



## Hotel Quality Standards

### **Definition:**

Serviced accommodation providing hotel services with a minimum of 5 bedrooms.

### **Dispensations:**

Dispensations for certain individual requirements within the Quality Cumbria standards may be given as long as all the remaining requirements and quality levels for the rating are met or exceeded. This flexibility will be considered on a case by case basis.

Any exceptions will need a proportional increase in quality in other areas to compensate for the area where an exception is sought.

### **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:

#### **Prior to booking:**

- To describe accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided;
- To make clear to guests in print, in electronic media and on the telephone 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 provide information on the suitability of the premises for guests of various ages, particularly for the elderly and the very young;
- To allow guests to view the accommodation prior to booking if requested and possible.

#### **At the time of booking:**

- To clearly describe the cancellation policy to guests i.e. by telephone, fax, internet/email as well as in any printed information given to guests;
- To adhere to and not to exceed prices quoted at the time of booking for accommodation and other services;

**On arrival:**

- To welcome all guests courteously and without discrimination in relation to gender, sexual orientation, disability, race, religion or belief.

**During the stay:**

- To maintain good standards of guest care, cleanliness, and service appropriate to the type of establishment;
- To deal promptly and courteously with all enquiries, requests, bookings and correspondence from visitors.
- To 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.

**On departure:**

- To give each visitor, on request, details of payments due and a receipt, if required.

**General:**

- To give due consideration to the requirements of visitors with special needs, and to make suitable provision where applicable;
- To ensure the accommodation is prepared for the arrival of guests at all times when the operation is advertised as open;
- To hold current public liability insurance and to comply all statutory obligations including legislation applicable to health and safety, planning and fire;
- To advise guests, at any time prior to their stay, if there are any changes in what has been booked;
- To allow Quality Cumbria representatives reasonable access to the establishment, on request, to confirm the Code of Conduct is being observed;
- When a business is sold or ceases to trade, every effort should be made to inform Cumbria Tourism.

**Conditions for participation**

All businesses participating in the Quality Cumbria assessment scheme are required to:

- Meet or exceed the Quality Cumbria standards to be accredited;
- Observe the Quality Cumbria Code of Conduct;
- Be assessed annually, and in the event of complaints, by authorised representatives of Cumbria Tourism;
- Pay an annual participation fee.

## **Accessibility:**

### **The Law**

Under Part 3 of the Disability Discrimination Act 1995 (DDA) service providers have a duty to consider and ensure that access to their facilities and services for disabled people is as close as reasonably possible to the standard offered to all guests. Since 1996, it has been illegal to discriminate against disabled customers by refusing service, providing a lower standard of service and/or providing the service on worse terms e.g. if reasonable, disabled guests should have access to your shower facilities, just as non-disabled guests do.

The law uses the phrase “reasonable adjustment” to allow different solutions in different situations. Service providers are required to make reasonable adjustments to policies and procedures that may otherwise make it difficult for disabled customers to use their service.

## **The quality standard for Hotel Accommodation**

### **General Requirements**

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

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

**Fire Risk Assessment:** to comply with the Regulatory Reform (Fire Safety) Order 2005; supply evidence that a Fire Risk Assessment has been carried out annually, for guidance refer to:

[www.visitengland.org/fire](http://www.visitengland.org/fire).

**Food Safety/Hygiene:** register with the local Environmental Health department.

**Guest Register:** provide a register of all guests; record passport number of all overseas guests.

**Health & Safety:** operate safely with due regard to health and safety legislation and with evidence of consideration for the safety of guests and security of guests’ property; supply clear information on how to contact proprietor/manager in case of emergency. Supply multi-lingual instructions or diagram for fire evacuation procedure.

**Planning:** comply with all local planning regulations.

**Licensing:** comply with all local licensing regulations.

**Hotel Proprietors Act:** comply with this Act.

**Data Protection Act:** comply with this Act.

**Prices & Payment:** make clear to guests exactly what is included in all prices quoted for accommodation including taxes and any other surcharges; adhere to and not exceed prices quoted at the time of booking.

**Cancellation Policy:** communicate clearly the cancellation policy to guests at the time of booking i.e. by telephone, fax or email.

**Consumer Protection from Unfair Trading Regulations 2008:** comply with these Regulations by describing accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided.

**Advise visitors at the time of booking** and subsequently, of any change, if the accommodation offered is in an unconnected annexe or similar, and indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the main property.

**Equality Act 2010** (replaces the Disability Discrimination Act 1995): Comply with this Act.

**Welcome** all guests courteously and without discrimination in relation to gender, sexual orientation, disability, race, religion or belief. Make 'reasonable' adjustments to improve service for disabled customers. Produce an Access Statement – a description of facilities and services offered, specifically in relation to accessibility, to inform people with access needs; for guidance and free tool refer to: [www.visitengland.org/accesstatements](http://www.visitengland.org/accesstatements).

**Provide guests** with clean, hygienic, safe and well-maintained accommodation at all times.

### **Safety and Security**

- Proprietor and/or staff to be on site or on call to resident guests 24 hours a day.
- Printed instructions, provided in the bedrooms, for summoning assistance during an emergency at night. If the proprietor lives away from the hotel, it is expected that a member of management or staff sleep on site and that their night-time contact details are clearly advertised in every bedroom.
- A high degree of general safety and security, including information on evacuation procedures in the event of an emergency, to be advertised in every bedroom. Multi-lingual emergency procedure notices or use of symbols/diagrams clearly displayed in every bedroom.
- Adequate measures for the security of guests and their property.

### **Maintenance**

- Buildings, their fixtures, furnishings, fittings and exterior and interior décor maintained in a sound, clean condition and fit for the purpose intended.
- All electrical and gas equipment in good working order and regularly serviced to ensure guests' safety.
- Monitoring procedure in place for reporting of broken/damaged items in guests' bedrooms.

### **Cleanliness**

As the cleanliness of hotels is of paramount importance to the consumer, consistent standards of cleanliness are essential at every hotel. Particular attention should be given to

bathrooms, shower rooms and toilets especially items involving direct contact with guests, including:

- Bedding, linen and towels.
- Baths, showers, washbasins and WCs.
- Flooring and seating.
- Crockery, cutlery and glassware.
- All bathrooms and shower rooms cleaned daily and checked to ensure appropriate standards of cleanliness.
- Bathrooms and shower rooms clean and fresh smelling. Particular attention paid to WCs, plugholes, shower curtains, mirrors and extractor fans.

### **Physical Quality**

- Hotels providing accommodation of acceptable quality and comfort.

### **Hospitality**

- Guests will be greeted and acknowledged in a friendly, efficient and courteous manner throughout their stay.

### **Services**

- A relatively straightforward range of services offered – often provided by the proprietor and family/staff.
- All enquiries, requests and reservations, correspondence and complaints from visitors dealt with promptly and politely.
- Service and efficiency skills of a competent standard.

### **Opening**

- Hotel generally open seven days a week during its operating season providing, on every day open, a consistent level of service and facilities

### **Guest Access**

- Once registered, resident guests have access to the hotel at all times. Proprietor and/or staff to be on site or on call to resident guests 24 hours a day.
- It is acceptable for a front door key or security code to be issued.

## **Services**

### **Staff Appearance**

- Staff tidily dressed and well groomed.
- Staff clothing fresh and well ironed.
- Particular attention given to personal hygiene.

- The style of hotel may dictate how staff dress – from formal uniforms to informal and casual outfits.

### **Reservations, Prices and Billing**

There should be an easy and efficient booking service that includes the following:

- Prospective visitors told clearly what is included in the prices quoted for accommodation, meals and refreshments, including service charges, 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.
- Advance warning if the restaurant is to be closed or likely to become fully booked.
- Full details of the hotel's cancellation policy. 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.
- Bookings may be confirmed in writing by email/letter, verbally by phone or via text message.

Communication with prospective guests, whether verbal or written, should be prompt, efficient, professional and helpful. A good first impression is critical at all levels. Therefore:

- The price agreed at the time of booking must not be exceeded.
- All agreed prices must include service charges, taxes and other surcharges where applicable.
- Every endeavour should be made to advise guests in advance about the hotel location and any car parking restrictions.
- 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.
- Unless notified in writing in advance, price confirmation is to be at least indicated on a key card or similar.

- Prospective guests should be left confident that their booking was recorded accurately. As a minimum, name, address and/or contact telephone number recorded at the time of booking.
- All bookings handled in a friendly and courteous manner, even when there is no dedicated reservations department.
- Provide each guest with printed or clearly written details of payment due and a receipt on request.
- Presentation of accounts ensuring that purchases are clearly detailed.
- Particular attention should be paid to accuracy.
- The VAT element of the account (where applicable) should be clearly identified.

### **Reception: staff availability for guest arrival and departure**

- As reception is likely to be the guest's first and last point of contact with a hotel, special attention should be given to providing a good standard of customer care.
- Direct guest contact given priority over other reception duties. Proprietor or staff available to receive guests and provide information/services from just before breakfast to late evening at approximately 10 pm.
- Receptionist's attention possibly summoned by a bell or telephone.
- Guests clearly directed to their room and given a brief explanation of location of hotel facilities.
- The issuing of a bedroom key to guests and the charging of items to account always done discreetly to ensure guest's security.
- In the interests of safety, guests to be escorted to bedrooms if requested.
- Guests informed of meal times, bar opening times etc.

### **Luggage handling**

- Assistance with luggage available on request throughout the day and evening.

### **Other – Reception/Concierge/Housekeeping services**

- Iron and ironing board available.
- Early morning call on request or an alarm using a clock, telephone or television available in the room.
- Appropriate tourist, travel and/or local information available, suitable to market needs. Should be well presented e.g. in a folder, rack or electronic.

## All Meals – Dining Quality and information

### Dining provision

- Designated eating areas can include restaurant, dining room, brasserie, bistro or bar.
- A designated eating area, open to residents for breakfast, seven days a week.
- Evening meals provided at least five days a week.
- Guests informed when they book if dinner is not available on a particular evening. When this happens, a range of refreshments and snacks, e.g. soups, sandwiches etc. should always be offered.
- Residents' guests may take dinner by prior arrangement.

### Restaurant ownership

- Where dinner is served in a restaurant, which is separate or contracted out, it will nevertheless be assessed as part of the overall operation. Such a restaurant is acceptable as long as:
  - The hotel accepts full responsibility over the quality of surrounding, food and service provided in the restaurant.
  - Guests are informed when they book a bedroom that dinner is served in a separate restaurant.
  - Access is easy e.g. within approximately 250 metres walking (1/4 mile or ten minute walk), preferably umbrella provided, or within 5/10 minutes if hotel provides complimentary transport.
  - There is a facility for guests to charge meals and drinks to their hotel account.

### Tables/table appointment

- Individual tables available for each guest or party.
- Table appointments of acceptable quality and appropriate to the type of meal served.
- Tables of an appropriate height for comfortable dining, even if set close together.

### Meal service: staff

- Sufficient staff to ensure prompt service at all meals served.
- Polite and courteous staff providing an acceptable standard of customer care and demonstrating acceptable levels of knowledge about the dishes being served.

## **Breakfast**

### **Provision**

- A cooked or continental breakfast provided in a designated eating area on the premises and advertised as such.

### **Breakfast times**

- Breakfast served at an appropriate time for the market of the hotel.

### **Pricing**

- Breakfast price on display when a room-only rate option is available.
- The price of any breakfast items carrying an additional charge clearly advertised.

### **Menu**

- A verbal explanation of dishes available is acceptable.

### **Range of dishes**

- A set menu is acceptable.
- Continental offering to include as a minimum: fruit juice, cereal, yogurt, coffee, tea and toast.
- Cooked breakfast to include at least three hot items e.g. bacon, egg, sausage, mushroom, baked beans plus coffee, tea and toast.

### **Food quality**

- All hot foods well-presented and served at the correct temperature on hot plates.
- Care taken to ensure that juices are chilled, toast is crisp and coffee/tea is freshly made.

### **Style of Service**

- Table appointment appropriate to the style of service.
- Self-service buffet-style is acceptable. However, buffets should be replenished on a regular basis. Where provided, buffets laid out and operated in a practical and customer-friendly manner.
- Self-service hot beverages are acceptable.

## Dinner

### Hours of service

- Dinner served for minimum of one hour, specific times according to market need and clearly advertised.
- Some snacks or cold meal provision for late arrivals, by prior arrangement.
- It is acceptable for resident guests to be asked to choose dishes for dinner at an earlier time of the day. However, guests who prefer to choose later, including up to the meal time, must be able to do so without being put under any pressure to choose earlier. New arrivals should not be asked to choose dishes for dinner in advance of arrival.

### Range

- Two courses available. The main course should be a substantial hot dish.

### Menu and pricing

- Acceptable, clean and well-presented written menus, with accurate descriptions. However, it is acceptable instead to offer a verbal description of the dishes available.
- The price of dinner should be displayed if the accommodation tariff does not include dinner.
- Clearly advertised price for any surcharge made for a particular dish.
- Additional charges, such as VAT, service, and cover charge, clearly identified on the menus.

### Food Quality

- All meals freshly cooked/prepared on the premises with an acceptable level of skill and presentation, and served at the correct temperature. Evidence of some fresh produce.
- At least one vegetarian option available (at least on request) at each course.

### Style of service

- A self-service operation e.g. carvery or buffet-style is acceptable.

### Wine and wine service

- Red and white wine provided.
- Wine prices and measures clearly displayed.
- Staff demonstrating basic knowledge about the wines available e.g. country of origin

### **Alcoholic drink services/licences**

(as applicable under the licensing laws in England)

- A current liquor licence or equivalent.
- Alcoholic drinks served at meal times to residents.
- A range of drinks available in a bar or lounge. Honesty bars and dispense bars are acceptable.
- A price list displayed wherever drinks are served.

### **Lunch Service**

- Lunch service is not required.

### **Light refreshments, snacks and afternoon teas**

- Hot and cold drinks available to residents and their guests in the public areas, during the day and evening. Guests may be required to order at reception or at the bar. Vending option in the public areas may be acceptable. (Referral to in-room facilities is not acceptable.)

### **Room service provision**

- Optional except in the case of illness.
- Any room service provided may be limited in choice.

### **Room Service and Presentation**

- No requirement

### **Room Service Breakfast**

- No requirement

## Bedrooms

### Provision

- Minimum of five letting bedrooms.

### General quality

- Means of securing bedroom doors from inside and out, and a key or keycard provided.
- Acceptable quality and condition in the standard of furniture, furnishings, flooring, fittings and décor.
- Every effort made to minimise noise levels from adjacent rooms and corridors e.g. creaking floorboards, noisy extractor fans, mechanical toilets, noisy plumbing etc.
- Hotels situated in a particularly noisy environment – in a city centre or by an airport need to have tried to minimize noise, possibly by using double/triple glazing.

### Housekeeping

- All bedrooms cleaned daily, and checked to ensure a good standard of cleanliness. Rooms looking clean and smelling fresh. Particular attention given to rooms used by smokers.
- All walls, ceilings, pipes, ledges, equipment and fittings, which are beyond reach from floor level, cleaned on a regular basis. All flat surfaces, equipment and furniture free from dust, dirt, grease and marks.
- All beds made daily. Bed linen changed at least once in every week and for each new guest.
- Rooms prepared with the right temperature and ventilation ready for the guests' arrival.
- Good practice procedure followed so that clean bedding is kept off floors and in-room crockery and glassware are hygienically washed.

### Size and spaciousness

- 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. There should be no restriction of free movement.

- Family rooms should be more spacious.
- Doors and drawers fully openable without having to move furniture.
- Easy and convenient use of facilities e.g. use of surfaces without moving tea tray or TV, access to power points etc.

### **Suites**

- Not required.

### **Bed size: quality**

- Minimum bed sizes, including sofa beds and bunks, as follows:
  - Single: 190 cm x 90 cm (6 ft. 3 ins x 3 ft.)
  - Double: 190 cm x 137 cm (6 ft. 3 ins x 4 ft. 6 ins); 122 cm (4 ft.) beds to be designated as singles. 76 cm (2 ft. 6 ins) 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.
- All beds, including supplementary beds, such as z-beds, sofa beds etc. to be of acceptable quality and in good condition. They should have a sound base and sprung interior, foam or similar quality, modern, comfortable mattress.
- Secure headboard or equivalent on all permanent beds.6.5

### **Bed access**

- There should be access to both sides of beds for double occupancy, but dispensation may be given only if restrictions are clearly advertised to all guests.

### **Bedding requirements**

- Two sheets, two blankets and a bedspread or one/two sheets and duvet with cover per bed.
- Where feather duvets or pillows are used, a non-allergenic alternative available on request.
- Two pillows in individual pillowcases, per person. (One pillow per person acceptable)
- Spare pillows and blankets available on request.
- Any additional bedding kept in bedrooms to be clean, fresh and wrapped.
- A mattress protector provided for each bed. Plastic or rubber mattress protectors are not acceptable except for children's beds.

### **Bedding quality**

- Bedding of good quality and condition.

### **Décor: walls, ceiling and paintwork**

- Décor in sound condition.
- A quite good standard of décor and paintwork.

### **Heating and temperature control**

- Heating provided at no extra cost, and controllable (on/off) by the guest.
- Supplementary heating provided in rooms on request when temperature levels are not within the control of the guest e.g. some heating systems.
- Heating to come on automatically prior to breakfast and during main hours of guest occupancy e.g. check-in and early evening.
- Heating able to heat the entire bedroom safely, quietly, adequately and quickly whatever heating system is used

### **Lighting**

- Bedrooms well lit. A low energy light bulb is acceptable.
- A shade or cover provided for all bulbs, unless decorative.
- At least one light controlled from the door.
- Bedside reading light for each person, controllable from the bed, in addition to the light controlled from the door. However, twin beds may share a central bedside light.

### **Windows**

- At least one window that can be opened safely and which provides good levels of direct natural light and ventilation. Windows well fitted, easy to shut and open and remain open. A pole provided to open any Velux-style windows or skylights.
- Rooms without windows are generally not acceptable (however dispensations may be available on specific rooms).
- Security fittings installed on all bedroom windows where, when open, access could be gained from outside e.g. patio doors and windows near fire escapes.
- It is acceptable for a bedroom to overlook a large internal atrium. The bedroom should be air conditioned and naturally illuminated.
- Air conditioning provided where windows cannot be opened.

### **Window coverings**

- Opaque curtains, blinds or shutters provided on all windows and ideally including glass panels to doors, fanlights and skylight windows so that guests have privacy and can exclude any light from outside the room. All window coverings to be properly fitted or hung.
- Curtains large enough to draw easily and completely across the width and height of the window with or without linings.

- In ground floor bedrooms additional privacy provided by means of a net curtain or blind.

#### **Furniture, soft furnishings and fittings**

- All furniture, soft furnishings and fittings providing acceptable ease of use and of an acceptable quality and condition.

NB

Furniture includes tables, luggage and clothes storage, seating etc.,

Soft furnishings includes curtains, cushions etc.

Fittings include mirrors, light fittings, heating appliances, light shades etc.

#### **Tables**

- Writing table or equivalent such as substantial flat surface or desk providing sufficient free space for practical use with mirror adjacent.
- Lighting adequate for use.
- Conveniently positioned spare 13 amp power socket.
- A bedside table or equivalent provided for each person. Twin beds may share a bedside table

#### **Clothes and luggage storage**

- Wardrobe or clothes hanging space.
- Acceptable drawer or shelf space. Drawers running freely and lined or with an easily wiped interior surface.
- The amount of clothes storage provided suitable for the style of hotel and the number of guests the room will accommodate.
- Sufficient hangers (not wire).

NB An alcove is an acceptable substitute but hooks on walls or behind doors are not.

#### **Seating**

- Single – one chair. Double/twin – two chairs or one chair plus one stool.
- Seating provided appropriate to the style and size of the room.

#### **Mirrors**

- At least one mirror in the bedroom.
- If there is only one mirror it should be a full-length mirror and be placed next to the writing table surface or equivalent. A full-length mirror is a mirror of suitable size and in a convenient position for guests to see the majority of themselves from head to toe.

#### **Beverage making facilities**

- Tea/coffee-making facilities available and accessible 24 hours either in bedrooms or in public areas (Self-service/Vending option in public areas acceptable).

- Where only room service is provided, the availability of a hospitality tray at no extra charge to be advertised to guests.
- Self-service ingredients for making hot drinks kept wrapped or in lidded containers.
- Bedroom kettles should not have to be operated at floor level.

#### **In-room entertainment**

- Digital TV available in all bedrooms.
- All available channels properly tuned in.
- Televisions may be safely mounted on a wall bracket. Ease of viewing and safety taken into account when positioning television.
- Where clock radios are used, instructions for use provided and clock set accurately.

#### **Communication and business services**

- Bedroom telephone optional.
- Where not provided, a means of communication with staff at night in the event of an emergency must be provided, and advertised in the bedroom.
- Telephones, where provided, displaying the hotel telephone number together with the bedroom extension or telephone number.
- Telephones, where provided, with instructions on how to use any additional services such as telephone message service, and room-to-room calls.

#### **Telephone charges**

- Where telephones are provided, rate card displayed in bedrooms illustrating typical charges for local, long-distance, international, internet, use of phone card and connection to mobile phones.
- Sample call charges required, but not per unit.

#### **Hairdryers**

- A hairdryer provided in every bedroom.

#### **In-room information**

- Hotel services and facilities advertised in all bedrooms (possibly in a room information folder or via in-room technology). This should include the following where applicable:
  - How to summon assistance in a night-time emergency.
  - Meal times (and menus).
  - Iron and ironing board advertised as available, if not already provided in the bedroom.
  - Multi-lingual emergency procedure notices or use of symbols/diagrams clearly displayed in every bedroom.

### **Miscellaneous**

- A waste paper container – non-flammable if smoking permitted.
- A drinking tumbler per guest, in glass, scratchless plastic or wrapped disposable.
- An ashtray where smoking permitted.
- Sufficient and conveniently situated power sockets allowing for the safe use of all electrical equipment provided.

## **En-suite bathroom and shower rooms and private facilities**

### **Provision**

All bedrooms to have en suite bathroom or shower rooms or private facilities, which all have WC and bath or shower.

NB An en suite facility has the bath or shower and WC situated in room(s) with door(s) separate to the bedroom. In-bedroom showers are not generally acceptable.

- A private facility is one designated solely for the occupants of one bedroom, situated close to the bedroom on the same floor and lockable with a key provided (guests informed of this at the time of booking).
- Access to private bathrooms or WCs, or extra public bathrooms, from bedrooms via public areas such as reception or lounge etc. is not acceptable.
- A washbasin with hot and cold running water and a minimum internal measurement of 36 x 24 cm (14 x 9.5 ins). Basin provided in either the bedroom, en suite or private facility.

### **General Quality** (applies to all bathroom and shower room types)

- All bathrooms of acceptable quality and condition with practical fittings, flooring and décor providing ease of use.
- Practical, well-fitted and easily cleanable flooring.
- Best practice suggests that washable flooring is more hygienic than carpeting.
- Particular attention given to maintenance and lighting levels.

### **Room size**

- Bathrooms of sufficient size for adequate guest comfort and ease of use.

### **Water supply**

- Sufficient hot water provided at all reasonable times – usually 7 am until 10 pm.
- Baths and showers providing a strong and easily adjustable flow of water.

### **Equipment in en suite and private facilities**

All bathrooms or shower rooms – private and en suite – equipped with:

- Internal lock or bolt on all private bath or shower rooms (not necessary for en suites).
- A mirror situated above or adjacent to the washbasin.
- Bath or shower, washbasin and mirror.
- Adequate storage with space for guest's own toiletries.
- Soap (can be pump-action dispenser).
- Hook for clothes.
- Non-slip surface or mat for use in bath or showers.
- Towel rail or equivalent sufficient for the number of guests in the room.
- Conveniently located electric shaver point, with voltage indicated or adaptor for use in bedroom.
- Windows fitted with curtains, blinds or shutters to ensure privacy.
- Window coverings (possibly not necessary for Velux-style windows) fitted in the ceiling and in no way overlooked.

All toilets equipped with:

- A lidded WC.
- Toilet paper and holder plus spare toilet paper.
- A lidded sanitary disposal bin and sanitary bags.

### **Lighting, heating and ventilation**

- Lighting: adequate covered lighting in all bathrooms, shower rooms and toilets. Lighting provided above or adjacent to the washbasin mirror.
- Heating: adequate heating. Heater light bulbs are not acceptable. All bathrooms with an external window require dedicated heating. A heated towel rail is acceptable.
- Ventilation: adequate ventilation and extraction (window or extractor fan). Where a Velux-style window or skylight acts as the only form of ventilation, a pole or other means of opening should be provided. Opaque window covering required.
- Security fittings installed on any bathroom window which could be left open and access gained from outside, e.g. windows near fire escapes.

### **Towels and toiletries**

- A clean, absorbent, cotton hand and bath towel provided for each new guest and changed every day except where, as part of an advertised environmental policy, guests agree to a less frequent change during their stay.
- Bath mat (paper mats not acceptable).
- Fresh soap provided for each new letting. Particular attention paid to the cleanliness and hygiene of liquid soap dispensers where provided.

## **Public areas**

### **General quality: all public areas**

(bars, lounges, reception, restaurants etc.)

- Furnishings, fittings and décor of acceptable quality and condition.
- Acceptable space and comfort for guests, relative to the number of bedrooms.
- Wi-Fi is recommended in public areas.

### **Lighting, heating and ventilation**

- Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings at night.
- Good levels of heating and ventilation, providing an ambient temperature and adequate air flow at all times of the year.

### **Reception areas/lobby.**

- A clearly designated reception facility.
- A clearly designated area at one end of a bar counter is acceptable.
- A bell or internal telephone provided to summon attention when staff not present

### **Bars, lounges, sitting areas and restaurants**

- A bar or lounge with adequate comfortable seating for resident guests accessible throughout the day and evening – at least from breakfast time to 10 pm.
- The bar and lounge possibly combined and providing the only sitting area in the hotel's public areas.
- Guests should not be expected to share tables in the restaurant

### **Other Public areas including corridors and staircases**

- Corridors and stairs in good repair and free from obstruction.
- Adequately lit 24 hours.
- Particular attention given to the maintenance of door handles, numbers, brassware and glass panels.
- Clear, directional signage to bedrooms and reception (where needed).

### **Lifts\***

- Optional
- Assistance with luggage available on request when there is no lift.

\*Dispensation is possible in older buildings and/or architecturally listed buildings where it can be shown that fitting a lift is impractical or unacceptable to planning authorities

### **Public telephone**

- A guest should be able to make a telephone call via house phone, payphone or mobile phone from reception/public areas, on request.

### **Public area WCs**

Where hotel is open to non-residents:

- A toilet facility conveniently situated for the public areas.
- Toilets possibly shared by men and women.
- All toilets well-maintained, regularly cleaned, checked and adequately ventilated.
- The following facilities provided as a minimum: washbasin with soap, hand drying facilities, seat with lid, covered light, mirror, hook on door, lidded sanitary bin and bags, toilet roll holder with toilet paper.

### **External areas**

- External areas include the appearance of the building, grounds and gardens, pathways and drives and any car parking.
- Particular attention given to the safety and security of guest and their belongings in car parks, ground floor and annexe bedrooms including external paths and walkways.
- The hotel entrance should be clearly identifiable and the doorway illuminated where it is dark.
- Adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night.
- Grounds and gardens well maintained and kept tidy.
- Parking areas tidy, well maintained, clearly defined, well lit and clearly signed.
- Security issues taken into account.