells e.g. open fires or coal/gas/log effect.</p> <p>Radiators and fittings in very good condition – may be painted or covered.</p> <p>Fans and supplementary heating available.</p> <p>Public WCs spotless.</p> <p>Excellent quality and condition.</p>



**LIVING AND OTHER PUBLIC AREAS – FURNISHINGS AND FITTINGS**

**Minimum Requirements – All Star Gradings:**

- **Telephones:** Either a payphone should be available to guests, or guests should be able to use owner’s phone for incoming and outgoing calls. Charges may be made.
- **Televisions:** If TVs not provided in bedrooms guests should have access to a lounge or sitting area with colour TV and comfortable seating at no extra charge. If owners do not want to have TVs in the property a dispensation may be obtained, but only if a Peace & Quiet policy is included in all promotions and guests are also advised of this when booking.

<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
<p>Assessment of quality and condition of furniture, fittings and equipment in public areas , including curtains and poles, seating and cushions, lighting, electrical and heating equipment.</p>	<p>Limited range, quality and co-ordination of furniture, furnishings and fittings but adequate and fit for purpose.</p> <p>Curtains/blinds etc cover window openings when drawn.</p> <p>No stains.</p>	<p>Quite good range of furniture, furnishings and fittings. May be dated but serviceable.</p> <p>Alternatively could be of very good quality with signs of wear and tear.</p> <p>Fuller, better quality window coverings.</p>	<p>Good quality, condition and range of furniture and light fittings with suitable shades.</p> <p>Furniture generally matching.</p> <p>Comfortable sofas and armchairs.</p> <p>Substantial, lined curtains.</p> <p>Good use of co-ordination where appropriate to design concept.</p> <p>Additional items to enhance guest experience e.g. books,</p>	<p>High quality furniture, furnishings and fittings.</p> <p>May not be new but high degree of comfort.</p> <p>Alternatively could be new, good quality furniture in excellent condition.</p> <p>Variety of very good quality light fittings in good condition.</p> <p>Generous curtains possibly with tiebacks, pelmets etc.</p>	<p>Excellent quality/condition /range of furniture and light fittings.</p> <p>More extensive range of furniture/wider choice of seating - could be modern, antique or reproduction.</p> <p>Comfortable lounge for guests, normally separate from dining room.</p> <p>High quality soft furnishings and lamp shades with either excellent co-ordination or</p>



			local history etc.		<p>distinctive design concept. Effective use of ornaments, cushions etc.</p> <p>Fully lined luxurious curtains in quality fabrics and good use of drapes, tiebacks, pelmets etc.</p> <p>Heating fittings in excellent condition/may be disguised.</p>
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**SECTION 8 - DINING ROOM OR RESTAURANT**

**Minimum Requirements – All Star Gradings:**

- A dining room or breakfast area should be available in all guest accommodation, unless meals are only served in bedrooms. Where this is the case it must be described accurately in all promotional materials and guests must be advised at time of booking.
- All dining areas must have adequate heating at all reasonable times.
- Dining areas should have adequate levels of lighting for comfort and safety of guests.

**DINING ROOM OR RESTAURANT – COMFORT, SPACE AND EASE OF USE**

<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
Assessment of room size, layout and use of space to provide maximum comfort	Sufficient size to allow for convenient layout of adequate sized tables and chairs leaving	Considerably more usable space around furniture, so normally larger. May be smaller if	Good layout and sufficient space to allow staff and diners to	Very good layout of furniture providing good level of free	Excellent layout to create spacious room with furniture placed to maximise



and convenience for visitors.	sufficient space for ease of access by guests and service.  Dining room/area to be free from intrusive noise levels.	better planned.  Uncluttered ambience.	move around easily.  Comfortable chairs and tables and chairs to be of good height for dining.	space and ease of use.  Very comfortable seating, normally padded.	guest comfort and overall ambience.  Good sized tables.  Evidence that great consideration given to guest comfort.
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<b>DINING ROOM OR RESTAURANT – DECORATION</b>					
<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
Assessment of quality, condition and application of decoration. Includes walls, ceilings, woodwork and other adornments like pictures and prints.	Adequate quality and condition of decor with limited pictures or other adornment.  Could be some signs of wear or tear.	Quite good decor  Could be old but few blemishes – no tears or scratches or stains.  Few pictures or embellishments.	Good interior decor and good co-ordination with evidence of on-going maintenance. Wall and ceiling coverings and woodwork applied and finished well.  Good use of pictures, wall hangings etc.	Very good quality and condition of decor to professional standards.  Surface mounted pipes and wires concealed where possible.  Effective use of high quality pictures, prints, hangings.	Excellent interior design with good use of colours, textures, pictures etc to provide very attractive overall ambience.  High quality wall coverings and paintwork and professional finish to all decors.  Excellent condition.

<b>DINING ROOM OR RESTAURANT – FLOORING</b>					
<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
Assessment of all types of flooring including, carpets, stone, wood, laminates, tiles, coir etc.	<p>Adequate flooring, comfortable but may show signs of wear and tear.</p> <p>May not be professionally finished.</p>	<p>Quite good flooring. Carpets may contain a high proportion of man-made fibres.</p> <p>Little damage to wood flooring.</p>	<p>Good quality comfortable flooring in good condition and well fitted. Carpets to have some underlay.</p>	<p>High quality flooring, usually professionally fitted, may not be new. Or could be new, good quality in mint condition. No areas with excessive wear.</p>	<p>Highest quality flooring in excellent condition and professionally fitted e.g. carpets with high wool content and good underlay.</p> <p>Wood/laminate floors polished with quality non-slip rugs.</p>

<b>DINING ROOM OR RESTAURANT – LIGHTING AND HEATING</b>					
<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
<p><b>Lighting</b></p> <p>Assessment covers quality and levels of provision of lighting.</p>	<p>Adequate lighting levels related to size, shape and style of room.</p> <p>Safe, fit for purpose and acceptable of quality.</p>	<p>Quite good lighting levels, quality and condition.</p>	<p>Good lighting levels from both good natural light and well placed lighting.</p>	<p>Very good levels of lighting, easily controllable. Different types of lighting used to ensure practical use and enhance ambience e.g. lamps, spotlights, picture</p>	<p>Excellent levels of lighting using a variety of well positioned quality lighting which meets all guest needs (e.g. reading menus etc) and</p>

				lights etc.	creates luxurious atmosphere.
<b>Heating:</b> Assessment covers quality and levels of provision of heating.	Effective heating levels for size of room at appropriate times.  Not necessarily fixed or automatic.	Quite good quality and condition of heating. Could be freestanding. Might be automatic or thermostatically controlled.	Good heating levels from well fitted thermostatically controlled equipment providing overall uniform temperatures.  Good ventilation.	Well fitted automatic heating, may be thermostatically controlled. Public areas heated prior to guest arrival.  Dining rooms well ventilated.	Excellent automatic heating with individual thermostatic controls.

### DINING ROOM OR RESTAURANT – FURNISHINGS & FITTINGS

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Assessment of quality and condition of furniture, fittings and equipment in dining rooms or restaurants, including curtains and poles, seating and cushions, lighting, electrical and heating equipment.	Adequate range and quality of furniture, furnishings and fittings, fit for purpose.  Furniture may not match.  Curtains/blinds etc well fitted and cover window openings when drawn.  Lighting and heating	Quite good quality and range of furniture - may be dated. Alternatively could be of very good quality with signs of wear and tear.  Fuller, better quality window coverings.  Quite good quality lighting and heating fittings, in quite good	Good quality and condition of furniture and light fittings with suitable shades/no scorch marks.  Size/provision of furniture in proportion to room size.  Substantial, lined curtains.  Good use of co-	High quality furniture, furnishings & fittings in very good condition and well co-ordinated.  May not be new but high degree of comfort.  Generous lined curtains possibly with tiebacks, pelmets etc.	Excellent quality and condition of furniture, furnishings and fittings, well co-ordinated.  Furniture could be modern, antique or reproduction. Some signs of wear and tear acceptable in antiques but

	<p>fittings adequate quality and fit for purpose.</p>	<p>condition.</p>	<p>ordination where appropriate to design concept.</p> <p>Good quality lighting and heating fittings. No scorch marks.</p>	<p>should not inhibit overall excellence.</p> <p>High quality soft furnishings and lamp shades with either excellent co-ordination or distinctive design concept.</p> <p>Fully lined curtains in quality fabrics and some use of drapes, swags or tie backs/pelmets where appropriate.</p> <p>Excellent quality lighting and heating fittings in excellent conditions. Radiators may be disguised.</p>
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<b>DINING ROOM OR RESTAURANT – TABLE SETTINGS</b>					
<b>Quality Indicators:</b>	<b>One Star</b>	<b>Two Star</b>	<b>Three Star</b>	<b>Four Star</b>	<b>Five Star</b>
Assessment of quality and condition of table settings.	<p>Acceptable table settings. May include basic quality cutlery, crockery and glassware e.g. stainless steel or lightweight.</p> <p>Could have single-ply table napkins, but fit for purpose.</p> <p>Basic table dressing</p>	<p>Quite good quality table settings with crockery cutlery and glassware predominantly matching.</p> <p>Better quality napkins.</p> <p>Full Salt &amp; Pepper containers on tables for all meals.</p> <p>Sufficient breakfast items like sugar, milk, butter marmalade provided on tables for numbers seated.</p>	<p>Good well laid out table settings with all crockery and cutlery matching.</p> <p>Good quality napkins.</p> <p>Preferably tablemats and/or table cloths provided.</p> <p>Good range and quality table adornments.</p>	<p>Very good quality matching cutlery and crockery and glassware.</p> <p>Cloth or paper napkins of high quality.</p> <p>Tablemats and/or tablecloth provided.</p> <p>Flowers or some other type of table decoration.</p>	<p>Highest standard table settings – co-ordinated and of excellent quality and condition</p> <p>No signs of wear or tear.</p> <p>Well presented wooden tables with place mats or high quality linen and linen napkins.</p> <p>Very high quality crockery and cutlery, and range of glassware for different uses.</p> <p>Fresh flowers and candles where and when appropriate.</p>



## SECTION 9 - DINNER (where provided)

### Minimum Requirements – All Star Gradings:

- All food to be properly cooked and carefully prepared and presented.
- If guests request vegetarian food at time of booking there should be at least one vegetarian option in each course.
- Owners or staff to be available at meal times to respond to guest needs.

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Food quality, freshness and temperature.	Could be a set menu but should have alternatives available on request.	Limited choice of food but evidence of care taken in preparation of meals.	Good quality ingredients, including some fresh, and food freshly cooked.  Emphasis on quality rather than extensive choice.	Very good quality of food with evident use of fresh ingredients.  High standards of cooking and meals evidently prepared with great care.	Excellent food cooked with skill and predominantly using fresh, local and seasonal ingredients.  Preferably includes regional specialities.  Consistent food quality
Food presentation and appearance.	Basic presentation with little garnish.	Food served at right temperature with hot or cold plates as appropriate.	Good presentation of food.	Very good presentation with attention to detail.	Care taken to ensure food presentation is enticing and appetising. Use of garnishes, etc.



## SECTION 10 - RECREATIONAL AND OTHER OPTIONAL AREAS

There is no requirement to provide other facilities and services but where they are provided their range, quality, condition, presentation and ease of use will be assessed. Some examples of optional facilities and services are given overleaf:-

- Indoor and outdoor sports (e.g. table tennis, golf, fishing etc)
- Swimming pool
- Spa facilities/treatments
- Hot tub and or/sauna/steam room
- Craft shop
- Nature trail/ bird hide etc
- Guided walks
- Farm visits
- Additional food and beverage services
- TV lounge or room service.
- Special interest courses.

Quality Indicators:	One Star	Two Star	Three Star	Four Star	Five Star
Assessment of quality, condition, presentation and ease of use of additional services and facilities provided.	Acceptable standard of services and/or facilities fit for purpose and maintained in functional order.	Quite Good standard of services and/or facilities in sound condition and reasonably maintained.	Good range and standard of services and/or facilities in good condition, well maintained.	Very good range and standard of services and/or facilities in very good condition.  Evidence of regular maintenance.	Excellent range and standard of services and/or facilities maintained in prime condition.



## **APPENDIX 1 CODE OF PRACTICE**

All owners, operators, or managers of guest accommodation participating in the Direct Tourism Services Assessment and Grading Scheme are required to observe and implement the following Code of Conduct.

### **Standards**

- To ensure that standards of cleanliness, quality, services and customer care are appropriate to the type of operation and are monitored and maintained.

### **Statutory Requirements**

- To ensure compliance with planning, fire safety, health & safety, and other relevant statutory requirements for accommodation.
- To ensure compliance with the Disability Discrimination Act, to consider the needs of people with disabilities and to make appropriate provision.
- To ensure all guests are welcomed appropriately and that there is no discrimination related to gender, race, disability, sexual orientation, religion or belief.
- To ensure current and appropriate public liability insurance cover is in place.

### **Descriptions of Property, Facilities and Services**

- To ensure that descriptions of the property, facilities and services in brochures, websites, advertisements or other printed, written or electronic communications are accurate and up to date.
- To provide an accurate, up to date Access Statement to enable visitors with disabilities to assess whether the property is suitable for their needs.
- To provide on request information on the suitability of the property for elderly or very young visitors.

### **Communication with Visitors**

- To ensure that all enquiries, correspondence, bookings, and requests from visitors are dealt with promptly, efficiently and courteously.
- To provide each visitor with written/printed details of payments due and a receipt, if requested.



## **Appendix 1/Continued - Code of Practice**

### **Bookings**

- To ensure that visitors clearly understand what is included in prices quoted for accommodation, including any taxes, surcharges, and VAT if applicable. Where additional charges are made for any services or facilities, these must be clearly explained. To ensure that prices quoted at time of booking are not exceeded.
- To ensure that Terms and Conditions include clear information on cancellation policies, and that this is also confirmed to visitors at the time of booking, whether by telephone, email, letter/printed information or fax.
- To inform visitors at the time of booking or subsequently:
  - If there are any changes to information included in brochures, websites etc.
  - If any there is any planned work on or near the property which could affect their enjoyment of the property.

### **Complaints**

- To ensure that procedures for investigating and handling complaints promptly, efficiently and courteously are in place and that visitors are advised of the outcome without delay.

### **Access for Direct Tourism Services Personnel**

- Reasonable access to be allowed to Direct Tourism Services personnel or agents on request, so that compliance with this Code of Conduct can be confirmed.



## APPENDIX 2

### CLEANLINESS - HINTS & TIPS

<p><b>Public Areas:</b></p>	<ul style="list-style-type: none"> <li>• Ensure insides and outsides of furniture, underneath of sofas/chair cushions are clean.</li> <li>• Dust high and low places e.g. tops of cupboards and doors.</li> <li>• Check windows, room corners, floorings, ceiling edges, picture rails/dados and skirtings.</li> <li>• Pay attention to electrical equipment (static attracts dust), switches, power points and light fittings.</li> <li>• Check curtain valances. There should be no staining of curtains or linings.</li> <li>• Ensure areas free of smells, particularly smoke and pet smells. Don't overdo use of air fresheners.</li> <li>• Copper, brass and silver ware should not be tarnished.</li> </ul>
<p><b>Bedrooms</b></p>	<ul style="list-style-type: none"> <li>• As Public Areas above and also:-</li> <li>• Check under beds</li> <li>• Bed heads, frames &amp; mattresses</li> <li>• Ensure that mattress and pillow protectors are clean.</li> </ul>
<p><b>Bathrooms</b></p>	<ul style="list-style-type: none"> <li>• Check ceilings, floors, wall finishes, mirrors and shelves are clean with no smears.</li> <li>• Ensure grouting and tiles are free of mould and lime scale.</li> <li>• Check all sanitary ware, plugholes and taps. If you have hard water, de-scale taps and showerheads frequently.</li> <li>• Pay particular attention to areas behind soil pipes, WC and washbasin pedestals.</li> <li>• Check tops of shower rails and cubicles. Ensure there is no mildew on shower curtains.</li> <li>• Check inside and outside of cupboards.</li> <li>• Ensure extractor fans, toilet brushes/holders and other equipment, power points and switches are clean.</li> <li>• Remove all used bars of soap.</li> <li>• Pay meticulous attention to soap dispensers, if used, to ensure they are clean and hygienic.</li> </ul>



## APPENDIX 3

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

#### **What is an en-suite?**

An en-suite consists of a bath or shower, washbasin and WC connected to a bedroom, for the sole use of that bedroom, and entered directly from it. Any room with a WC in it must be properly ventilated.

It is acceptable for the shower and washbasin to be in the bedroom, but the WC has to be contained in a separate room accessed directly from the bedroom. If the bath or shower cubicle is within the bedroom additional ventilation must be provided, and guests must be advised when they book. Bedrooms with bath or shower cubicles within them are unlikely to achieve high star ratings.

#### **What is a private bathroom?**

A private bathroom is a bathroom with bath or shower, WC, and possibly wash basin, which is allocated for the sole use of the guests in a specific bedroom. The bathroom should be on the same floor, be reasonably close to the bedroom and be lockable with key provided to guests. Access to the bath/shower room from the bedroom through a lounge, dining room, etc. is not acceptable.

#### **What is a public bathroom?**

A public bathroom is a bathroom or shower room which may be shared by occupants or more than one bedroom, and perhaps also with owners and their family. Access to the bathroom from bedrooms through a lounge, dining room, etc. is not acceptable.