

Serviced Apartments

Quality Standard

Quality in Tourism



Quality in Tourism: the assessment service provided for VisitBritain

Welcome to the VB Quality Assessment Schemes

VisitBritain (VB)

VisitBritain is the organisation created on 1st April 2003 to market Britain to the rest of the world and England to the British. Formed by the merger of the British Tourist Authority and the English Tourism Council, its mission is to build the value of tourism by creating world class destination brands and marketing campaigns. It will also build partnerships with and provide insights to other organisations.

Improving quality standards

Quality is an integral part to achieving a world class competitive industry in England. Our vision is 'world class tourism in England' which means a product of at least comparative quality with other world leading tourism destinations. To achieve a quality product all elements of the tourism experience must meet or exceed consumer expectations.

The raising of standards is crucial to the future development of English tourism, and we work closely with the accommodation industry and local authorities in encouraging properties to participate in the National Quality Assessment Schemes (NQAS).

The benefits

- **Web** - Entry, with image, on enjoyengland.com, visitbritain.com and linked international gateway websites operated by VisitBritain*.
- **Guide Book** - Listing in the next available edition of the Enjoy England Official Tourist Board Guide to quality-assessed accommodation.
- **Marketing** - Eligibility to participate in local destination accommodation guides together with regional, Enjoy England and Quality Rose marketing campaigns.
- **Quality Rating** - Unlimited use of your quality rating in all your promotional activity and use of the internationally recognised Quality Rose Marque.
- **Signage** - All new participants receive a free single-faced external display sign.
- **PR** - Access to reader offers and press editorials provided by VisitBritain.
- **Assessment** - carried out by experienced industry professionals with clear verbal and written feedback of the assessment.

*Your product data is maintained by your local data steward at your local/regional tourism organisation. Please contact them for updates to ensure your business is accurately represented on the websites. For list of data stewards refer to www.enjoyengland.com/datastewards

There is only one tool to monitor quality assurance at a national level - NQAS. Working with you will help us to achieve our aim to improve quality standards in England. This is a standard to help you benefit from being a part of world class tourism product in England.

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Code of Conduct and Conditions for Participation

Code of Conduct

The operator/manager is required to undertake and observe the following Code of Conduct:

- To maintain standards of guest care, cleanliness, and service appropriate to the type of establishment;
- To describe accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided;
- To make clear to visitors exactly what is included in all prices quoted for accommodation, including taxes, and any other surcharges. Details of charges for additional services/facilities should also be made clear;
- To give a clear statement of the policy on cancellations to guests at the time of booking i.e. by telephone, fax, email as well as information given in a printed format;
- To adhere to and not to exceed prices quoted at the time of booking for accommodation and other services;
- To advise visitors at the time of booking, and subsequently of any change, if the accommodation offered is in an unconnected annexe or similar, and to indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the establishment;
- To give each visitor, on request, details of payments due and a receipt, if required;
- To deal promptly and courteously with all enquiries, requests, bookings and correspondence from visitors;
- Ensure complaint handling procedures are in place and that complaints received are investigated promptly and courteously and that the outcome is communicated to the visitor;
- To give due consideration to the requirements of visitors with special needs, and to make suitable provision where applicable;
- To welcome all guests courteously and without discrimination in relation to age, gender, sexual orientation, disability, race or religion
- To provide public liability insurance or comparable arrangement and to comply with applicable fire and health and safety legislation, planning and all other relevant statutory requirements;

- To allow VisitBritain representatives reasonable access to the establishment, on request, to confirm the Code of Conduct is being observed.

Conditions for Participation

All establishments participating in the VisitBritain quality assessments schemes are required to;

- Meet or exceed the VisitBritain minimum entry requirements for a rating in the relevant accommodation sector;
- Observe the VisitBritain Code of Conduct;
- Be assessed annually, and in the event of complaints, by authorised representatives of VisitBritain;
- Pay an annual participation fee;
- Complete an annual information collection questionnaire either online or by post, as required.

Change of Ownership

When an establishment is sold or the method of operation changed, e.g. contracted out, the existing rating cannot be transferred. The new owner/operator is required to make an application for participation in the VisitBritain quality assessment schemes.

Signage

Use of all star ratings should always be accompanied by the VisitBritain Quality Rose Marque.

Any listing in a VisitBritain publication or website and within the Tourist Information Centre network is conditional on continued participation in the quality assessment schemes. Continued use or display of inaccurate, misleading or out of date signage by a participant in the VisitBritain quality assessment schemes may result in VisitBritain withdrawing the establishment from participation in the schemes. Where an establishment, for whatever reason, ceases to participate in the VisitBritain quality assessment schemes, all relevant display signs and electronic and print material must be removed. Failure to observe these conditions may result in the establishment becoming ineligible to display or use the VisitBritain endorsement in any form whatsoever.

The Quality Standard for Serviced Apartments Accommodation

Common Standards for Britain

An initiative to agree common standards for the quality assessment of serviced apartment accommodation was supported and developed by the VisitBritain, VisitScotland and Wales Tourist Board. Each organisation will use these requirements to determine the Star rating for serviced apartment establishments and whether they are situated in England, Scotland or Wales, the rating awarded will be the same.

The Requirements

These are based on the existing standards from all the partner organisations and extensive consumer research carried out into the needs and expectations of visitors, together with consultation with the serviced apartment industry.

The industry feedback demonstrated strong support for a common quality standard for serviced apartment accommodation throughout Britain. The aim of the revised standard is to work continually with the industry in striving to raise quality standards in line with the ever-evolving consumer expectations.

Minimum Entry Requirements (MER)

To be recognised within the Serviced Apartment standard an establishment must meet all the 'Minimum Entry Requirements' listed starting on page 10 in the section headed "Minimum Entry Requirements (MER)".

Additionally an establishment must provide sufficient quality to meet the minimum requirement for One Star, in all areas of the operation covered by the 'Quality Indicators' in the Quality Guidance section starting on page 29.

Additional Requirements

Additional requirements to achieve specified rating levels are listed in each area where they apply. Normally these Additional Requirements are mandatory to achieve the level specified, as they reflect visitor expectations.

Dispensations

Dispensations for certain individual requirements within the quality standards may be given providing all requirements and quality levels for that rating are met or exceeded. This flexibility will be on a case-by-case basis and would have to be agreed by the Joint Technical Committee (JTC) which represents all the three partner organisations.

Quality Indicators and Quality Scores

All aspects of the property will be given a Quality Score as part of the assessment process.

The sliding scales shown in the Quality Grading section starting on page 30 provide examples of quality expected at levels One to Five.

Where terms such as 'adequate', 'good', 'very good' etc are used, these signify ascending levels of quality in broad terms only. They are deliberately non-specific recognising the wide variety of quality elements that could be included in the quality scoring.

All assessors throughout England have been trained to score quality in exactly the same way. They are also trained to ignore their personal preferences.

Aggregate scores for all the sections give an overall score for the property, which is then expressed as a percentage of the maximum possible score.

This quality percentage is then used to help determine the One to Five Star rating. To obtain a higher star rating an establishment will provide an enhanced quality across all areas – exterior, cleanliness, management efficiency, public areas, bedrooms, bathrooms and WCs, kitchen, additional facilities. Our research indicates that quality is of key importance to visitors.

In addition to the enhanced quality there are certain key requirements that must also be met. For further details see page 9.

Ratings

The final rating will be a combination of:

- The quality levels
- The provision of the Additional Requirements specified for certain levels.

Use of this booklet

Minimum Entry Requirements:

All Minimum Entry Requirements (MER) have to be present for a rating to be awarded. These are depicted in this booklet in the following way:

Interior General	
Minimum Entry Requirements	
Self Contained	<p>All apartments must be totally self-contained*</p> <p>* What does Self-Contained mean? <i>A self-contained apartment must have bedrooms, bathrooms, public areas and kitchen all contained behind one main door, where occupants have sole access.</i></p>

Further additional requirements for higher rating levels are clearly shown, and these must also be present along with the commensurate quality to achieve a higher star rating.

For example, MER states at a One Star level – "All units to have at least one bathroom and WC for every eight guests" but, in addition, to obtain a Three Star level – "where more than six guests are accommodated a shower should be available".

Quality Guidance:

The Quality Guidance section which begins on page 29 details all of the areas covered in the quality assessment and gives clear indications of what might be expected to obtain marks commensurate with One to Five Star level.

These quality indicators describe typical visitor expectations and may be provided in order to achieve a particular star rating. They are however neither exhaustive nor prescriptive; that is to say, they are included to offer guidance and suggestions on how your quality could be improved or enhanced, but will not in themselves guarantee a higher quality grade.

Use of this booklet continued

Quality Guidance is depicted throughout this booklet in the following way:

Bathrooms	
Quality Guidance	This includes wall finishes, flooring, equipment, shower curtains, light fittings, extractor fans, plug holes, taps and toilet brushes.
Star Rating	Quality Indicators
1 Star	<ul style="list-style-type: none"> All surfaces and equipment clean and free from dust. All carpets vacuumed and floors cleaned. All areas smelling fresh and clean for guests' arrival. Limited signs of neglect.
2 Star	<ul style="list-style-type: none"> Quite good standard overall although some areas overlooked e.g. cobwebs.
3 Star	<ul style="list-style-type: none"> Evidence of attention to detail, particularly high and low level. Clean and fresh surfaces. Soft furnishings and carpets deep cleaned on a regular basis or as required.
4 Star	<ul style="list-style-type: none"> Greater attention to detail, with high overall standards evident.
5 Star	<ul style="list-style-type: none"> Excellent level of cleanliness. Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail. Pristine soft furnishings and flooring.

Advice

Consider when guests are seated in the bath, they can see everything at a lower level, therefore do not forget areas not normally seen at standing height e.g. behind washbasin pedestals, and behind WC and soil pipe.

Areas above head height often mistakenly get missed in the normal cleaning routine, so tops of shower rails or cubicles, venetian blinds and extractor fans should be added to that routine. Showerheads and taps may need more regular de-scaling in hard water areas during periods of constant use.

Plugholes need to be checked at every change over and baths/shower drainage pipes should be regularly checked also to ensure they drain freely. A change of shower curtains will allow laundering on a regular basis and prevent mildew build up, as most can be machine-washed at low temperatures.

Old toiletries or bars of soap should be removed. Toilet brushes and holders require thorough and regular cleaning and replacement.

Key to previous page:

- **Quality Guidance**

This will illustrate the various aspects which might be considered under this heading as part of the quality assessment.

- **Star Rating Quality Indicators**

An illustration of the quality levels which might be anticipated in order to achieve a mark commensurate with that star level.

- **Advice**

Additional guidance or ideas regarding quality which have been included as a general aid to improving the quality of your property.

Quality Assessment

After checking that all the Minimum Entry Requirements (MER) are in place for a particular rating, assessors will make quality judgements about the facilities and equipment provided. Details of the areas assessed can be seen on page 30.

When making a quality judgement assessors are trained to ignore their own individual personal tastes and to judge the quality by way of benchmarks. These benchmarks are set from assessing hundreds of properties a year.

Assessors will make quality judgements by assessing whether an item is :

- 1 Star – Acceptable = a mark of 1
- 2 Star – Quite Good = a mark of 2
- 3 Star – Good = a mark of 3
- 4 Star – Very Good = a mark of 4
- 5 Star – Excellent = a mark of 5.

As a result of the consumer research, which showed cleanliness to be of high importance at any quality level, there is a requirement that each star level reaches a commensurate high level of cleanliness. This means the minimum overall percentage awarded for cleanliness has to meet the following levels;

- 1 Star – 40%
- 2 Star – 50%
- 3 Star – 65%
- 4 Star – 75%
- 5 Star – 90%

Failure to do this will mean that the next lowest level, as appropriate, will be the maximum star rating achievable at that visit. ie. if aiming for Five Star, but cleanliness only achieves 85% then provided everything is met for Four Star, Four Star will be the rating awarded.

In addition, the consumer research also showed that guests expect consistency in all aspects of a property, meaning that every area should meet the overall Star rating awarded i.e. all aspects of a Three Star property should be of a Three Star quality standard. Therefore, in the assessment, 'public areas', 'bedrooms', 'bathrooms' and 'kitchens' are designated as 'critical areas' and the quality of these areas has to be commensurate with the overall grade awarded at the following levels:

- 1 Star – 34% - 47%
- 2 Star – 48% - 59%
- 3 Star – 60% - 74%
- 4 Star – 75% - 86%
- 5 Star – 87% - 100%

Example A)

A property aiming for Three Star achieves the following:

- Cleanliness – 68%
- Public areas – 72%
- Bedrooms – 67%
- Bathrooms – 69%
- Kitchen – 68%

It would therefore achieve the quality levels for Three Star (cleanliness 65% minimum 'critical areas' between 61% and 74%).

Example B)

A property aiming for Three Star achieves the following:

- Cleanliness – 62%
- Public areas – 72%
- Bedrooms – 67%
- Bathrooms – 69%
- Kitchen – 68%

It has not achieved the cleanliness requirement for Three Star, so a Two Star rating would be appropriate.

In order to move up the rating scale an establishment operating within the Serviced Apartment category, will need to meet progressively higher quality standards providing the very best in guest care as well as some additional appropriate facilities and services.

Serviced Apartments Minimum Entry Requirements



Minimum Entry Requirements

To obtain a higher quality grade it will be necessary to meet both the level of quality and condition specified in the quality indicators for that Star Level and any additional requirements specified. For example to obtain a rating of Three Star, all the minimum entry requirements for One Star and Two Star should be met along with any additional requirements for Three Star.

A. General Requirements

Minimum Entry Requirements	
Statutory Obligations	<ul style="list-style-type: none"> ● Safety <ul style="list-style-type: none"> Health and Safety at Work Fire, Gas and Electrical Safety Electrical Appliance Testing Product Safety Bunk bed regulations British Standards applying to items such as cots, high chairs and play pens ● Premises <ul style="list-style-type: none"> Planning Permission (Building warrants in Scotland) Private Water Supplies Housing TV Licensing ● Discrimination <ul style="list-style-type: none"> Sex Discrimination Race Discrimination Disability Discrimination Age Discrimination ● Records <ul style="list-style-type: none"> Data Protection Immigration Hotel Records Consumer Protection ● Trade Descriptions <ul style="list-style-type: none"> Advertising Pricing Unfair Contract Terms <p>Operators will be asked to provide evidence that public liability cover is being maintained and to provide a signed confirmation at application, and renewal of participation, that the above requirements are being fulfilled.</p>

A. General Requirements continued

Minimum Entry Requirements	
General	<ul style="list-style-type: none"> • In assessing the acceptability of 'enclosed' floor area available, assessors will take account of usable space around furnishings and fittings. It is unlikely that the minimum requirements will be met where accommodation is less than the following: • 18.60 sq m (200 sq ft) for a 2-person apartment plus 7.40 sq m (80 sq ft) for each additional person normally accommodated. Enclosed floor area includes living, sleeping, cooking and bathroom areas. • Consideration should be given to freedom of movement, the ceiling height for the major part of the room to be sufficient for a person of 183 cm (6 ft) to move around without stooping. Sloping eaves and roofs are acceptable providing these do not restrict guests' movements to an unacceptable degree. • Additionally, for a Star rating higher than the base level of One Star, floor area available will need to be greater with significantly more usable space around furnishings and fittings. • There must be reasonable space for movement in bedrooms/sleeping and living room areas and for easy access to beds, doors and drawers. • Doors and drawers to be fully openable. Account should be taken of space needed for convertibles, e.g. bed settees etc. • All fixtures, furniture, furnishings, crockery and cutlery to be adequate for the maximum number of occupants, including any extra sleeping accommodation.

Interior General

Minimum Entry Requirements	
Self Contained	<p>All apartments must be totally self-contained*</p> <p>* What does Self-Contained mean? <i>A self-contained apartment must have bedrooms, bathrooms, public areas and kitchen all contained behind one main door, where occupants have sole access.</i></p>

B. Maintenance

Minimum Entry Requirements	
Maintenance	<ul style="list-style-type: none">• All electrical and gas or oil fired equipment must meet all relevant statutory obligations (see previous page), be safely maintained, in good working order and serviced regularly, as appropriate.• Fixtures, furnishings, floor coverings and fittings must also meet all relevant statutory obligations, particularly in relation to fire safety (see general requirements). These must be maintained in a sound, clean condition and be fit for the purpose intended.• The exterior should be free from hazards on roads and pathways and the building itself.

C. Health, Safety and Security

Minimum Entry Requirements	
<p>Health, Safety and Security</p>	<ul style="list-style-type: none"> ● A high degree of general safety and security maintained, including information on procedures in the event of an emergency. ● If the proprietor is not resident on the premises, his/her name, address and telephone number or that of his/her agent, who must have a set of keys, to be prominently displayed, together with clear details of how to summon assistance in the event of an emergency. ● Prominently displayed printed details of how to summon the assistance of emergency services to be provided e.g. doctor, dentist, location of nearest payphone, casualty unit and vets (if pets accepted). ● All apartments to be provided with suitable refuse disposal arrangements as required by the Local Authority. Dustbins, where provided, must have lids. Arrangements for refuse collection to be specified and prominently displayed. ● Occupiers to be provided with a key to the entrance door of their apartment, and where applicable a key giving access to the building and any other relevant facilities. ● At least one smoke alarm to be provided in all apartments situated appropriately within a hallway or landing area. Larger apartments or those with a more unusual layout may require more than one alarm. (Advice may be sought from local fire prevention officer.) ● Adequate levels of lighting at night for safety and comfort in all public areas, including on stairways and landings and in car parks and paths/steps to the property at night, should be provided. ● Electricity should be available (not necessarily mains supply). Where it is not, this must be stated. Voltage to be stated if not on mains. ● Where electricity is available, an adequate number of power sockets to be provided, commensurate with the number of electrical appliances provided. ● Some form of emergency lighting to be available, e.g. torch or night-lights. Candles are not acceptable for safety reasons.

D. Annexes

Minimum Entry Requirements	
Annexes	<p>Where there is an annexe to the main building, we will take into account the facilities provided in this annexe when determining the rating for the apartments as a whole.</p> <p>Annexe accommodation may be situated in a separate apartment within the grounds or within easy walking distance of the main building with good levels of external lighting.</p> <p>Visitors advised when they are booking, and subsequently in the case of any change, if the accommodation offered is in an unconnected annexe or has separate external access. They must also be told the location of the accommodation.</p>

1. Exterior

Minimum Entry Requirements	
Appearance of Buildings	<ul style="list-style-type: none"> • Buildings maintained in a sound and clean condition.

Minimum Entry Requirements	
Grounds and Gardens	<ul style="list-style-type: none"> • Gardens and/or open areas that are part of the unit maintained in good order. • Where gardens are available then garden furniture should be provided. • If the property has ancillary areas, the facilities provided will be taken into account in the assessment of the establishment, where under the control of the operator. They should be well surfaced, in good condition and adequately lit.

2. Cleanliness

Minimum Entry Requirements	
Cleanliness	<ul style="list-style-type: none"> • Cleanliness is of paramount importance to guests, so a high standard of cleanliness must be achieved and maintained throughout the property. Particular attention must be given to kitchens, bathrooms, shower rooms, toilets and items involving direct contact for guests, such as bedding, linen, towels, baths, showers, washbasins, WCs, flooring, seating, crockery, cutlery, glassware, kitchen utensils and equipment. • It is the operator's responsibility to ensure that all properties are thoroughly cleaned throughout, before each new let, irrespective of whether the guests have cleaned it prior to departure. Any broken or damaged items should be replaced.

3. Management Efficiency

Minimum Entry Requirements	
Bookings and Prices	<ul style="list-style-type: none"> • To make clear to guests exactly what is included in the prices quoted for the property including service charge, taxes and other surcharges, e.g. electricity, fuel, linen, towels, cots etc. Where VAT is applicable, all prices to be shown inclusive of VAT at standard rate.

Bookings and Prices continued

Minimum Entry Requirements	
<p>Bookings and Prices</p>	<ul style="list-style-type: none"> ● The price agreed at the time of booking must not be exceeded. ● All agreed prices must include service charges, taxes and other surcharges ● At all levels guests will be greeted and acknowledged in a friendly, efficient and courteous manner throughout their stay. ● There should be an easy and efficient booking service that includes the following: <ul style="list-style-type: none"> ● Prospective visitors told clearly what is included in the prices quoted for accommodation, meals and refreshments, including service charge, taxes and other surcharges. ● Other information, which may impact on the guests' stay, e.g. smoking policy, refurbishment work in progress, planned functions/events etc. provided. Where house policy dictates that certain facilities need to be pre-booked, e.g. spa treatments, dinner etc., these should also be mentioned at the time of booking. ● Full details of the cancellation policy if there is one. This especially includes information about charging credit cards for cancellation or changes to the booking. ● Information about deposits if required, including details of how the deposit is taken and whether or not it is refundable on cancellation. ● Clear explanation of charges for additional services or available facilities including cancellation terms. ● Information about any unacceptable types of payment e.g. credit cards, travellers cheques etc. ● Information and full details about any fees charged for the acceptance of credit cards. ● Full details of accommodation, including sleeping arrangements and bathroom (whether it is equipped with a bath or a shower) provided in writing or printed form in advance of normal booking. Where sleeping accommodation is provided by means of bed settees, wall beds, 'Z' beds, camp beds etc., in addition to the bedroom accommodation, the type, size and number of bed spaces to be clearly indicated. ● Visitors provided with details of payments due and a receipt if required. The receipt to be clearly presented and well laid out. ● Printed (or type written) brochure or information leaflet to be available. A floor plan is encouraged. Arrangements for access to the property communicated pre- arrival. ● The following information readily available prior to booking: <ul style="list-style-type: none"> ● Car parking arrangements near apartment ● Arrangements for pets ● Distance of apartment from nearest shop(s), etc. ● Distance of apartment from nearest public transport ● Nature of water supply, if not mains (water supply must meet all statutory regulations for drinking water) ● Types of energy supply if not electric ● Electricity voltage, if not standard ● A map and/or directions provided showing the location of the apartment on booking or with brochure. (This may be provided in more detail after booking).

Minimum Entry Requirements	
Arrival and Departure	<ul style="list-style-type: none"> • An inventory to be available • Where bookings can be made in person the operator should display their prices/tariff for each type and size of apartment. These may be either "per person" or "per room". These must include VAT where applicable. • To provide each guest with details of payments due and a receipt if required. • The receipt should be clearly presented and well laid out.

Minimum Entry Requirements	
Guest and Tourist Information	<ul style="list-style-type: none"> • Tourist information to be available. • See also section entitled Health, Safety and Security.

Additional requirements for a Five Star rating

Additional Requirements	
5 Star	<ul style="list-style-type: none"> • No coin meters or smart card systems for fuel payment. However, meter readings are acceptable. • An additional two items from the following list should be provided: <ul style="list-style-type: none"> • Tumble drier • Wifi or internet connection in the apartment • Hi - Fi • Video recorder • DVD player

4. Public Areas (Living, Dining and Reception Areas)

Guest Comfort

Minimum Entry Requirements	
General	<ul style="list-style-type: none"> ● All rooms with sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds. Rooms may be small but careful planning ensures best use of space. ● The ceiling height for the major part of the room sufficient for a person of 6 ft to move around without stooping. Sloping eaves and roofs acceptable provided they do not impinge on a major part of the room. ● When we assess the acceptability of room size, we will take into account the useable space available around furniture and fittings, including sofa beds. There should be no restriction of free movement. ● Dining table and seating facilities for the maximum number of occupants. ● Where there is a functional open fireplace, a fireguard, poker, hearth brush, tongs, shovel, fuel container and ashes bucket provided. ● Easy chair and/or sofa seats provided, sufficient for the maximum number of advertised occupants. All easy seating to be provided in the main lounge/ lounges. ● A colour TV to be provided where a TV signal is available, at no extra charge. Where terrestrial TV channels are not available every effort should be made to provide an alternative such as cable or satellite TV. ● Direct dial telephone provided. Telephones displaying the apartment/hotel telephone number, the reception extension/telephone number and instructions on how to use any additional services such as telephone message services and room-to-room calls. ● Telephone rate card displayed in bedrooms illustrating typical charges for local, long-distance, international, internet and connection to mobile phones. ● Hotels expected to provide, as a minimum, the following information to guests: <ul style="list-style-type: none"> ● The cost of one 5-minute local call at peak rate. ● The cost of one 5-minute local call at off-peak rate. ● The cost of one 5-minute long distance call at peak rate. ● The cost of one 5-minute long distance call at off-peak rate. ● The cost of one 5-minute international call at peak rates, e.g. USA. ● The cost of one 5-minute international call at off-peak rate, e.g. USA. ● In addition, an explanation of what constitutes a local and long distance call should be given as well as a clear explanation of peak and off peak. ● Non-flammable waste paper bins provided in living areas.

Minimum Entry Requirements	
Flooring	<ul style="list-style-type: none"> ● All rooms/areas, passages and staircases must have suitable finishes or coverings.

Public Areas (Living, Dining and Reception) continued

Minimum Entry Requirements	
Furniture, Furnishings and Fittings	<ul style="list-style-type: none"> All exterior windows in living areas fitted with opaque curtains, blinds or shutters. Glass in exterior/interior doors will also require covering where the lounge is used for sleeping or where lack of privacy could be an issue. (The apex of an 'A' framed window and roof light windows need to be curtained only where the lounge is used as sleeping accommodation). Where there is sleeping accommodation in living areas, there must be adequate storage for bedding and guests' clothes.

Minimum Entry Requirements	
Heating and Ventilation	<ul style="list-style-type: none"> Adequate means of heating must be available at all times which will mean heating will be provided in living areas. (Freestanding paraffin and Calor gas heaters are discouraged for safety reasons). All living room areas to have at least one window opening directly into the open air. Air conditioning provided where windows are not openable.

Minimum Entry Requirements											
Lighting	<ul style="list-style-type: none"> All living areas must be adequately lit and lights must have shades (unless bulbs are decorative e.g. candle). Minimum lighting levels acceptable are 140 watts (cumulative) or low wattage equivalent for living areas. Greater wattage and range of lighting will be expected in larger rooms. Energy-saving light bulb conversion table. <table border="1" style="margin-left: 40px;"> <thead> <tr> <th>Ordinary Light Bulb</th> <th>Energy – saving light bulb equivalent</th> </tr> </thead> <tbody> <tr> <td>100 Watt</td> <td>20 – 23 Watt</td> </tr> <tr> <td>75 Watt</td> <td>15 – 18 Watt</td> </tr> <tr> <td>60 Watt</td> <td>11 – 13 Watt</td> </tr> <tr> <td>40 Watt</td> <td>9 Watt</td> </tr> </tbody> </table>	Ordinary Light Bulb	Energy – saving light bulb equivalent	100 Watt	20 – 23 Watt	75 Watt	15 – 18 Watt	60 Watt	11 – 13 Watt	40 Watt	9 Watt
Ordinary Light Bulb	Energy – saving light bulb equivalent										
100 Watt	20 – 23 Watt										
75 Watt	15 – 18 Watt										
60 Watt	11 – 13 Watt										
40 Watt	9 Watt										

Public Areas (Reception)

Minimum Entry Requirements	
Reception	<ul style="list-style-type: none"> There will normally be a reception area or office where guests will register. Once guests have registered they should have access to their apartments 24 hours a day. Member of staff on duty or on call 24 hours a day. Weekly cleaning service as a minimum.
5 Star	<ul style="list-style-type: none"> 24 hour reception with concierge or receptionist. Minimum 5 out of 7 days daily cleaning service.

5. Bedrooms

Minimum Entry Requirements	
General	<ul style="list-style-type: none"> • All bedrooms with sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds. Rooms may be small but careful planning ensures best use of space. • The ceiling height for the major part of the room sufficient for a person of 6 ft to move around without stooping. Sloping eaves and roofs acceptable provided they do not impinge on a major part of the room. • When we assess the acceptability of bedroom size, we will take into account the useable space available around furniture and fittings, including sofa beds. There should be no restriction of free movement. • Family rooms should be more spacious. • Doors and drawers fully openable without having to move furniture.

Minimum Entry Requirements	
Flooring	<ul style="list-style-type: none"> • All rooms must have suitable floor finishes or coverings. • Non-slip rugs or carpets provided at bedsides.

Minimum Entry Requirements	
Furniture, Furnishings and Fittings	<ul style="list-style-type: none"> • A bedside table/shelf and light for each occupant, including bunk beds (twin beds may share a table and light and top bunk to have light, but a shelf should be provided only where safe to do so). • Non-flammable waste bins to be provided. • A dressing table (or equivalent) with mirror, wardrobe or clothes hanging rail and adequate drawer space in each apartment (shelf space is an acceptable alternative to drawers), in at least one double or twin room, to be provided. Hooks on backs of doors etc are not acceptable; garments should be able to hang free. • Six hangers per person. Wire hangers are not acceptable.

Bedrooms continued

Minimum Entry Requirements	
Beds and Bedding	<ul style="list-style-type: none"> ● Minimum bed sizes, including sofa beds and bunks, as follows: <ul style="list-style-type: none"> ● Single: 190cms x 90cms / 6ft 3ins x 3ft ● Double: 190cms x 137cms / 6ft 3ins x 4ft 6ins ● 122cms / 4ft beds to be designated as singles ● 76cms /2ft 6ins beds are unacceptable, except in family rooms where they are clearly designated for children only. ● Sofa beds are not acceptable as permanent bed spaces. ● Bunk beds (permanent bed spaces) are acceptable for child use only. When bunk beds are used, guests told when they make the booking. ● Access to both sides of beds for double occupancy. ● At least one adult room without bunk beds. ● All mattresses sprung or foam or similar quality and in sound clean condition. Bedding must be clean and well aired. ● Bedding supplied in sufficient quantity i.e. bedspread and two blankets per bed or one duvet of suitable tog rating, and two pillows per person. For winter, late or early season letting, the amount of bedding should be increased. Bedding clean and well aired. ● A mattress protector or under blanket fitted to all beds. (Plastic or rubber mattress protectors are not acceptable for normal use. Where a rubber cover is provided for children, it should be as an optional extra in addition to the normal mattress protector). ● Bed linen provided and changed for all new occupants and weekly change offered during the letting period. Spare linen and bedding available on request. Sheets must be poly-cotton or cotton. ● Where a bedroom is accessed via another bedroom, then this must be clearly advertised in the brochure. ● Where a bathroom is accessed via a bedroom (not including ensembles), then these apartments must be designated, and advertised in the brochure, as only being suitable for single-family occupation.
4 Star	<ul style="list-style-type: none"> ● All advertised sleeping spaces are to be in bedrooms only. (Where studio flats are clearly advertised as such, an exemption will be made to this).
5 Star	<ul style="list-style-type: none"> ● All beds are to be full sized beds including beds for children (excludes 'Z' beds used on a temporary basis for children only). (It is unlikely that where a bedroom or bathroom is accessed via another bedroom that this would ever achieve Five Star).
Galleried Bedrooms	<ul style="list-style-type: none"> ● Where a property accommodates only two people, any rating can be achieved. The galleried bedroom must be advertised as such in the brochure. ● Where the property accommodates more than two guests and there is a galleried bedroom, this must be clearly advertised in the brochure. The highest rating that could be achieved is Four Star. This is due to lack of privacy, light exclusion and noise interruption.

Bedrooms continued

Minimum Entry Requirements	
Heating and Ventilation	<ul style="list-style-type: none"> • Means of heating must be available at all times which will, in most cases, mean heating to be provided in each bedroom. • All bedrooms to have at least one window opening directly into the open air; windows to have opaque curtains, blinds or shutters.

Minimum Entry Requirements	
Lighting	<ul style="list-style-type: none"> • All bedrooms must be adequately lit and lights must have shades. Minimum lighting levels 140 watts (cumulative) or low wattage equivalent. Greater wattage and range of lighting will be expected in larger rooms.

6. Bathrooms and WCs

Minimum Entry Requirements	
General	<ul style="list-style-type: none"> • All apartments to have at least one bathroom and WC for every eight guests. The bathroom to be equipped with a bath or shower, bathmat, towel rail (pegs and hooks are not acceptable), shelf or flat surface and wash basin. Where the base of the bath or shower is not anti-slip then a non-slip mat must be available. Soap dish to be provided in showers. • Where no bath is available, this must be indicated in the brochure. • Unless ensuite, access through a bedroom to the bathroom is not normally acceptable, except where the apartment is for single-family occupation. • Washbasin in main bathroom to be a minimum of 36cm x 24cm (14" x 9") internal, although a standard size washbasin is always recommended where space allows. (Additional basins offered in ensembles or separate WC's where basin in main bathroom complies, could be of a smaller dimension.) • A mirror above or adjacent to the washbasin. • All apartments to have at least one WC. All WC's equipped with toilet paper and holder, toilet brush and disposal bin with sanitary bags, or a lidded bin. • All windows to have opaque curtains, blinds or shutters. (Glass doors to bathrooms and WC's must also have opaque curtain or blind). • A means to provide hot water available at all times.

Bathrooms and WCs continued

Minimum Entry Requirements	
General continued	<ul style="list-style-type: none"> • A lock or bolt to be provided on all bathroom/WC doors, including ensembles. • A shaver point adjacent to mirror, preferably with light. An adapter elsewhere in the apartment is an acceptable alternative, providing it can be used close to a mirror. • Towels (one hand and one bath towel per person) provided without extra charge and changed at least weekly and for each new guest.
3 Star	<ul style="list-style-type: none"> • Where more than six guests are accommodated a shower should be available. This must be hands free, but can be fitted over a bath e.g. mixer tap.
4 Star	<ul style="list-style-type: none"> • Extra WC and washbasin (which may be in another bath/shower room) to be provided if the apartment sleeps more than six. Bathroom ratio of 1:8 to be maintained.
5 Star	<ul style="list-style-type: none"> • Bath and shower available in the main bathroom. (Exceptions may be made for level entry showers built specifically for use by guests with mobility impairment). • Ensuite provided for one bedroom with shower, toilet and washbasin. Ratio to be maintained e.g. twelve guests require two bath or shower rooms with WC and basin (one may be ensuite).

Minimum Entry Requirements	
Flooring	<ul style="list-style-type: none"> • All bathrooms/WCs must have suitable floor coverings. Consideration should be given to the suitability of floor coverings for hygiene and housekeeping reasons.

Minimum Entry Requirements	
Heating and Ventilation	<ul style="list-style-type: none"> • Heating to be provided in all bathrooms where there is an external window. A heated towel rail is acceptable. Heated light bulbs are discouraged. • All bathrooms and WCs to have an opening window or Local Planning Authority approved ventilation system.

Minimum Entry Requirements	
Lighting	<ul style="list-style-type: none"> • All bathrooms/WCs must be adequately lit and all lights must have shades or be suitably protected.

7. Kitchen

Minimum Entry Requirements	
General	<ul style="list-style-type: none"> ● A cooker with an oven, with at least two shelves, a grill and at least four boiling rings that may be used simultaneously with the oven or grill. If two people only are accommodated, then two boiling rings plus oven and grill must be provided. For any larger numbers i.e. twelve or more, accommodated, it is anticipated that additional cooking facilities will be provided. A microwave is an acceptable alternative for one boiling ring. A combination microwave (oven, grill and microwave) is acceptable as a grill or oven, provided that a three-ring hob is also available separately. ● Cookers to be clean and in sound condition and functioning properly. ● Microwave oven to be provided, and microwave cookware or compatible crockery. ● A refrigerator with an ice-making compartment (unless a freezer is also provided). Larder fridges are not acceptable if no freezer is provided. ● A sink equipped with a draining board; dish drying rack, hot water and cold drinking water supply to be provided. ● At least one hygienic work surface. ● An opening window or Local Planning Authority approved ventilation system. Opaque curtains, shutters or blinds on external glass doors and windows. ● A covered waste disposal bin to be provided, with liner. ● A fire extinguisher designated as suitable for kitchen fires, or fire blanket to be readily available. This should ideally be between the cooker and the door, and wall mounted. Storage in a cupboard or over the cooker is not acceptable. It could be sited outside the kitchen, provided it is quickly and easily accessible. (Further advice can be sought from your local fire prevention officer.) ● Storage space suitable for food. ● Where a dishwasher is provided, crockery, cutlery and utensils should be dishwasher safe. Extra crockery should also be provided, so dishwasher does not have to be operated at each mealtime for smaller numbers of guests. ● Sufficient storage space for crockery, cutlery, kitchen and cleaning equipment provided. ● An inventory to be available.
4 Star	<ul style="list-style-type: none"> ● Access to washing machine if not provided in the apartment. Ratio of one machine to every five apartments. (24 hour return laundry service also acceptable). ● Freezer space available in the apartment (3*** icebox in a fridge is acceptable). ● Dishwasher provided within the apartment (consider size for number the apartment accommodates).
5 Star	<ul style="list-style-type: none"> ● Freezer provided within the apartment (icebox not acceptable at this level). ● Washing machine provided in the apartment. (24 hour return laundry service also acceptable).

Kitchens continued

Minimum Entry Requirements	
Flooring	<ul style="list-style-type: none"> All kitchens must have suitable floor finishes or coverings. Consideration should be given to the suitability of floor coverings for housekeeping and hygiene reasons.

Minimum Entry Requirements	
Heating and Ventilation	<ul style="list-style-type: none"> Adequate means of heating must be available at all times which will, in most cases, mean heating provided in the kitchen, if large or separate. There should be an opening window or local planning authority approved ventilation system.

Minimum Entry Requirements	
Lighting	<ul style="list-style-type: none"> Kitchens must be adequately lit and all lights must have shades or be suitably protected. As guidance, minimum lighting levels, 140 watts (accumulative) or low wattage equivalent. Greater wattage and range of lighting will be expected in larger rooms.

Kitchen Inventory

Minimum Entry Requirements		
Per person	Bowl – cereal / dessert Plate – large and small Egg cup Mug Tumbler Wine glass <i>Consideration should be given to the number of items provided in respect of guest's visitors and the minimum and maximum number of occupants</i>	Knives* - table & side Spoons – soup, dessert & tea Forks* - Table & dessert *Knives and forks – it is acceptable to provide double the amount i.e. two of each.
Per apartment	Ashtrays (if smoking permitted) Baking tray Bread bin/container Bread knife Carving knife Chopping Board Colander Condiment set (salt & pepper) Corkscrew & bottle opener Cutlery box, rack or drawer divider Dish cloth and or washing up brush Dustpan & brush Frying pan Ice tray Kettle – automatic Kitchen scissors Mixing bowl	Oven Cloth Place mats Potato peeler Saucepans (large, medium and small with lids) more if larger numbers than 6 accommodated in the apartment. Storage container for biscuits etc Table spoon Tea towels with hooks, rails or suckers Tin opener Toaster Tray Utensil storage e.g. rack. Pot or divided drawer Vegetable knife Washing up bowl Washing up liquid/dishwasher tablets Wooden spoon
<i>In addition for long term lets the following must be provided or in all apartments</i>	Basic clothes drying facilities e.g. clothes horse or line Broom Bucket	Cafetiere or coffee maker Casserole dish with lid Teapot
<i>To be in apartments or available on request from reception</i>	Baking tray Cheese grater Fish slice Iron and ironing board Measuring jug	Oven cloth or mitts Spare light bulbs Vacuum cleaner Water jug Whisk

8. Additional Facilities

Minimum Entry Requirements	
<p>Additional Facilities</p>	<ul style="list-style-type: none"> • Laundry, recreation, reception, shop, bar, restaurant. None of these are required, but where they are provided, their quality and condition will form part of the quality assessment.

Serviced Apartment Quality Guidance



Quality Grading

The following sliding scale indicates examples of quality, which may be in evidence, in order to achieve the various levels of quality (One to Five). These indicators are representative of what might be seen at each quality level, but they are neither exhaustive nor prescriptive; that is to say they are included to offer suggestions on how quality can be improved and enhanced, but will not in themselves guarantee a higher quality grade. The assessors' personal tastes in style or design are not considered.

Quality Guidance	The following aspects are considered as part of the quality assessment.
1 Exterior	<ul style="list-style-type: none"> ● Appearance of buildings ● Grounds, gardens and parking ● Environment and setting.
2 Cleanliness	<ul style="list-style-type: none"> ● Public areas (corridors/stairways/dining room/lounge areas) ● Bedrooms ● Bathrooms ● Kitchen.
3 Management efficiency	<ul style="list-style-type: none"> ● Pre- arrival guest information including brochure ● Welcome and arrival procedure ● In-unit guest information and personal touches.
4 Public areas: dining rooms, lounge areas, hallways, stairs and corridors	<ul style="list-style-type: none"> ● Decoration ● Flooring ● Furniture, furnishings and fittings ● Lighting and heating ● Space, comfort and ease of use.
5 Bedrooms	<ul style="list-style-type: none"> ● Decoration ● Flooring ● Furniture, furnishings and fittings ● Lighting and heating ● Beds ● Bedding and linen ● Space, comfort and ease of use.
6 Bathrooms and WCs	<ul style="list-style-type: none"> ● Decoration ● Flooring ● Fixtures, fittings, sanitary ware ● Lighting, heating and ventilation ● Space, comfort and ease of use.

7 Kitchen	<ul style="list-style-type: none"> ● Decoration ● Flooring ● Furniture and fittings ● Lighting, heating and ventilation ● Electrical equipment ● Crockery, cutlery and glassware ● Kitchenware, pans and utensils ● Space, comfort and ease of use.
8 Additional Facilities	<ul style="list-style-type: none"> ● Laundry ● Recreation ● Reception, shop, bar, restaurant.

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Factors which indicate the minimum level of quality equivalent to One Star. Items may be described as acceptable. Generally, everything must be safe and clean, and older items, or those lacking in intrinsic quality, must work and be fit for their purpose. There should be no outstanding need for immediate repair and maintenance. This level will be presented to the consumer as a fair and satisfactory standard.
2 Star	<ul style="list-style-type: none"> ● Factors which indicate a quality level commensurate with Two Star. Items may be described as Quite Good to Good. Generally described as quite good, these items may be of simple quality and the range may be limited. However, they should be in good working order and there will be a high standard of cleanliness. This level will be presented to the consumer as a Good overall standard of quality.
3 Star	<ul style="list-style-type: none"> ● Factors which indicate a quality level commensurate with Three Star. Items may be described as Good to Very Good. Generally described as 'good'. Not necessarily expensive, but they must be of good, sound quality and show some care has been taken. There must be a good standard of maintenance and decoration. This level will be presented to the consumer as a Very Good standard.
4 Star	<ul style="list-style-type: none"> ● Factors which indicate a quality level commensurate with Four Star. Items may be described as Very Good to Excellent. Generally described as 'very good'. May be brand new, but not of the highest intrinsic quality or originally of high intrinsic quality, but not now necessarily in the best condition. This level will be presented to the consumer as an Excellent standard.
5 Star	<ul style="list-style-type: none"> ● Factors which indicate a quality level commensurate with Five Star. Items may be described as Excellent to Exceptional. Generally described as 'excellent'. Providing high standards in the overall fabric of the building both internally and externally; together with excellent standards of management efficiency and guest services. This level will be presented to the consumer as Exceptional or World Class standard.

Advice

Where possible, advice regarding overall quality has been included throughout this document in order to help you achieve or maintain a rating.

1. Exterior

Appearance of Buildings

Quality Guidance	<p>The décor, maintenance and repair of the building will be assessed under this section. This includes stonework, woodwork, paintwork, gutters, fall pipes, external plumbing, chimneys and roofs. External signage attached to the building (clarity and maintenance) and lighting is taken into account here. Any outbuildings and storage areas e.g. refuse areas will be assessed here as well. Window boxes, tubs and hanging baskets attached to the building will also be assessed under this heading.</p>
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Exteriors maintained in a sound, acceptable and clean condition, overall. ● Some signs of ageing may be present and small defects to stone or brickwork. ● Overall tidiness of immediate area including storage buildings/areas.
2 Star	<ul style="list-style-type: none"> ● Signs of ageing and defects should be limited to a small number of areas.
3 Star	<ul style="list-style-type: none"> ● Well maintained - weathering may be present. ● No obvious structural defects. ● Where displayed, signs to be maintained in good condition.
4 Star	<ul style="list-style-type: none"> ● High quality maintenance of stonework and paintwork, some natural weathering may be present. ● Some additional external features to enhance appearance, this includes window boxes, especially in properties without a garden.
5 Star	<ul style="list-style-type: none"> ● Excellent standards of external maintenance Including: outbuildings and signs e.g. fresh well maintained paint work, no unsightly staining to stonework. Addition of features such as flower tubs and window boxes where appropriate. ● Attractive architectural features may be in evidence. ● Well illuminated and clearly signed.

Grounds, Gardens, Roadways and Car Parking

Quality Guidance	<p>If the property has no grounds, gardens or parking this section is not assessed. Assessment of this area will include garden areas, garden furniture, hedges, paths, driveways, parking and all other areas within the boundaries of the property which are visible from the property or which guests have access to and which are under control of the owner.</p>
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● An adequate first impression, e.g. refuse bins discreetly positioned. ● Immediate surroundings maintained so as not to detract from overall appearance e.g. lawns and borders not overgrown. ● Reasonably easy access, safe and adequately maintained parking. If parking not available, information provided for potential guests on where to park. ● Consideration given to control wild and domestic animals access around the property.
2 Star	<ul style="list-style-type: none"> ● Evidence of more effort made to make gardens more attractive, tidy and litter free. ● Pathways without trip hazards. ● Some attempt to define parking area.
3 Star	<ul style="list-style-type: none"> ● Well maintained and tidy overall appearance of grounds, gardens driveways and footpaths etc. ● Easy access to parking with well maintained surface and clear definition. ● Effective lighting where required e.g. long driveway or path to the property. Parking area may also require light. ● Parking to be on a better surface and pothole free.
4 Star	<ul style="list-style-type: none"> ● High standards of maintenance of garden. Generally tidy beds, pathways and hedges and all trees and shrubs, well tended. ● Dustbin areas not visible, preferably screened. ● Evidence of some attention to detail e.g. well surfaced, pothole free driveways, colourful borders and wide level pathways. ● Parking area to be weed free, on well maintained surface and preferable close to the property.
5 Star	<ul style="list-style-type: none"> ● Maintained to an excellent standard e.g. well tended borders or shrubs, tidy pathways and edges in good condition and well cut, hedges trimmed and an overall attempt to maintain the appearance throughout the year. ● Attention to detail, including landscaping, driveways, the provision of garden furniture or architectural features, e.g. gazebo, pergola, summer house etc. ● Ample car parking spaces adjacent to unit to accommodate likely number of guests. ● Good, well positioned lighting. ● Consideration given to the security of guests' cars.

Environment and Setting

Quality Guidance	<p>A reflection of the positive or negative aspects of the location of the property and surrounding area that could affect the guests' comfort. Personal preference is avoided. Consideration will be given to efforts made to overcome a poor environment by screening or banking to reduce any unsightly outlook and noise e.g. double glazing. The approach to the property from the road is also taken with account.</p>
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Satisfactory first impression. ● Minimal excessive noise levels from traffic or industrial sources.
2 Star	<ul style="list-style-type: none"> ● Units may be close together. ● Some attempt at noise insulation e.g. double glazing.
3 Star	<ul style="list-style-type: none"> ● Good first impression. ● No excessive noise levels.
4 Star	<ul style="list-style-type: none"> ● Maybe in an excellent location, but in close proximity to other units. ● In secluded location, but access may be difficult.
5 Star	<ul style="list-style-type: none"> ● Establishment is inviting. ● Attractive surroundings. ● Often a secluded situation in extensive grounds perhaps by a river or in an elevated position in an area of outstanding natural beauty. ● In a city close to centre with excellent access to facilities.

2. Cleanliness

Public Areas (Living and Dining Rooms etc)

Quality Guidance	Windows, flooring and skirtings, stair treads, dado/picture rails and pictures, under seat cushions, inside and outside of furniture, power points and light switches, light fittings ceiling edges and electrical goods.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● All surfaces and equipment clean and generally free from dust but there may be limited signs of neglect. ● All carpets vacuumed and floors cleaned. ● All areas smelling fresh and clean for guests' arrival.
2 Star	<ul style="list-style-type: none"> ● Quite good standard overall although some areas overlooked e.g. cobwebs.
3 Star	<ul style="list-style-type: none"> ● Evidence of attention to detail, particularly high and low level. ● Clean and fresh surfaces. ● Soft furnishings and carpets deep cleaned on a regular basis or as required.
4 Star	<ul style="list-style-type: none"> ● Greater attention to detail, with high overall standards evident.
5 Star	<ul style="list-style-type: none"> ● Excellent level of cleanliness. ● Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail. ● Pristine soft furnishings and carpets.

Advice

It is anticipated that any metalware is polished and tarnish free. Where pets are accepted, particular attention should be paid to removing pet smells and stale smoke smells where smoking is permitted, but beware overpowering perfumed air fresheners, which can be equally offensive.

Particular attention should be paid to room corners, under sofa/chair cushions, light fittings, curtain valances and electrical equipment, where static attracts dust. Check curtain linings for staining.

Bedrooms

Quality Guidance	Inside and outside of furniture (tops and inside of wardrobes), light fittings and ceiling edges, flooring and skirtings, under beds, windows, bed heads, frames and mattresses.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● All surfaces and equipment clean and free from dust. ● All carpets vacuumed and floors cleaned. ● All areas smelling fresh and clean for guests' arrival. ● Limited signs of neglect.
2 Star	<ul style="list-style-type: none"> ● Quite good standard overall although some areas overlooked e.g. cobwebs.
3 Star	<ul style="list-style-type: none"> ● Evidence of attention to detail, particularly high and low level. ● Clean and fresh surfaces. ● Soft furnishings and carpets deep cleaned on a regular basis or as required.
4 Star	<ul style="list-style-type: none"> ● Greater attention to detail, with high overall standards evident.
5 Star	<ul style="list-style-type: none"> ● Excellent level of cleanliness. ● Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail. ● Pristine soft furnishings and carpets.

Advice

Special attention should be given to tops and insides of wardrobes, insides of drawers, bedheads, underneath beds and mattresses, underneath furniture, curtain valances etc.

By moving hangers to one end of the wardrobe, it indicates to guests that attention has been given in this area.

Bathrooms

Quality Guidance	This includes wall finishes, flooring, equipment, shower curtains, light fittings, extractor fans, plug holes, taps and toilet brushes.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● All surfaces and equipment clean and free from dust. ● All carpets vacuumed and floors cleaned. ● All areas smelling fresh and clean for guests' arrival. ● Limited signs of neglect.
2 Star	<ul style="list-style-type: none"> ● Quite good standard overall although some areas overlooked e.g. cobwebs.
3 Star	<ul style="list-style-type: none"> ● Evidence of attention to detail, particularly high and low level. ● Clean and fresh surfaces. ● Soft furnishings and carpets deep cleaned on a regular basis or as required.
4 Star	<ul style="list-style-type: none"> ● Greater attention to detail, with high overall standards evident.
5 Star	<ul style="list-style-type: none"> ● Excellent level of cleanliness. ● Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail. ● Pristine soft furnishings and flooring.

Advice

Consider when guests are seated in the bath, they can see everything at a lower level, therefore do not forget areas not normally seen at standing height e.g. behind washbasin pedestals, and behind WC and soil pipe.

Areas above head height often mistakenly get missed in the normal cleaning routine, so tops of shower rails or cubicles, venetian blinds and extractor fans should be added to that routine. Showerheads and taps may need more regular de-scaling in hard water areas during periods of constant use.

Plugholes need to be checked at every change over and baths/shower drainage pipes should be regularly checked also to ensure they drain freely. A change of shower curtains will allow laundering on a regular basis and prevent mildew build up, as most can be machine-washed at low temperatures.

Old toiletries or bars of soap should be removed. Toilet brushes and holders require thorough and regular cleaning and replacement.

Kitchen

Quality Guidance	This includes wall finishes, flooring, equipment and light fittings.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● All surfaces and equipment clean and free from dust. ● Any carpets vacuumed and floors cleaned. ● All areas smelling fresh and clean for guests' arrival. ● Limited signs of neglect.
2 Star	<ul style="list-style-type: none"> ● Quite good standard overall although some areas overlooked e.g. cobwebs.
3 Star	<ul style="list-style-type: none"> ● Evidence of attention to detail, particularly high and low level. ● Clean and fresh surfaces. ● Soft furnishings and carpets deep cleaned on a regular basis or as required.
4 Star	<ul style="list-style-type: none"> ● Greater attention to detail, with high overall standards evident.
5 Star	<ul style="list-style-type: none"> ● Excellent level of cleanliness. ● Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail. ● Pristine soft furnishings and flooring, kitchen equipment.

Advice

Areas which require regular attention include:

Cookers	Cooker hoods, inside of ovens, grillpans, area around controls, underneath of hobs, inside and especially upper surface of microwaves and splashbacks.
Freezers and Fridges	Seals, defrost ice boxes, door trays. Best to leave doors open when turned off and not in use, to avoid mould and odours.
Dishwashers	Clean filter and seals.
Washing Machines and Tumble Dryers	Fluff and powder residue.
Other	Food storage cupboards including removal of left over food, strip light diffusers, (dead flies and grime) extractor fans and inside of drawers.

3. Management Efficiency

Pre-arrival - Guest Services

The procedures for dealing with guests during booking, pre-arrival, arrival and information provision for the guests to make the most of their stay are assessed here.

Pre-arrival Guest Information including Brochure/Website

Quality Guidance	This covers the information sent prior to booking which aims to inform the guest about the property and the locality. This may also include the operators and/or agents website for the property.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Brochure may be a simple, typed sheet with basic information. ● Map/directions clear and easy to follow after booking. ● Confirmation letter sent by post/fax/email.
2 Star	<ul style="list-style-type: none"> ● Brochure may include more detailed but could still be a single side.
3 Star	<ul style="list-style-type: none"> ● Brochure/Website. ● Including one picture or sketch (may be black and white) with more detailed information. ● A letter of introduction may be included.
4 Star	<ul style="list-style-type: none"> ● Information would contain photographs and usually be in colour, but may not be professionally produced. ● Well laid out informative brochure on quality paper/high quality website pages.
5 Star	<ul style="list-style-type: none"> ● Produced to a professional standard with extensive, clear information. ● Detailed, easy to follow directions sent after booking. ● Personal letter of introduction with accompanying tourist information.

Advice

Colour photographs speak volumes to guests, particularly of the setting and/or interior. Remember, guests will often obtain several brochures before making a decision and so your brochure needs to have impact.

A general indication of the property's location should be given, but detailed directions should be sent after booking for security reasons.

Many operators send local attraction information and/or leaflets along with their brochure, which illustrates how much there is to do in the area, thereby prompting repeat visits.

Welcome and Arrival

Quality Guidance	This is the procedure used to welcome guests including arrangements for access e.g. key collection.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● It may not be possible to welcome guests personally. ● A key may be left for new arrivals.
2 Star	<ul style="list-style-type: none"> ● Key could be obtained from key holder, but limited additional welcome information or provisions.
3 Star	<ul style="list-style-type: none"> ● Welcome beverages provided e.g. tea and coffee, perhaps set on a tray. ● Welcome card inviting guests to contact owners or caretaker at any time during stay. ● Where bed linen is provided beds should be made up. ● Directed to Apartment.
4 Star	<ul style="list-style-type: none"> ● Where no personal welcome given, a tea tray with welcome letter or a phone call or visit, some time after arrival to check all is well. ● A "Welcome pack" might be provided and may include tea, coffee, milk, fresh flowers and cake etc. ● Guest shown to Apartment.
5 Star	<ul style="list-style-type: none"> ● Guests greeted on arrival and / or satisfaction check after 24 hours. ● Welcome pack provided with e.g. fruit, flowers, wine, soft drinks, breakfast items, hampers, gifts. ● Shown to the Apartment with a full briefing of the Apartment.

Advice

It is important to ensure that if no personal welcome can be provided, guests should be made fully aware of a local contact, should the need arise. A "welcome pack" will make guests feel welcome and at home. On a simple level it can be tea, coffee and milk but may also include some of the following: wine, fresh flowers, fresh fruit, bread, eggs, home-baking or preserves, starter meal or seasonal gifts, e.g. Easter eggs. If a personal welcome is not possible, a telephone call the day after arrival to check everything is okay may be considered, likewise a courtesy call when guests have returned home.

Guest and Tourist Information

Quality Guidance	In-unit guest information and personal touches – this includes the provision and presentation of tourist information e.g. attractions leaflets and household information such as how to use the equipment. Personal touches are those aspects which make the property more homely and welcoming such as plants, books, videos, ornaments etc.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Selection of Tourist Information for local and surrounding area. No real presentation. ● Limited range of personal touches. ● Details provided of how to operate all equipment in the unit and refuse collection.
2 Star	<ul style="list-style-type: none"> ● Reasonable selection of tourist information and not too out of date. ● Small range of items, e.g. ornaments, books.
3 Star	<ul style="list-style-type: none"> ● Extended range of Tourist Information including places to eat, etc and normally up to date. ● Good standard of presentation for household information. ● Wider range including books, games and magazines. ● Detailed guest information e.g. local shops, pubs, leisure facilities, churches etc.
4 Star	<ul style="list-style-type: none"> ● A wide selection of tourist information for local area and further afield. Some organisation of leaflets would be expected. ● Additional information compiled by owners more than commercially produced leaflets. This could include information on local sporting and leisure activities, locality of banks, shops etc. particularly those selling local produce. This should be displayed in a loose leaf binder or in a rack. ● Very good range of personal touches including books, games, mending kit, barbecue, plants and magazines. ● Restaurant delivery services advertised.
5 Star	<ul style="list-style-type: none"> ● Comprehensive information may include local interest books, ordnance survey maps, walking information etc. ● Excellent range of items, could include e.g. toiletries, bathroom scales, cookbooks, telephone directories, CDs, videos, including blanks. ● Comprehensive details presented to highest standard. ● A full concierge service offered - Theatre Booking Services, Car Hire, Restaurant Bookings, In-house Catering Services.

Advice

Think what you would like to know if you were a stranger in the area and list your personal recommendations for things such as restaurants, pubs, shops, walks etc. Tourist Information leaflets could be indexed, e.g. child-friendly, rainy day activities etc. You need to let the guest know it will be worth them returning, as there is so much to see and do. Start a book of guest recommendations so they can record where they went and where they ate, this helps keep knowledge up to date.

It is wiser to photocopy only the relevant sections from manuals for electrical/gas equipment etc as they may otherwise be lost or damaged. These can be put into plastic wallets in a loose leaf binder for convenience.

Guests will appreciate a pleasant, homely atmosphere which for many will be achieved through the provision of homely touches that guests may be used to in their own homes.

Where a DVD or CD player are provided then a selection of CDs and DVDs could be included. If a video recorder is provided then blank videos and/or some entertainment videos could be provided. In some places it may be possible to purchase videos on the local area and attractions, which guests may enjoy.

4. Public Areas

Public Areas (Sitting and Dining Areas)

Includes halls, stairs and landings as well as lounges, conservatories and separate dining rooms. Where bars and restaurants are on site these will be marked under Additional Facilities.

Decoration

Quality Guidance	As well as wall and ceilings, the provision and quality of pictures and prints and all wall decorations are assessed here. The assessment of the decoration of walls, ceilings and woodwork looks at the quality, application and condition. The assessor's personal tastes of style or design are not considered.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Functional décor and limited co-ordination. ● Limited use of pictures and wall hangings.
2 Star	<ul style="list-style-type: none"> ● Competently applied décor of a quite good quality. Few obvious blemishes.
3 Star	<ul style="list-style-type: none"> ● Good interior, with evidence of co-ordinated design. ● Well finished, good quality wall coverings and paint work. ● Use of pictures etc., where appropriate, particularly on plain walls.
4 Star	<ul style="list-style-type: none"> ● A professional standard of finish in very good condition with appropriate level of adornment as befits the style.
5 Star	<ul style="list-style-type: none"> ● Excellent interior design and overall impression. ● High quality wall coverings in excellent condition; professional finish to all aspects of decoration. ● Attractive use of pictures, prints and other decorative relief where appropriate. ● Interesting architectural features, objects of interest, artwork, and objects d'art.

Flooring

Quality Guidance	This includes all types of flooring such as carpets, laminate, ceramic, natural wood or vinyl. Assessment covers quality, condition and fitting.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Adequate comfort to flooring, some signs of wear and tear may be evident. ● May not be professionally fitted.
2 Star	<ul style="list-style-type: none"> ● Quite good quality, but carpets may have a high man made fibre content. ● Tiling should have little damage.
3 Star	<ul style="list-style-type: none"> ● Good quality flooring in sound condition and comfortable under foot. Some underlay for carpets. ● Tiling to have clean grouting. ● Wooden floors in good condition.
4 Star	<ul style="list-style-type: none"> ● High quality flooring, but not necessarily new, may show signs of wear or more moderate quality, but in pristine condition. Normally professionally fitted. ● High quality rugs would be anticipated on wood or laminate flooring.
5 Star	<ul style="list-style-type: none"> ● High quality flooring in excellent condition, with substantial underlay. No real signs of wear and professionally fitted.

Furniture, Furnishings and Fittings

Quality Guidance	This includes the quality and condition of dining and lounge furniture including seating, scatter cushions, curtain poles, curtains, light fittings, heating appliances, televisions etc.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● A sparing but adequate provision of furniture, furnishings and fittings, in terms of quality and quantity. ● Limited co-ordination. ● Curtains may be unlined, but should meet in the middle, blinds should run free.
2 Star	<ul style="list-style-type: none"> ● A greater provision of furniture which may be dated or have wear but will be sound. ● No great degree of comfort for the guest. ● Curtains to be of better quality, clean and easy to draw.
3 Star	<ul style="list-style-type: none"> ● Good quality furniture. ● More substantial, lined curtains. They should not be watermarked. ● Good use of co-ordination. ● Where separate dining area is provided, provision for maximum number of guests to dine in comfort.
4 Star	<ul style="list-style-type: none"> ● High quality furniture, not necessarily new, but which offers substantial comfort. ● Curtains to be full and may have additional embellishments, such as tiebacks.
5 Star	<ul style="list-style-type: none"> ● High quality modern, reproduction or antique furniture. Where drop leaf table provided, able to be used with minimum inconvenience. Excellent co-ordination of furniture and fabrics. ● Excellent quality and well-fitted window covering with ample drape and with high degree of comfort. ● High quality soft fabrics.

Space, Comfort and Ease of Use

Quality Guidance	<p>This takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guests. Can guests all sit and watch TV in comfort? Is there enough room for the maximum number of guests to all dine together? Does furniture have to be moved for the facilities to be used? The use of sofa beds will be taken into account here as this affects the comfort and ease of use.</p>
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Acceptable comfort and range of furniture. ● Space for reasonably free movement. ● Large or over provision of furniture may mean it dominates the room and normal usage should be free from disturbing external noise, smells etc. ● Minimal intrusive noise from plumbing, corridors etc. ● Little thought given to layout.
2 Star	<ul style="list-style-type: none"> ● Quite good levels of comfort and a limited range of seating. ● Environment free from disturbing external noise, smells etc. ● Easy use of facilities.
3 Star	<ul style="list-style-type: none"> ● Range of sofas and/or armchairs. ● Ample space for freedom of movement. ● Convenient layout of furniture for practical use. ● Fresh and airy atmosphere.
4 Star	<ul style="list-style-type: none"> ● Well planned layout of furniture to maximise use of free space. Guests should be able to dine together in comfort in one location. ● Generous free space. ● Where there is an open plan kitchen / living area, there should be adequate ventilation e.g. forced extraction to ensure minimal intrusion in the living area from steam and cooking odours.
5 Star	<ul style="list-style-type: none"> ● Lounge; generally separate from dining room or lounge/dining room with excellent spaciousness layout. ● Excellent range of comfortable seating. ● Large amount of free space which may include more than one sitting room. ● Easy and convenient use of facilities, e.g. use of surfaces and access to power points etc. ● No intrusive noise.

Heating, Lighting and Ventilation

Quality Guidance	This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the unit and the number of guests accommodated. There should be a balance of natural and artificial light where appropriate.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Adequate levels of lighting, appropriately positioned (including stairs, landings and corridors). ● Heating levels appropriate to size of rooms, may not be automatic or fixed.
2 Star	<ul style="list-style-type: none"> ● Quite good levels of lighting, may be main light and one other light, higher wattage than the minimum of 140 watts. ● Heating might be free standing and may be automatic or thermostatically controlled.
3 Star	<ul style="list-style-type: none"> ● Good levels of controllable lighting in all areas including stairs, landing and corridors etc. ● There is likely to be more than one source of lighting e.g. wall, standard lamps. Ample natural light. ● Effective levels of heating providing overall uniform temperature. ● Properly fitted, automatic fixed heating which may be thermostatically controlled.
4 Star	<ul style="list-style-type: none"> ● Very good levels of controllable lighting which may include use of dimmers in rooms. There should be several forms of alternative lighting e.g. table lamps wall lights, picture lights etc. ● Automatic heating will be fixed and thermostatically controlled.
5 Star	<ul style="list-style-type: none"> ● Excellent lighting which creates a good effect and shows off rooms to best advantage. ● Light should be practical for all purposes such as reading etc. ● Heating levels fully controllable at all times of day/night by the guest: some older storage heaters may not meet this requirement.

5. Bedrooms

Decoration

Quality Guidance	As well as wall and ceilings, the provision and quality of pictures and prints and all wall decorations are assessed here. The assessment of the decoration of walls, ceilings and woodwork looks at the quality, application and condition. The assessor's personal tastes in style or design are not considered.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Functional décor and limited co-ordination. ● Limited relief and adornment.
2 Star	<ul style="list-style-type: none"> ● Competently applied décor of a quite good quality. ● Limited obvious blemishes.
3 Star	<ul style="list-style-type: none"> ● Good interior, with evidence of co-ordinated design. ● Well finished, good quality wall coverings and paint work, applied to a professional standard. ● Use of pictures etc., where appropriate, particularly on plain walls.
4 Star	<ul style="list-style-type: none"> ● A professional standard of finish in very good condition with appropriate level of adornment as befits the style.
5 Star	<ul style="list-style-type: none"> ● Excellent interior design and overall impression. ● High quality wall coverings in excellent condition; professional finish to all aspects of decoration. ● Attractive use of pictures, prints and other decorative relief. ● Interesting architectural features, objects of interest, artwork, objects d'art, floral arrangements.

Flooring

Quality Guidance	This includes all types of flooring such as carpets, laminate, natural wood or vinyl.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Adequate comfort to flooring. ● Finishes may include carpets, solid flooring, wood, vinyl etc.
2 Star	<ul style="list-style-type: none"> ● Quite good quality, but carpets may have a high man made fibre content. ● Tiling should have little damage.
3 Star	<ul style="list-style-type: none"> ● Good quality flooring in sound condition and comfortable under foot.
4 Star	<ul style="list-style-type: none"> ● High quality flooring, but not necessarily new, may show signs of wear or more moderate quality, but in pristine condition. ● Normally professionally fitted. High quality rugs would be anticipated on wood or laminate flooring.
5 Star	<ul style="list-style-type: none"> ● High quality flooring in excellent condition. No real signs of wear and professionally fitted.

Advice

High quality underlay for carpet is encouraged. Even a high quality underlay under a lesser quality carpet can help comfort and prolong the life of the carpet.

Furniture, Furnishings and Fittings

Quality Guidance	This includes fitted and freestanding furniture, curtains and rails, scatter cushions, heating appliances and light fittings.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● A sparing but adequate provision of furniture, furnishings and fittings in terms of quality and range; limited co-ordination. ● Curtains may be unlined, but should meet in the middle, blinds should run free. ● Lighting and heating fittings could be lacking intrinsic quality.
2 Star	<ul style="list-style-type: none"> ● A greater provision of furniture which may be dated or have wear but will be sound. ● No great degree of comfort for the guest. ● Curtains to be a better quality clean and run freely. ● Light and heating fittings of a quite good standard.
3 Star	<ul style="list-style-type: none"> ● Ample provision would include dressing table and stool, drawers, etc., in each room. ● Clothes hanging space within a wardrobe or designated curtained area in each bedroom. ● Good quality fittings, in a sound and useable condition. ● Good use of co-ordination. ● The amount of furniture in proportion to the space available.
4 Star	<ul style="list-style-type: none"> ● Dressing table facility, wardrobe and drawer space should be available in each bedroom. ● High quality furniture, not necessarily new, but which offers substantial comfort and space. ● Curtains to be full and may have additional embellishments such as tie-backs. ● Very good quality lighting and heating fittings maintained in a very good condition.
5 Star	<ul style="list-style-type: none"> ● Excellent quality modern, reproduction or antique furniture of sound construction. ● Excellent co-ordination of furniture and soft furnishings of high intrinsic quality. ● Additional features e.g. scatter cushions etc. ● Excellent quality and well-fitted window covering with ample drape and width. ● High quality lighting and heating fittings in pristine condition.

Beds

Quality Guidance	This includes the quality and condition of headboards or equivalent, bed bases, mattresses and frames.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Acceptable quality bed and mattresses may or may not include a headboard which should be clean.
2 Star	<ul style="list-style-type: none"> • Beds of a quite good quality but mattresses may be thin and bases shallow.
3 Star	<ul style="list-style-type: none"> • Good quality comfortable bed, firm mattresses and sound base. • Headboards and bed frames may be of older style, but in good condition.
4 Star	<ul style="list-style-type: none"> • Very good quality firm mattresses with quality sprung base. • Headboard and frame in very good condition.
5 Star	<ul style="list-style-type: none"> • Excellent quality bed e.g. sprung mattress and high quality base. • Clean headboard, perhaps offering a high degree of comfort.

Advice

Sagging mattresses should be replaced. It is advisable to turn and rotate mattresses in order to prolong their life.

Galleried Bedrooms

Where a property accommodates only two people, any grade can be achieved.

The galleried bedroom must be advertised as such in the brochure.

Where the property accommodates more than two guests and there is a galleried bedroom, this must be clearly advertised in the brochure. The highest grading that could be achieved is Four Stars. This is due to lack of privacy, light exclusion and noise interruption.

Bedding and Linen

Quality Guidance	This looks at the quality and condition of pillows, duvets, blankets and sheets, pillow and mattress protectors, valances and bedspreads.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Beds presented with acceptable quality, clean linen where provided and bed covers in good repair. ● Adequate range of bedding, including sufficient blankets and/or duvets. ● If additional bedding is provided, it should be clean and fresh, preferably wrapped to retain cleanliness. Pillows may be flatter and man made fibre filled.
2 Star	<ul style="list-style-type: none"> ● Bedding may be faded but some attempt made to match it. ● Pillows to be unstained and plumper.
3 Star	<ul style="list-style-type: none"> ● Well presented beds, with ample, good quality, pressed, co-ordinated linen and bedding. ● Valances may be present on divans. ● Extra pillows and bedding available. ● Pillows should be substantial.
4 Star	<ul style="list-style-type: none"> ● Very good quality linen co-ordinated with bedding and room. Choice of pillows may be offered e.g. feather or hollow fibre. Pillow protectors may be anticipated at this level. ● Valances may be high quality and pleated.
5 Star	<ul style="list-style-type: none"> ● Co-ordinated and crisply laundered linen. A choice of bedding available e.g. thickly quilted, or similar quality bedspreads and blankets, or duvets with appropriate tog rating. All of a high quality and co-ordinated with bedroom décor and other soft furnishings. ● Where duvets are used, then generosity of size should be considered, e.g. single beds having double duvets. ● Quality padded mattress covers and pillow protectors would be anticipated.

Lighting, Heating and Ventilation

Quality Guidance	<p>This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the room and requirements e.g. reading in bed, making up, using a hairdryer at a dressing table. There should be a balance of natural and artificial light where appropriate.</p> <p>Heating needs to be sufficient for the size of the room and to cope with different guests' requirements.</p>
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Adequate lighting appropriately positioned for practical use. ● Heating levels appropriate to size of room, may not be automatic or fixed.
2 Star	<ul style="list-style-type: none"> ● Quite good levels of lighting, may be main light and one side light. Higher wattage than the minimum 140w. ● Heating might be free standing and may be automatic or thermostatically controlled.
3 Star	<ul style="list-style-type: none"> ● Well positioned lights giving good levels of illumination which is easily controllable at night. ● Effective levels of heating providing overall uniform temperature.
4 Star	<ul style="list-style-type: none"> ● Very good levels of light with easy access to controls. Different types of lighting may be used e.g. wall lights and lamps. ● Properly fitted automatic fixed heating which may be thermostatically controlled.
5 Star	<ul style="list-style-type: none"> ● Well positioned, high quality lighting, giving excellent levels of illumination for various purposes, e.g. reading and at the dressing table. ● Would be desirable to have main light controlled from door and bed. ● Heating levels fully controllable at all times of day and night by the guest. Some older storage heaters may not meet this requirement.

Advice

Bedside lamps with hidden controls could prove difficult to locate in the middle of the night, as could small shades with restricted space to reach the switch. If beds are heavily draped e.g. four poster beds, then the light from the bedside lamp could be obscured, so more thought may need to be given to positioning.

Higher marks will be given where care has been taken to provide light in every part of the room where it may be needed, e.g. at the dressing table and by or inside the wardrobe.

Lights for bunk beds should be hard wired for safety.

Space, Comfort and Ease of Use

Quality Guidance	This takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guests. Does furniture have to be moved for the facilities to be used? Is there somewhere to store luggage?
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Reasonable free movement not to be unduly restricted by intrusive low beams and ceiling. ● Large furniture may dominate a room and make it less usable. ● Little thought given to layout. ● Minimal intrusive noise from plumbing, corridors etc.
2 Star	<ul style="list-style-type: none"> ● Quite good levels of comfort and a limited range of furniture. ● Easy use of facilities with an uncluttered appearance.
3 Star	<ul style="list-style-type: none"> ● Sufficient space to allow free movement and a good degree of comfort. ● Easy use of facilities. ● Convenient layout of furniture for practical use. ● Good access to both sides of double beds.
4 Star	<ul style="list-style-type: none"> ● Well planned layout of furniture to maximise use of generous free space. Rooms may be smaller than for 5 Star, but well-planned positioning of furniture would make them more usable. ● Very good access to both sides of double bed.
5 Star	<ul style="list-style-type: none"> ● Bedroom should be of a sufficient size to allow the provision of all appropriate bedroom furniture and still give an easy access when using these facilities. ● Area available for luggage storage without cluttering the room and obstructing access. This need not be in a bedroom. ● Easy and convenient use of facilities e.g. access to power points etc. ● Generous access to both sides of a double bed. ● No intrusive noise.

Advice

Cramped, overpopulated rooms will invariably score lower for this section in the assessment.

Consider that guests may not always unpack and/or may need somewhere to store their suitcases.

Galleried bedrooms in units for more than 2 occupants are unlikely to score highly in this section due to lack of privacy and intrusive noise, light and smells. Bedrooms with 'sleeping platforms' with limited headroom and mattresses on the floor are also unlikely to score highly in this section.

There should be plenty of sockets strategically placed for all possible uses. This will include power points for lights, bedside alarm clocks and one located by a mirror for use with hairdryers etc. These should be easily accessible and negate the use of adapter plugs and extension leads, which could be a safety hazard.

Lights for bunk beds should be hard wired for safety.

6. Bathrooms and WCs

Decoration

Quality Guidance	This refers to the quality and condition of décor of the walls and ceilings, including tiling, grouting and sealant.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Functional décor with limited co-ordination.
2 Star	<ul style="list-style-type: none"> • Quite good quality and condition of décor but may have some signs of wear.
3 Star	<ul style="list-style-type: none"> • Well maintained, practical décor; wall and ceiling covering well applied. All in good condition.
4 Star	<ul style="list-style-type: none"> • May be recently redecorated, but not highest quality or excellent quality with slight ageing.
5 Star	<ul style="list-style-type: none"> • Excellent interior design. • Professional finish to all aspects of decoration. Highest quality finish to wall coverings; well fitted, high quality tiles, grouting and seals. • Attractive use of decorative enhancements, where appropriate.

Advice

Walls do not have to be fully tiled (or equivalent), but areas likely to come into contact with water, should be.

Always maintain grouting and sealant to stop it becoming discoloured and unsightly. Use of a sealant, which guarantees long-term mould resistance, is recommended.

Pipes where possible should be boxed in for ease of cleaning and aesthetic reasons.

Flooring

Quality Guidance	This includes the quality and condition of carpet, vinyl flooring, wood flooring, laminate and ceramic tiles. Non-slip flooring is always advisable in bathrooms.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Practical, non-slip flooring with adequate comfort under foot.
2 Star	<ul style="list-style-type: none"> • Quite good quality flooring. Tiling should have little damage.
3 Star	<ul style="list-style-type: none"> • Good quality flooring in sound condition and comfortable under foot.
4 Star	<ul style="list-style-type: none"> • High quality flooring, but not necessarily new. Some signs of wear or more moderate quality in pristine condition.
5 Star	<ul style="list-style-type: none"> • Excellent quality flooring, in excellent condition. No real signs of wear and professionally fitted.

Advice

Carpeting, while providing warmth underfoot, may not always be the best flooring for hygiene reasons and water damage may also occur.

Fixtures, Fittings, Sanitary Ware

Quality Guidance	This includes the taps, plugs, showerheads, mirrors, shower screen/curtains, towel rails, shaver points, lighting and heating fittings, extractor fans, sanitary ware (bath, shower, WC, basin and bidet), towels curtains and blinds.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Fittings of an acceptable quality. ● Correctly fitted, appropriate window covering. ● Sufficient water pressure and satisfactory drainage for practical use of facilities. ● Flat surface provided for guests' belongings.
2 Star	<ul style="list-style-type: none"> ● Fittings of a quite good quality, but may be dated or worn.
3 Star	<ul style="list-style-type: none"> ● Solid, matching, good quality and well-fitted appliances. ● Co-ordinated sanitary ware and bath or shower tray. ● Well fitted window covering, with sufficient width and height to draw completely across the window. ● Good shelf space for guests' belongings. ● Fixed razor point and light adjacent to mirror.
4 Star	<ul style="list-style-type: none"> ● Generally high quality fittings throughout, slight wear only. Good sized baths. Shower screen or heavy, high quality curtain. ● All sanitary ware in good order, no cracks, crazing or dull finishes.
5 Star	<ul style="list-style-type: none"> ● Provision of bath and shower, with high quality fixtures and fittings, e.g. shower cubicles or shower screens, and thermostatically controlled showers. Full size washbasin and easy to use facilities. ● Excellent quality and well fitted window covering. ● Ample and convenient shelf space for guest belongings.

Advice

Assessment of bathroom fittings will cover their intrinsic quality and condition. Flimsy plastic towel rails or shelves will score less than high quality wooden, metal or ceramic fittings. Matching or co-ordinated fittings will usually attract a higher score than a mixture of different styles.

A sturdy well-fitted shower screen will score higher than a thin plastic curtain that tends to "stick" to the guest when taking a shower. If a shower screen is ill fitting or awkwardly positioned so that access to the taps or shower controls, is difficult then the mark will be reduced accordingly. A sturdy cast iron bath would attract a higher score than a cheap plastic bath that creaks and moves about. If the bath surface is dull, scratched or stained it will score less.

Credit will be given in the assessment for the provision of good quality hooks on doors, shelves or other conveniently placed surfaces for toiletries and equipment. Thought must be given to shelf space and towel rail space where larger numbers are accommodated. Extra towel rail space can be provided in bedrooms. Position of mirrors should be appropriate for guests of most heights.

Where a shower is positioned over a bath, then the provision of a shelf/soap dish at standing height, as well as at bath sitting height is preferable.

Consider the size of shower cubicles - can they accommodate larger guests?

Lighting, Heating and Ventilation

Quality Guidance	This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the bathroom. Lack of sufficient heating and/or ventilation will give rise to condensation. There should be a balance of natural and artificial light where appropriate.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Heating levels appropriate to size. This should be fixed for safety. ● Adequate lighting appropriately positioned for practical use. ● Window only may be provided.
2 Star	<ul style="list-style-type: none"> ● Heating to offer a good level of heat and may be automatically controlled. ● Quite good levels of lighting. Higher wattage than minimum (140 watt).
3 Star	<ul style="list-style-type: none"> ● Effective levels of heating providing overall uniform temperature. ● Well positioned lights giving good levels of illumination to the face.
4 Star	<ul style="list-style-type: none"> ● Properly fitted, thermostatically controlled heating. ● Normally an extractor and an opening window might be expected. ● Very good levels of lighting, especially over or adjacent to a mirror. ● Different types of lighting may be evident.
5 Star	<ul style="list-style-type: none"> ● Heating levels fully controllable at all times. Some older storage heaters may not meet this requirement. Additional heating in the form of a heated towel rail would be ideal. ● Extractor fan fitted with a humidistat might be provided as well as window/s. ● Well positioned excellent quality lighting, giving excellent levels of illumination.

Advice

It is important to have lighting in the right place, the area around the washbasin and mirror should be well illuminated. If the bathroom is an unusual shape then thought should be given to placement of lights. Lighting over the bath and/or shower is extremely useful and adds to safety of use.

Combined light/heat bulbs are not encouraged for safety reasons. Bar heaters and circular radiant heaters will not score highly. For the highest marks heating should be automatic and thermostatically controlled.

Guests cannot be relied upon to open bathroom windows, particularly in colder weather, therefore the addition of an extractor fan is best. Condensation and mildew is caused by a combination of a lack of heat and ventilation, and the provision of background heating and an extractor fan will help overcome this, especially one with a built in humidistat (as the humidity rises, the fan comes on).

Space, Comfort and Ease of Use

Quality Guidance	This takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guest's freedom of movement; with safety being a prime consideration. Ease of use is likely to be affected by too many guests sharing one bathroom, particularly where the WC is within the bathroom or where there is only a bath provided.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Adequate space and lay-out such as to allow for practical use of facilities. ● Minimal noise from plumbing.
2 Star	<ul style="list-style-type: none"> ● Quite good levels of comfort and a limited range of fittings. Easy use of facilities. ● Convenient access to bath, shower and WC.
3 Star	<ul style="list-style-type: none"> ● Sufficient space to allow guests easy access to and use of the facilities.
4 Star	<ul style="list-style-type: none"> ● Well planned layout of sanitary wear and fittings to maximise convenience and ease of use.
5 Star	<ul style="list-style-type: none"> ● Ample space to allow free movement and easy access to the facilities. ● Convenient lay-out with generous free space.

Advice

Thought should be given to planning of bathrooms e.g. heaters not too close to WCs and appropriate distance between facilities creating easy access and good ease of use.

Consider the number of guests and their toiletries in relation to the amount of shelf space provided – is it adequate for the job. If the family market is being targeted then the provision of a bath may be desirable as it easier to wash small children in a bath, than a shower.

If a shower only is provided in a property catering for a larger number of guests, then consideration should be given to whether the hot water tank is sufficient in size for several of the guests to shower directly after one another. An electric shower or combination boiler may be a solution.

7. Kitchen

Decoration

Quality Guidance	<p>The assessment of the decoration of walls, ceilings and woodwork looks at the quality of wall finishes, their application and condition. This includes splash backs, tiling, grouting and sealant. The provision and quality of pictures and prints and all wall decorations is also assessed here. In a kitchen hygiene is of prime importance, and some account of appropriateness of materials and finishes will have to be taken into consideration. The assessor's personal tastes as to style or design are not considered.</p>
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Functional décor including walls and ceilings. ● Minimal marks, splashing, grease or other signs of cooking.
2 Star	<ul style="list-style-type: none"> ● Quality good quality and condition of décor, but may have some signs of wear.
3 Star	<ul style="list-style-type: none"> ● Well maintained, practical décor. ● Well co-ordinated with suitable, durable finishes such as tiling in working areas, applied to a good standard.
4 Star	<ul style="list-style-type: none"> ● May be recently redecorated but not of highest quality, or excellent quality with slight ageing.
5 Star	<ul style="list-style-type: none"> ● Excellent standard of décor, professionally applied. ● Co-ordinated interior design. ● Highly durable surfaces, showing negligible wear and tear. ● Freshly maintained grouting in tiled areas.

Advice

Use materials appropriate for a kitchen e.g. kitchen and bathroom paint which will resist stains and moisture. Splash-backs of some type are encouraged especially by cookers, sinks and to the rear of work surfaces.

Flooring

Quality Guidance	This includes the quality and condition of carpet, vinyl flooring, and wood flooring, laminate and ceramic tiles. Account will be taken of the quality of fitting especially around units and white goods.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Well fitted flooring. ● Some signs of wear and tear may be evident. May not be professionally fitted.
2 Star	<ul style="list-style-type: none"> ● Quite good quality flooring. ● May be carpet or solid finish, but should be free from tears, stains or burns.
3 Star	<ul style="list-style-type: none"> ● Very good degree of maintenance even in heavy traffic areas. Very durable flooring. ● Tiling to have clean grouting. ● Wooden floor in good condition.
4 Star	<ul style="list-style-type: none"> ● High quality flooring, but not necessarily new. May show some signs of wear or more moderate quality in pristine condition. ● Normally professionally fitted.
5 Star	<ul style="list-style-type: none"> ● Flooring of highest quality in excellent condition. ● Easily cleaned and professionally fitted.

Advice

The practicality of carpets in kitchens is limited and may lead to problems with spillages or burns as well as general hygiene and cleanliness issues.

Lighting, Heating and Ventilation

Quality Guidance	This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the kitchen. There should be a balance of natural and artificial light where appropriate and it should be adequate for safe use of the cooker and work surfaces. Lack of sufficient heating and/or ventilation will give rise to condensation. Ventilation is an important aspect in kitchens and air change should be provided to ensure removal of steam and cooking odours particularly in open plan units. An opening window, if it operates satisfactorily, can provide adequate ventilation.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Practical levels of artificial and/or natural lighting for safety. ● Heating may be borrowed where open plan, but nevertheless of a satisfactory level. ● Adequate ventilation perhaps only provided by opening windows.
2 Star	<ul style="list-style-type: none"> ● Quite good levels of lighting. Higher wattage than minimum (140 watt). ● Heating to offer a good level of heat and may be automatically controlled.
3 Star	<ul style="list-style-type: none"> ● Good overall lighting. May include lighting directly over work surfaces. ● Good ventilation may include forced extraction.
4 Star	<ul style="list-style-type: none"> ● Very good levels of lighting, especially over work surfaces. ● Different types of lighting may be evident. ● Properly fitted, thermostatically controlled heating. ● Extractor fans as well as opening windows might be anticipated.
5 Star	<ul style="list-style-type: none"> ● Excellent lighting to all areas. ● All areas well lit including work surfaces and hob/cooker. ● Easily controllable heating e.g. thermostatic valve fitted to radiators. ● Forced extraction may include a humidistat.

Advice

Guests cannot be relied upon to open kitchen windows, particularly in colder weather, therefore the addition of an extractor fan is best. Condensation and mildew is caused by a combination of a lack of heat and ventilation and the provision of a background heating and an extractor fan will help overcome this especially one with a built in humidistat (as the humidity rises the fan comes on).

Furniture and Fittings

Quality Guidance	This includes all kitchen fittings in terms of quality and condition to include kitchen units and cupboards, work surfaces, curtains and blinds, light and heating fittings, extractor fans and any free standing furniture such as kitchen table and chairs.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Work surfaces and storage may be limited but adequate, with at least one cupboard or shelving for food storage. ● All surfaces sound and cupboard doors properly functioning.
2 Star	<ul style="list-style-type: none"> ● Sufficient work surfaces and cupboards for practical use. ● Units of quite good quality.
3 Star	<ul style="list-style-type: none"> ● More than adequate cupboard and work surface space. ● Well fitted and co-ordinated units of good quality. ● Where the dining area is part of the kitchen, tables and chairs of good quality with seat padding, where appropriate. ● Provision for maximum number of guests to dine in comfort.
4 Star	<ul style="list-style-type: none"> ● Very good amount of work surface free from clutter and equipment. ● Very good quality and well maintained units. ● Ample storage space for guests' food etc.
5 Star	<ul style="list-style-type: none"> ● Generous work surfaces of high quality finish, plentiful storage space including floor and wall mounted units. ● Professionally fitted units of excellent quality.

Electrical/Gas Equipment

Quality Guidance	<p>All electrical and gas equipment provided in the kitchen will be assessed in this section including cookers, hobs, refrigerators etc. All small electrical equipment such as food mixers and hand whisks etc are also considered here. Appliances such as washing machines, freezers etc, which are not located in the kitchen, but in another part of the property such as a utility room or the owners property, will be included here.</p>
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Minimal or no provision beyond the basic requirement. ● Although some items may be older, all should be in sound and working condition.
2 Star	<ul style="list-style-type: none"> ● Some additional items of equipment may be provided, but may show signs of wear and tear.
3 Star	<ul style="list-style-type: none"> ● All equipment in good order and very well maintained e.g. items free from signs of damage, marks, etc.
4 Star	<ul style="list-style-type: none"> ● May be excellent quality, but not in pristine condition. A very good range of equipment provided.
5 Star	<ul style="list-style-type: none"> ● Wide range of excellent quality items which may include food processors etc. ● May include split level cookers for ease of use. ● Highest standards of equipment throughout.

Crockery, Cutlery and Glassware

Quality Guidance	This includes the quality, condition and range of crockery, cutlery and glassware for dining purposes. It does not include glass cookware for example.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Minimal provision of acceptable quality. ● Crockery may be of heavy practical quality, all the same pattern. ● Cutlery may be thin, low quality and mismatched. ● Small range of glasses. May not be matching.
2 Star	<ul style="list-style-type: none"> ● Crockery should have no signs of mismatch, chips, stains or crazing. ● Cutlery may be lightweight, but should all be matching.
3 Star	<ul style="list-style-type: none"> ● Heavier styles of cutlery free from any signs of wear. ● More than ample supply for the number of guests of cutlery, crockery and glassware. ● A reasonable selection of glassware, of good quality.
4 Star	<ul style="list-style-type: none"> ● Very good quality cutlery matching throughout. ● Very good quality in pristine condition or excellent quality in less than perfect condition.
5 Star	<ul style="list-style-type: none"> ● Excellent standard of china or other high quality pot or stoneware. ● Highest quality stainless steel or silver-plate cutlery. ● Well matched high quality glassware in a larger range of sizes. ● Numbers of each item well in excess of the likely number of occupants. ● A number of ancillary items, e.g. ramekins.

Kitchenware, Pans and Utensils

Quality Guidance	<p>This section looks at the quality, range and condition of pans, baking trays, cooking and serving bowls and dishes as well as utensils. Range and quantity at a basic level should be commensurate with the number of guests i.e. larger numbers will require larger pans and serving dishes etc.</p>
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Acceptable quality though limited range of pans. ● Minimum range of mismatched utensils. Some items may be lighter weight or of more basic intrinsic quality.
2 Star	<ul style="list-style-type: none"> ● Pans of a heavier quality. Handles all secure and well fitting lids. ● May have wide range of utensils, but not all of matching design.
3 Star	<ul style="list-style-type: none"> ● Pans in a range of sizes, all of good solid weight. ● No old plastic utensils which are mis-shapen. ● Wide range of knives, wooden spoons, etc.
4 Star	<ul style="list-style-type: none"> ● Pans may be high quality but showing signs of age or wear and tear. ● Greater range of utensils and cookware of various sizes and uses.
5 Star	<ul style="list-style-type: none"> ● All cookware and pans of the highest quality standard. Range of pans should be greater than the minimum. ● Wide range of additional items, all co-ordinated, e.g. wok, garlic press, kitchen scales, juicer, splatter guard, slotted spoon, etc. ● Range of items suitable for microwave.

Space, Comfort and Ease of Use

Quality Guidance	<p>This section will cover the design and layout of the kitchen taking into account the important aspect of space. It could be possible to have too much space to the detriment of the practical use of the kitchen e.g. the layout precludes ease of use. Account will be taken of the maximum occupancy of the unit and the space in the kitchen for that number especially if the dining area is located in the kitchen, with safety being a prime consideration.</p>
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Limited space throughout, which includes storage, work surfaces and free space. ● Adequate space to wash and drain dishes.
2 Star	<ul style="list-style-type: none"> ● Adequate space and lay-out such as to allow for practical use of facilities. ● Convenient access to refrigerator, cooker/oven and hob. ● Evidence of more thought given to the various tasks carried out in a kitchen. ● Multiple unit use of washing machine facility.
3 Star	<ul style="list-style-type: none"> ● Sufficient space to allow easy access to, and use of the facilities. ● Good amount of storage space for foodstuffs.
4 Star	<ul style="list-style-type: none"> ● Very good ease of use with plenty of space especially around dining tables if located in a kitchen. ● Very good access to all units with thought given to the working triangle – cooker, fridge and sink. ● Additional space would be anticipated where larger properties may have more than one person using the kitchen at the same time.
5 Star	<ul style="list-style-type: none"> ● Ample space to allow free movement and easy access to the facilities. ● Very convenient lay-out with plenty of space. ● There should be very generous space for storage, food etc.

8. Additional Facilities

These are facilities that may be provided as part of a self-catering package. They are **optional** requirements, but if provided, the quality and presentation and ease of use will be taken into account in the assessment of the quality score.

If they are not provided, there will be no negative effect on rating awarded.

Laundry


Quality Guidance	This is where there is a specific laundry room located outside the property (includes owner's laundry room) itself with equipment for washing, drying and ironing clothes: it may be shared with the owners or other self-catering properties.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● All equipment to be in working condition. ● Practical working environment. ● Simple instructions for use of equipment. ● Opening hours may be limited.
2 Star	<ul style="list-style-type: none"> ● Some evidence of wear and tear may be noted. ● Walls and floors finished to a reasonable standard. ● Equipment of a more domestic quality. ● Instructions may be more detailed.
3 Star	<ul style="list-style-type: none"> ● Sufficient equipment for convenient use. ● Premises in good decorative order. Good housekeeping and free from unsightly storage. ● Equipment may be professional or domestic standard. ● Opening hours appropriate to type of facility and functions e.g. size and style.
4 Star	<ul style="list-style-type: none"> ● Very good and ample provision of equipment exceeding the ratio's of machines to units. ● Could include indoor hanging area for wet coats and boots. ● May have 24 hour access - which may be via a key etc or extended opening hours to suit customer needs.
5 Star	<ul style="list-style-type: none"> ● Well equipped premises in excellent decorative order and a high standard of cleanliness evident. ● Well organised layout with consideration for ease of use of all equipment. ● Provision of excellent quality equipment and clear instructions for use. Range of equipment may include: washing machine, tumble dryer, spin dryer, ironing facilities, hand wash facilities etc. ● 24 hour access - which may be via a key etc.

Recreation

Quality Guidance	Examples might include a swimming pool, barbecue, table tennis, gym, nature trail or sauna. There is no requirement for any of these to be provided and operators will not be penalised for not having them, but where they are provided, they will form part of the assessment.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Limited availability of recreational facilities and access. ● All equipment maintained in safe condition.
2 Star	<ul style="list-style-type: none"> ● Facilities should be of a quite good quality and maintained in working order.
3 Star	<ul style="list-style-type: none"> ● May specialise in one major type of activity to good standard. ● All facilities and equipment in good order. ● Opening hours appropriate to type of facility.
4 Star	<ul style="list-style-type: none"> ● Wider selection of facilities. ● Facilities of a very good standard, clean and well maintained. ● May include changing rooms where appropriate.
5 Star	<ul style="list-style-type: none"> ● Facilities provided to an excellent standard and equipment in excellent order. ● Extended opening hours to suit customer needs.

Reception/Shop/Bar/Restaurant

Quality Guidance	There is no requirement for these to be present, but where they are provided they will form part of the assessment.
Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> ● Reception: may not be a dedicated room, but part of overall administration room/building. Opening hours may be limited. ● Shop: opening hours to suit customer needs. May be a partial facility with reception. All in sound condition with a good standard of cleanliness. ● Bar/restaurant: facility for purchase of meals/snacks/drinks at specified times. May be limited seating. Limited range of food and drinks available.
2 Star	<ul style="list-style-type: none"> ● Reception: décor, flooring and furnishings in sound condition of a quite good quality. Opening hours may be restricted. ● Shop: limited stock and size of shop. Quite good facility overall with a tidy appearance. ● Bar/restaurant: sufficient seating to accommodate most guests. Quite good overall condition and quality.
3 Star	<ul style="list-style-type: none"> ● Reception: size sufficient for ease of use and comfort for number of guests. Good range of site and local information available. Fabric and décor in good order and good housekeeping standards. Opening hours appropriate to type of facility and functions e.g. Tourist Information, size and style. ● Shop: generally well positioned, good stock of consumer items. Fabric and décor in good order and good housekeeping standards. Opening hours appropriate to type of facility and functions e.g. range and type of merchandise. ● Bar/restaurant: good decorative and housekeeping standards. Sufficient seating to accommodate all likely number of users. Good range of food and drinks available. Opening hours appropriate to type of facility and function e.g. size and style.
4 Star	<ul style="list-style-type: none"> ● Reception: very well decorated reception area with conveniently located desk. High levels of cleanliness with attention to detail evident. ● Shop: very well kept interior and equipment. Evidence of attention to detail regarding cleanliness. ● Bar/restaurant: well designed, convenient premises. Decorated to very good standard and in sound condition. Very good housekeeping standards. Comfortable seating for all guests and appropriate height for dining. Very good choice of food/drinks available.
5 Star	<ul style="list-style-type: none"> ● Reception: conveniently sited and well signed facility. Spotlessly clean, tidy and in excellent decorative order. Extended opening hours to suit customer needs. ● Shop: shop well stocked with comprehensive range of goods, spotlessly clean, tidy and in excellent decorative order. Extended opening hours to suit customer needs. ● Bar/restaurant: spacious, well designed, convenient premises. Decorated to excellent standard and in excellent condition. Excellent housekeeping standards. Wide choice of food/drinks available. Extended opening hours to suit customer needs.



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