



Committed to improving quality in partnership with VisitBritain

## Serviced Accommodation

### 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 gender, sexual orientation, race or religion
- To provide public liability insurance and to comply with applicable fire and health and safety legislation, planning and all other relevant statutory requirements;
- To allow Quality Cumbria representatives reasonable access to the establishment, on request, to confirm the Code of Conduct is being observed.



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### Change of ownership

When an establishment is sold, the Quality Cumbria accreditation cannot be transferred to the new owner. A new application must be made.

### Minimum Entry Requirements (MER)

This is the Minimum Entry Requirements (MER) for Quality Cumbria. The criteria are based on one level only and are intended as a starting point to achieving entry to the National Quality Assurance Standards. The next step must be the National Standards.

### Guidance

The guidance section provides an indication of quality and facility improvements that can be made beyond the Quality Cumbria MER, in moving towards entry into the national standards accreditation.

1. Statutory Obligations	
<b>Minimum Entry Requirements</b>  <i>All participants must comply with the appropriate legislation</i>	<p>1.1. Fulfillment of all statutory obligations, where applicable, relating to:</p> <ul style="list-style-type: none"><li>● Fire Precautions</li><li>● Price Display Orders (food, accommodation and bar tariff)</li><li>● Food Safety / Hygiene</li><li>● Licensing</li><li>● Health &amp; Safety</li><li>● Discrimination (e.g. Disability, sex, race, etc.)</li><li>● Trade Description</li><li>● Data Protection</li><li>● Hotel Proprietors Act.</li></ul> <p>1.2. Proprietors will be asked to provide evidence that Public Liability Cover is being maintained and that the above requirements are being fulfilled.</p> <p>N.B. It is unlikely that any establishment offering accommodation to DSS residents or operating as a refuge hostel for homeless people will be eligible to participate in the scheme.</p>

18. Public areas - Lounge, Dining Areas, Restaurants, Hallways, Stairs, Corridors & Landings

<b>Minimum Entry Requirements</b>	<p>18.1. A dining room must be provided unless meals are served in bedrooms, in which case guests need to be told when they book.</p> <p>18.2. Where televisions are not provided in the bedrooms, there should be access to a lounge that has comfortable easy seating and a colour television at no extra charge. (Where a 'Peace and Quiet' policy is in place and clearly advertised in the brochure/ website and guests are advised at the time of booking, a dispensation may then be made).</p> <p>18.3. Tables of an appropriate height for comfortable dining with adequate spacing to facilitate guest usage</p> <p>18.4. Table appointments of acceptable quality, crockery free from cracks and chips</p> <p>18.5. Where telephones are not available in the bedrooms, a payphone should be provided or guests should, on request, be able to make or receive phone calls on the proprietor's own telephone. A charge can be made for this facility</p> <p>18.6. The levels of lighting in all public areas should be adequate for safety and comfort. Stairways and landings should also have sufficient light at night.</p> <p>18.7. All public areas should have an adequate level of heating and ventilation</p> <p>18.8. Floor coverings to be well maintained safe, slip resistant and provide reasonable sound insulation</p> <p>18.9. Public WCs, where provided, must be adequately ventilated, with lock or bolt, wash basin, fresh soap, hand drying facilities,</p>
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2. Reservations / Arrival & Departure

<b>Minimum Entry Requirements</b>	<p>2.1. Prospective visitors told clearly what is included in the prices quoted for accommodation, meals and refreshments, including service charge, taxes and other surcharges.</p> <p>2.2. During the booking process you should describe in detail any in-house policies, e.g. no-smoking policy, payment methods, cancellation policy, etc.</p> <p>2.3. Where guest accommodation is offered in an unconnected annexe, or separate external access, they must be informed at the time of booking</p> <p>2.4. Every endeavour should be made to advise guests in advance about the location of property and any car parking restrictions</p> <p>2.5. Proprietor/staff on premises at all arrival, departure, meal times and any other reasonable times. If the proprietor or staff live away from the property, a clearly displayed telephone contact number needs to be provided</p> <p>2.6. All enquiries, requests and reservations, correspondence and complaints from visitors dealt with promptly and politely</p> <p>2.7. Prospective guests left confident that their booking was recorded accurately</p> <p>2.8. As a minimum, guest's name, address, and/or contact telephone number recorded at the time of booking</p> <p>2.9. All guests should be registered. It is a legal requirement to obtain passport number and next destination from any overseas visitors.</p> <p>2.10. Guests to be informed of bedroom location upon arrival and location of any other facilities</p> <p>2.11. Assistance with luggage available on request throughout the day and evening</p> <p>2.12. The provision of written details of payments due and receipts given with the VAT element clearly identified where applicable.</p>
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3. Guest Access

<b>Minimum Entry Requirements</b>	<p>3.1. Once registered, resident guests have access to the establishment at all times, unless previously told about any restrictions. (It is acceptable for a front door key or security code to be issued).</p>
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4. Safety & Security

<b>Minimum Entry Requirements</b>	<p>4.1. Adequate measures for the security of guests and their property</p> <p>4.2. Means of securing bedroom doors from inside and out, and at least one key (or variant, e.g. key card) provided</p> <p>4.3. Guest entry to premises must be clearly located and appropriately signed. All external and internal signage must be in sound condition and well maintained</p> <p>4.4. Consideration should be given to foreign guests in communicating emergency information, possibly by using symbols/diagrams</p> <p>4.5. A bell or means to summon assistance at any time must be available. In addition there must be printed details of how to summons assistance in the event of an emergency at any time (i.e. 24hrs)</p> <p>4.6. Emergency contacts e.g. Doctor, Dentist, Police, and Chemist available upon request.</p>
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5. General Maintenance	
<p><b>Minimum Entry Requirements</b></p> <p><i>This section refers to all areas of the property</i></p>	<p>5.1. Buildings, their fixtures, furnishings, fittings and exterior and interior decoration maintained in a sound, clean condition and fit for the purpose intended</p> <p>5.2. Car parks, where present, should be well lit and maintained including any paths or open spaces used by guests</p> <p>5.3. Corridors and stairs should be free from obstruction</p> <p>5.4. All electrical and other equipment for guests' usage in good working order and regularly serviced to ensure guests' safety</p> <p>5.5. Monitoring procedure in place for reporting of broken/damaged items in guests' bedrooms</p> <p>5.6. Any annex accommodation must be of the same standard as the main building.</p>
<p><i>Guidance</i></p> <p>There should be some evidence of co-ordination in colour and design of decoration, furnishings and furniture etc.</p>	
6. Cleanliness & Housekeeping	
<p><b>Minimum Entry Requirements</b></p>	<p>Cleanliness is of paramount importance to guests in every type of establishment so a high standard of cleanliness must be achieved and maintained throughout the property.</p> <p>Bathrooms and shower rooms should be clean and smell fresh with particular attention paid to fittings and sanitary ware, plugholes, shower curtains, flooring, mirrors and extractor fans.</p> <p>Particular attention should also be given to all items involving direct contact for guests, including:</p> <ul style="list-style-type: none"> <li>• Bedding, linen and towels</li> <li>• Flooring and seating</li> <li>• Crockery, cutlery and glassware.</li> </ul> <p>6.1. All areas of the accommodation to be cleaned daily</p> <p>6.2. All beds to be made daily</p> <p>6.3. All bed linen including duvet covers to be changed for each new guest and at least weekly</p> <p>6.4. Towels changed at least every three days and for each new guest.</p>
7. Staff Appearance	
<p><b>Minimum Entry Requirements</b></p>	<p>7.1. Proprietor and staff to be well presented at all times during guests stay.</p>

### 16.3. Public

A public bathroom is one that may be shared by the occupants of more than one bedroom and perhaps the proprietor or their family, have fixed heating and be reasonably close to the bedrooms. It should be lock-able. Access to the bath and/or shower rooms from the bedrooms through a lounge, dining room etc is not acceptable.

#### *Guidance*

*Ideally the bathroom should be on the same floor as bedroom accommodation.*

17. Bathrooms	
<p><b>Minimum Entry Requirements</b></p>	<p>17.1. Hot water at all reasonable times</p> <p>17.2. At least one bath or shower room for every six adult guests</p> <p>17.3. At least one WC for every six adult guests, separate from bath or shower room. Only when an establishment has four or less bed spaces for paying guests, is it acceptable for a bath or shower room to be combined with a washbasin and WC</p> <p>17.4. Where the maximum number of guests resident within an establishment, including proprietors, is no more than six, it is acceptable that facilities are shared between guests and proprietors</p> <p>17.5. Floor covering suitable for bathroom use</p> <p>17.6. Fresh soap, clean hand and bath towel per person, provided free of charge. Unless a clear environmental policy is advertised towels changed at least every three days</p> <p>17.7. A screen or curtain provided for showers including those over baths</p> <p>17.8. A lidded WC, toilet roll holder and toilet roll (spare roll provided)</p> <p>17.9. A covered bin/open bin with sanitary disposal bags.</p> <p>17.10. An internal lock/bolt, on public facilities and key for private facilities (this is not applicable to en-suite facilities)</p> <p>17.11. Opaque curtains or blinds for all windows</p> <p>17.12. An extractor fan for adequate ventilation or a window that opens</p> <p>17.13. A hook for clothes</p> <p>17.14. A non-slip bath mat should be available on request where non-slip baths/shower trays are not provided</p> <p>17.15. A towel rail or ring</p> <p>17.16. A clean bath mat for each new arrival</p> <p>17.17. An electric razor point or adapter available within easy reach of the mirror. This may be located in a bedroom or bathroom</p> <p>17.18. All bathrooms need to be well lit by a covered light.</p>
<p><i>Guidance</i></p> <p><i>Ideally there should be a bath or shower room for every six guests, including children.</i></p> <p><i>It is preferable that all bathrooms with an external window should have heating.</i></p> <p><i>Best practice suggests that washable flooring is more hygienic than carpeting.</i></p> <p><i>Towels should be checked daily and changed where required.</i></p>	

15. Guest Bedrooms - Furniture, Furnishings, Fixings & Fittings	
<b>Minimum Entry Requirements</b>	15.1. All bedrooms that do not have en-suite or private facilities must contain an adequately sized wash hand basin within the room, with a well-lit mirror, razor point/adapter. Hot water to be available at all reasonable times when guests are in residence 15.2. Bedside table or equivalent (e.g. shelf) for each adult bed (twin beds can share) 15.3. At least one chair or stool 15.4. Wardrobe or clothes hanging space (hooks on walls/doors not acceptable) with at least 6 hangers (not wire) per person 15.5. Drawers or equivalent shelving provided appropriate to number of occupants. Drawers to be easily cleaned or lined 15.6. Dressing table facility or shelf adjacent to a mirror 15.7. Where meals are served only in the bedrooms, each bedroom must contain a table or flat surface and one chair per occupant 15.8. Windows should be well fitted, easy to shut, open and remain open 15.9. Security fittings installed on all bedroom windows where, when open, access could be gained from outside – for example, patio or French doors, ground floor windows and windows overlooking fire escapes 15.10. Correctly fitted opaque curtains, blinds or shutters on all windows, including glass panels to doors, fanlights and skylight windows 15.11. Floor covering to be well maintained safe and slip resistant 15.12. Easy access to a 13amp plug socket.
<i>Guidance</i>	
<i>Wash basin minimal internal size suggested 14" x 9.5"</i> <i>Where hard flooring only in bedrooms, slip resistant rugs should be available by bedsides</i> <i>Ideally a bedside/ table shelf by all beds</i> <i>Lined curtains are encouraged to be fitted to aid both light and heat insulation.</i>	

## 16. Bathrooms

All amenities in this section apply equally to public, private or en-suite facilities. The definitions are as follows:

### 16.1. En-suite

An en-suite facility consists of a bath or shower, WC and washbasin connected to a bedroom and entered directly from it. The WC is in its own properly ventilated room. It is acceptable for the washbasin and shower to be in the bedroom, as long as the WC is contained within a room of its own, within the bedroom. If the bath or shower cubicle is located in the bedroom, guests must be told when they book.

#### *Guidance*

*It is preferable that all bathrooms with an external window should have heating.*

### 16.2. Private facilities

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

#### *Guidance*

*Ideally the bathroom should be on the same floor as bedroom accommodation.*

8. Hospitality & Service	
<b>Minimum Entry Requirements</b>	8.1. Guests must be greeted and acknowledged in a friendly, efficient and courteous manner throughout their stay 8.2. Every effort made to take account of individual guest's needs 8.3. Service and efficiency skills of a competent standard 8.4. Guests should be made aware of meal/bar times 8.5. Direct guest contact given priority over other reception duties 8.6. Message taking facilities available 8.7. Morning and evening beverages available at reasonable times either by in room facilities, personal service or vending machine 8.8. Consideration for the needs of non-smokers/smokers 8.9. Appropriate Tourist/ local Information available.

9. Food & Beverages	
<b>Minimum Entry Requirements</b>	9.1. A full cooked breakfast or substantial continental must be available 9.2. All hot foods, where provided must be prepared and cooked on the premises, well presented and served at the correct temperature 9.3. The availability of lunch and dinner is optional. If provided it must consist of a minimum of 2 courses with one alternative main course 9.4. A vegetarian option should be available for all meals served (prior request is acceptable).
<i>Guidance</i>	
<i>Substantial Continental ideally to include selection of: cold meats, cheese, fresh fruits, fruit compotes, preserves, cereals, juices, yoghurts, bakery items and a choice of freshly brewed hot drinks, usually tea and coffee.</i> <i>Although meal times may be set, they should preferably be flexible and available for a reasonable period e.g. 8.00am-9am, and not at 8am only</i>	

10. Guest Bedrooms - Bedroom Size & Spaciousness	
<b>Minimum Entry Requirements</b>	10.1. All bedrooms should have sufficient space for guests to move easily around the room. Sloping eaves are acceptable as long as they do not restrict a guests' movement to an unacceptable degree (generally minimum ceiling height 6ft). It should be possible to fully open doors and drawers without moving furniture 10.2. Family rooms should be more spacious 10.3. Consideration should be given to reasonable sound insulation.
<i>Guidance</i>	
Bedrooms should preferably meet the following minimum suggested sizes: <ul style="list-style-type: none"> <li>• <i>Single</i>     5.6sq.m / 60sq. ft</li> <li>• <i>Double</i>    8.4sq.m / 90sq. ft</li> <li>• <i>Twin</i>       10.2sq.m / 110sq. ft</li> </ul>	

11. Guest Bedrooms - Beds & Bedding

<b>Minimum Entry Requirements</b>	<p>11.1. At least 25% of all adult beds must be full size, i.e. 6ft 3" x 3ft / 190cm x 90cm (single) and 6ft 3" x 4ft 6" / 190cm x 137cm (double)</p> <p>11.2. Minimum bed sizes, accessible from at least one length side:                      11.2.1. 6ft x 2ft 6" / 183cm x 75cm                      11.2.2. 6ft 3" x 4ft / 190cm x 122cm</p> <p>11.3. Bunk beds for adult letting are not acceptable</p> <p>11.4. Adequately presented beds with clean linen and bed covers (according to the season and guest needs) in good repair. 100% man made fibre is not acceptable</p> <p>11.5. There should be two pillows per person in individual pillow protectors and pillowcases. If feather pillows or duvets are provided, a non-allergenic alternative should be available on request</p> <p>11.6. Extra pillows and blankets placed in guest rooms must be wrapped</p> <p>11.7. Secure headboard or equivalent on all permanent beds</p> <p>11.8. All mattresses should be comfortable and have mattress protectors, a sprung interior or be made of foam or similar. (Plastic, rubber or Peva mattress protectors are not acceptable except when used for small children)</p>
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*Guidance*

- o Preferably access to both sides of beds for double occupancy
- o When replacing beds 190 x 90 cm / 6ft 3"x 3ft (singles) and 183 x 75 cm / 6ft 3" x 4ft 6" (doubles) are preferable
- o Each bed should have either:
  - a: two sheets, two blankets and a bedspread; or;
  - b: a duvet with duvet cover and one or two sheets
- o Ideally bed linen changed every 4 days for the same guests.

12. Guest Bedrooms - Lighting & Heating

<b>Minimum Entry Requirements</b>	<p>12.1. Bedrooms should be well lit and there should be adequate natural light, minimum lighting 100w</p> <p>12.2. Lighting control should be at the entrance door and controllable from each adult bed</p> <p>12.3. All bulbs should be shaded unless designed to be seen</p> <p>12.4. There should be adequate fixed in-room heating provided at no extra cost (Centrally controlled or central heating should be switched on prior to breakfast and on during main hours of guest occupancy e.g. check in and evening.)</p> <p>12.5. Extra heating / fans should be provided on request.</p> <p>12.6. Every bedroom must have at least one external opening window</p>
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*Guidance*

Lighting Single overall – 160w, Double/ Twin – 220w.  
 Ideally lights should be controllable by all beds.  
 As good practice every effort should be made to provide fans on request during hot weather.

ENERGY LIGHT SAVING BULBS CONVERSION TABLE

ENERGY SAVING BULB	ORDINARY LIGHT BULB
20 WATT – 23 WATT	100 WATT
15 WATT – 18 WATT	75 WATT
11 WATT – 13 WATT	60 WATT
9 WATT	40 WATT

13. Guest Bedrooms - Facilities

<b>Minimum Entry Requirements</b>	<p>13.1. Where in-room drinks making facilities are provided, for safety reasons it is unacceptable for kettles to be boiled on the floor. Beverage ingredients must be wrapped or covered and fresh milk available on request</p> <p>13.2. When telephones are provided, all the call charges must be clearly indicated</p> <p>13.3. Where a TV is provided it must be positioned for ease of viewing from either a chair or bed and properly tuned into channels and free of charge. (It is acceptable for Supplementary channels to the standard provided to incur an extra charge; this should be prominently displayed on any literature or price guide.</p>
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*Guidance*

It is generally expected that you will provide, as a minimum, the following information to guests:

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

14. Guest Bedrooms - Miscellaneous

<b>Minimum Entry Requirements</b>	<p>14.1. A non – flammable waste paper container</p> <p>14.2. An ashtray if smoking is permitted</p> <p>14.3. A drinking tumbler per guest. This should be glass or wrapped disposable</p> <p>14.4. Alarm clock available or early morning calls on request</p> <p>14.5. Sufficient, conveniently situated, power sockets to allow for the safe use of all electrical equipment provided</p> <p>14.6. Iron and ironing board available on request</p> <p>14.7. Where hairdryers are not provided in rooms they should be available on request</p> <p>14.8. Printed advice on how to obtain emergency assistance at night. This needs to be clearly displayed somewhere within the bedroom</p> <p>14.9. For bedrooms without en-suite or private bathroom, a towel rail or equivalent should be provided with one hand towel and one bath towel per person. There should be fresh soap for each new letting. If you provide liquid soap dispensers, you need to pay particular attention to their cleanliness and hygiene</p> <p>14.10. An emergency evacuation notice or diagram should be clearly displayed in all bedrooms.</p>
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*Guidance*

As a matter of best practice, all establishments are encouraged to display clear fire instructions, diagrams are encouraged for cases of use by foreign guests.  
 Hotels are encouraged to provide 'do not disturb signs' for all rooms