



Hostel Accommodation Standards

Definition:

The following sub categories/designators have been developed to help consumers understand the different types of accommodation available.

- **Hostel**
- **Backpacker**
- **Group Accommodation**
- **Activity Accommodation**
- **Bunkhouse**
- **Camping Barn (Bothy, Bod)**

General Description:

The criteria applies as appropriate to accommodation which may describe itself in the following ways:

- **Hostel**
Accommodation often in shared rooms with bunk beds, family rooms may also be available. Hostels normally welcome individuals, families and groups, many of whom are staying on a short-term basis. Hostels often have quite a formalised structure, which may or may not include restricted access, meal service etc.
- **Backpacker**
Very similar in style to a hostel, but may be run on less formal lines such as 24 hour access. They are often more appropriate for longer term independent travellers and the younger end of the market and they tend not to take family groups.
- **Group Accommodation**
Accommodation often in shared rooms with bunk beds. Predominantly group bookings only accepted. May be fully serviced or self-catering.
- **Activity Accommodation**
Accommodation normally provided on a group basis. The establishment will also offer fully certified or licensed activities. May be fully serviced or self-catering.

- **Bunkhouse**
Rural accommodation, which can be booked by groups or individuals. Services and facilities may be limited, but will include a self-catering facility.
- **Camping Barn (Bothy, Bod)**
These provide very simple accommodation in a rural setting, often referred to as 'stone tents'. They have the advantage of being roomy and dry. Visitors should normally expect to bring their own sleeping bags and cooking equipment. Groups or individual travellers may be accepted.

General Requirements

All operators must meet their **statutory obligation** as applicable including for example:

Statutory Obligations

Fulfilment of your statutory obligations including, but not limited to, those relating to:

- **Safety**
 - 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**
 - Planning Permission
 - Private Water Supplies
 - Housing
 - TV Licensing
- **Discrimination**
 - Sex Discrimination
 - Race Discrimination
 - Disability Discrimination
- **Records**
 - Data Protection
 - Immigration Hotel Records
 - Consumer Protection
- **Trade Descriptions**
 - Advertising
 - Pricing
 - Unfair Contract Terms

Proprietors 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.

Code of Conduct for participation

The operator/manager is required to undertake and observe the following Code of Conduct so that they may be eligible to participate in Cumbria Tourism's and their partners including TICs marketing and promotional activity:

The following standards apply to accommodation which may describe itself in the following ways:

- 'Hostel'
- 'Backpacker'
- 'Group Accommodation'
- 'Activity Accommodation'

General

1. Management to observe the Quality Cumbria 'Code of Conduct' and all hostels must fulfil their statutory obligations.
2. Self-catering facilities provided. Exception to self-catering kitchen requirements may be made at the discretion of Quality Cumbria in respect of properties offering full catering in urban hostels only, where fully catered and serviced dining facilities are provided for breakfast and evening meals, these establishments will be exempt. However, this is conditional on the lack of self-catering facilities being clearly advertised in marketing materials e.g. websites and brochures. Alternative budget eating establishment should be available within walking distance.
3. Easy seating and dining areas to be available with appropriate furniture provided. Flooring should be safe and in sound condition.
4. Provision for the hanging and drying of wet outdoor clothing to be available.
5. Guests to have access to sufficient conveniently situated power sockets to allow for safe use of electrical equipment (e.g. hairdryers, mobile phone chargers etc.) *Exception may be made at the discretion of Quality Cumbria in respect of remote properties with restricted/no mains services.*
6. All public areas, bedrooms, bathrooms and kitchens to be adequately lit for the safety and wellbeing of guests. All lights to have shades or covers unless bulbs are decorative.

7. Details of means to summon assistance, day or night, in the event of an emergency must be provided and clearly displayed to guests (e.g. staff/proprietor, doctor, dentist etc). Emergency services callout (i.e. 999) to be detailed.
8. A first aid kit to be readily available and maintained.
9. Provision to be made to ensure the security of guests and guest's possessions i.e. controlled access to main entrance as a minimum via use of a key or other.
10. All ground floor windows to have an effective closure device which prevents opening from the outside.
11. If group bookings are accepted, crockery, cutlery and dining furniture provisions must be at least sufficient to enable the maximum size of each group accommodated, to sit and eat together.
12. All areas to be cleaned and checked daily to ensure a high standard of cleanliness.
13. Where meals are served, all food must be properly cooked and carefully prepared.

Bedrooms

1. A minimum floor space per bed (or bunk) of 4 square metre (44 square feet) to be provided e.g. 2 metres x 2 meters. This area will be calculated on the basis of the maximum dimensions of the room divided by the number of bed bases in the room. Bed bases will be totalled as below:

Bunk bed	= 1
Single bed	= 1
Double bed	=2

The impact of furniture (lockers, bedside tables etc.) will not be considered in this calculation. However, it should be recognised that rooms just meeting or marginally exceeding this minimum requirement, are unlikely to achieve high marks in the quality assessment of 'Space and Comfort'.

2. A minimum ceiling height of 2 metres (6'7"). Sloping eaves or coombed ceilings are acceptable, providing these do not restrict reasonable free movement through the major part of the room.
3. All bedrooms to have an external opening window to provide natural light and ventilation. All windows to have opaque curtains or blinds for privacy and light exclusion.

4. Bedrooms to be adequately lit for the safety and wellbeing of guests.
5. All properties to have the capability of separate sex sleeping accommodation areas, if not available, guests should be informed at the time of booking.
6. Bedrooms/bed spaces must be at least 1.9m (6'3") x 0.76m (2'6") (including alpine platforms).
7. Bedrooms to be provided with beds or bunks and mattresses in a sound condition. Beds to have well maintained bases. Alpine platforms with mattresses are acceptable.
8. The vertical distance between upper and lower beds in any bunk must be no less than 0.75m (30").
9. Each bedroom to have adequate luggage storage space. As a minimum this could be provided by sufficient free floor space or under bed/bunk space.
10. Each bedroom to have non-flammable waste paper bin.
11. Bedrooms to have hooks for hanging clothes (minimum one per guest).
12. Blankets or duvets and clean bed linen including one pillow per person and clean pillow slip to be provided for each bed.
Best practice would suggest a full change of linen, duvet covers and pillow cases between each new guest.
13. Bed linen to be available either free or for hire.
Exception may be made at the discretion of Quality Cumbria in respect of remote properties with restricted/no mains services. In such cases this should be clearly advertised.

Kitchen

1. The kitchen to be designated a non-smoking area with appropriate signage.
2. A smoke alarm or heat detector to be installed.
3. A fire extinguisher suitable for kitchen fires and a fire blanket to be provided.
4. Kitchen to be properly equipped with an adequate number of utensils (pots, pans, food preparation knives etc.) which enables, as a minimum, 20% of the maximum number of guests to make food at the same time.

5. A minimum of 4 cooking rings to be provided. Where the total number of bed spaces exceeds 32 an additional cooking ring is to be provided for every further 8 bed spaces, up to the first 100 guests. Example below:

32 Beds	4 Cooking Rings
40 Beds	5 Cooking Rings
48 Beds	6 Cooking Rings
56 Beds	7 Cooking Rings

6. An oven or microwave and grill to be provided. Each of these to be provided at a minimum ratio of 1 per 50 guests accommodated up to the first 100 guests.
7. Where additional electrical equipment is provided, adequate electrical sockets must be available.
8. Crockery and cutlery to be provided in sufficient range and quantity as to enable at least 25% of the first 100 guests to eat at the same time.
9. Adequate refrigerated food storage space to be available.
10. Facilities for boiling water to be provided e.g. kettle or geyser.
11. Dry food storage facilities to be provided, appropriate for the number of guests accommodated, e.g. open shelving or cupboards.
12. Kitchen area to have effective ventilation.
13. A covered waste disposal bin and liners to be provided.
14. Adequate washing up facilities with hot and cold running water and washing up liquid to be available.
15. Adequate hygienic work surface to be provided.

Bath, WC and Shower Facilities:

1. Shower, washbasins and WC's to bed space ratios must meet or exceed minimum levels. These ratios apply to the first 400 bed spaces, thereafter additional provision will be at the discretion of Quality Cumbria following discussion with the operator.
N.B.: En-suite facilities will not be included in calculating these ratios. Bed spaces in all areas including tents, for example, will be included in this calculation, unless separately served by outdoor facilities.

2. There must be privacy between sexes for washing/showers and toilet facilities and wherever possible between members of the same sex.
3. All changing, showering areas to have opaque window coverings for privacy.
4. All bath, shower and WC rooms to be adequately ventilated.
5. Hand drying facilities and soap required in all public WC facilities where used by non-residents.
6. All WC's to be litted with a toilet roll holder, toilet paper and sanitary disposal bin (where appropriate) provided.
7. Bath/shower facilities to have clothes hooks within each cubicle.
8. A shelf and electric razor point (or adaptor available) with a mirror close by to be provided.

Group Accommodation Standards

In addition to all of the 'Hostel' criteria; minimum 'Group Accommodation' criteria will also require:

1. Normally, group bookings only to be accepted.
2. Dining area must have sufficient space and furniture for the maximum number of guests to dine at the same time.
3. Shower, washbasins and WC's to bed space ratios must meet or exceed minimum level.
4. Sufficient crockery, cutlery, glassware, food preparation and cooking utensils to be provided for the maximum number of guests to dine at the same time.
5. Cooking equipment (pots, pans etc.) to include an appropriately sized range of catering equipment.
6. A dedicated and appropriately sized drying room to be provided. Size and layout of the drying room should be appropriate for group arrivals.
7. Suitable equipment storage facilities to be available.

Activity Accommodation Standards

In addition to all of the 'Hostel' and 'Group Accommodation' criteria, 'Activity Accommodation' establishments will be required to be in possession of a current ALA Certificate or other national body licence in respect of one or more outdoor activities based at the property.

NOTE: 'Group Accommodation' and 'Activity Accommodation' will not be required to provide self-catering facilities where a fully serviced (Dinner, Bed and Breakfast) package is the normal product. If lunches are not provided then facilities for preparing packed lunches should be available to guests.

Camping Barns Accommodation Standards

Building Structure

All Participants are required to fulfil their statutory obligations as outlined at the front of the hostels section.

1. The building must be structurally sound, wind and watertight. Non-permanent structures e.g. wooden sheds or caravan holiday homes are not acceptable.
2. All areas to be thoroughly cleaned on a regular basis.
3. Adequate ventilation must be provided throughout the building.
4. All internal wall, ceiling and floor finishes must be in a sound condition.
5. An area for sleeping must be provided separately from the cooking area.
6. A minimum floor space is to be provided of 4 square metres per sleeping space. This to be calculated on the basis of the maximum number of sleeping space divided by the total area in sleeping, dining and seating areas. (i.e. excluding WC/Shower facilities and cooking areas).
7. If the cooking area is situated inside the building it must be separated from the sleeping area either by a partition wall or by space.
The cooking area may be provided, under cover, on the outside of the building.
8. Details of means to summon assistance, day or night, in the event of an emergency must be provided and clearly displayed to guests (e.g. proprietor, doctor, dentist, emergency services callout (i.e. 999)) to be detailed, together with the location of the nearest telephone.

Facilities

1. A potable cold water supply must be provided either inside the building or adjacent to it.
2. Sleeping accommodation must be provided, either alpine platforms, beds, bunks or suitable wooden floor surfaces (concrete floor with mattresses also acceptable). Bed spaces should be a minimum of 2'6" x 6' or equivalent in respect of platforms.
3. All areas to be adequately lit for safe movement (electricity or gas lights). (Exception may be made at the discretion of Visit Britain in respect of remote or rural properties with no mains services.)

4. Lounge/dining/common area to be provided with adequate heating. Any additional charge should be clearly advertised.
5. The cooking area, whether inside or outside the building, must have an appropriate hygienic surface for preparing food, facilities if outside should be undercover.
6. A sink for washing cooking utensils, plates, cutlery etc. must be provided with at least cold running water and suitable cleaning materials.
7. A mop, bucket, sweeping brush, dustpan to be provided.
8. If no fixed cooking appliances are provided, a suitable raised surface for guests to use their own stoves either inside or outside the building must be provided.
9. At least 1 WC (flush or chemical) and washbasin must be provided either inside or outside the building for every 20 guests.
10. An adequate number of tables and chairs or benches must be provided.
11. A smoke alarm must be fitted and maintained in a fully operational condition.
12. Appropriate fire extinguisher and a fire blanket must be provided and maintained in a fully operational condition.

Bunkhouse Accommodation Standards

Facilities

All participants are required to fulfil their statutory obligations as outlined at the front of the hostels section.

1. Hot and cold running water to be available.
2. Electricity supply provided. (Exception may be made at the discretion of Quality Cumbria where properties are remote and have restricted or no mains services).
3. All public areas/bathrooms/bedrooms are to be adequately lit for safety.
4. Adequate heating should be provided, as a minimum, in the public areas.
5. Self-catering facilities will be provided.
6. A first aid kit to be available and maintained.
7. Details of means to summon assistance, day or night, in the event of an emergency must be provided and clearly displayed to guests (e.g. staff/proprietor, doctor, dentist etc.) Emergency services callout (i.e. 999) to be detailed.
8. Provisions for hanging wet outdoor clothing to be available.
9. Reasonable provision for securing the building internally and externally should be available.
10. All areas to be adequately maintained.
11. A high standard of cleanliness to be maintained throughout the property.

Bedrooms/Sleeping Areas:

1. Bedrooms or sleeping areas to be physically separated from kitchen/dining/public areas.
2. All sleeping areas to have at least one external window supplying ventilation and natural light. Curtain, blind or equivalent to be provided.
3. A minimum floor space per bed or bunk space of 4 square metres (44 square Feet) to be provided. This area will be calculated on the basis of the maximum dimensions of

the room divided by the number of bed bases in the room. Bed bases will be totalled as below:

Bunk Bed - 1	Double Bed - 2
Single Bed - 1	Alpine Platforms – 1 (min. 6' x 2'6") bed space

The impact of furniture (lockers, bedside tables etc.) will not be considered in this calculation.

4. All sleeping provisions must be in beds, bunks or alpine platforms and must be a minimum size of 6' x 2' 6" or equivalent per person in respect of platforms. Beds and bunks to be provided with mattresses. Sleeping mat foam is acceptable on alpine platforms.
5. If bed linen is provided or sheet sleeping bags are provided, one pillow and adequate blankets or duvets to be available, either free or for hire, for each guest. If this cannot be provided, guests must be informed at the time of booking and the fact clearly stated on brochures/website.
6. Adequate rucksack storage space to be provided in all sleeping areas. This may, as a minimum, be provided by sufficient free floor space or under bed/bunk space.

Kitchen/Dining Area:

NB. Kitchen, dining and lounge areas may be 'open plan' or separate rooms. If these facilities are provided in an 'open plan' format it should be sufficiently spacious to enable all guests' reasonable use at the same time.

1. The kitchen should be of an adequate size to allow for a reasonable proportion of the quest capacity to prepare and cook meals at one time. Minimum cooking facilities/equipment to be available as listed:

Hygienic food storage/preparation area/cooking equipment and sink area with hot and cold running water to be provided.

A minimum of 4 cooking rings to be provided. Where the total number of bed spaces exceeds 32 an additional cooking ring is to be provided for every further 8 bed spaces.

32 Beds	4 Cooking Rings
40 Beds	5 Cooking Rings
48 Beds	6 Cooking Rings
56 Beds	7 Cooking Rings etc.

2. Adequate refrigerated food storage space to be available.