



Visit Wales
Croeso Cymru

**A Guide to the Hostel and
Hostel type Accommodation
Star Grading Scheme**




Llywodraeth Cynulliad Cymru
Welsh Assembly Government

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WELCOME to the Visit Wales Quality Assurance Standards

IMPORTANT NOTE: Visit Wales is issuing this guide in 2006, to give owners of Hostels/Backpacker Hostels, Group and Activity Accommodation, Bunkhouse and Camping Barn Accommodation properties in Wales, time to make any necessary adjustments to meet requirements of the harmonised Star grading scheme, shortly to be introduced by the National Tourist Boards across Britain. In Wales, the Star rating attained under this scheme will be used for promotional purposes only from **1 October 2007** onwards. (I.e. for the 2008 edition brochures). Until then, the rating given under the Visit Wales (current) Star grading scheme remains valid (assuming continual participation in Visit Wales's grading system). Details of that scheme are given in another Visit Wales publication – "A guide to the Star Grading Scheme for Campus, Hostel type and Activity Centre Accommodation" (red cover). When visiting your property, our Quality Assessors will be happy to discuss and advise you on any grading query you may have.

Improving quality Standards

Having a quality accommodation product to offer customers is integral to achieving a world-class competitive industry in Wales. Visit Wales wants to work with the industry in Wales to make sure that our accommodation remains competitive with other tourism destinations

To achieve a quality product all elements of the tourism experience, from the initial enquiry until departure for home, must meet or exceed consumer expectations.

Raising accommodation standards is crucial to the future development of tourism in Wales, so we encourage you to work with Visit Wales through our grading scheme, which sets identical standards to those operated in England and Scotland.

The Benefits

Visit Wales's Quality Assurance schemes are great value for money offering a number of benefits.

By joining, you get promotional opportunities such as:

- Listing on **www.visitwales.com** and **www.visitbritain.com** websites, as well as access to Visit Wales publications and marketing campaigns.
- Detailed assessments debrief and follow up report from experienced Quality Assessors.
- Entry into the Tourist Information Centre network.
- Signs if you want them.
- Access to Business Support.
- Regular communication from Visit Wales (e.g. Trade Talk).

HOW TO USE THIS GUIDE

We want to give you a good idea of what's involved in a Visit Wales Star grading of a Hostel style property. We start by explaining briefly what grading is and then go into some detail about the procedure we go through to arrive at a final Star rating for your property (page 4).

The visit our Quality Assessor carries out also involves checking that the necessary facilities required by each Star grade are present, the details can be found from page 33 onwards.

Complying with the Visit Wales Code of Conduct is a necessary part of having a Star rating, and we list the details here for you on page 42.

Having read the contents of our book, we hope you decide to apply for a grading assessment, and details of how to do so are given on the inside of the back cover.

We want you to be completely happy with the whole process of quality assessment, but if you are not, on page 44 we tell you what you should do.

So ...

WHAT IS VISIT WALES STAR QUALITY GRADING?

Quality grading is the assessment of the overall quality of a property, so as to place the property on a scale between 1 and 5 Stars, with 5 Stars denoting top quality. The grading visit also checks that particular facilities, expected by consumers at certain Star grades, are present. Consumers then have a basis for comparing the different kind of properties available to them in Wales, and finding somewhere to stay that meets their needs and expectations.

By providing you with a detailed report assessment, a Visit Wales grading visit helps you, the accommodation provider, maintain and develop the quality of your property. This book gives you guidance about what is expected at each quality level for each aspect of the property, and the Quality Assessor will refer to this when visiting you.

HOW DOES QUALITY GRADING WORK?

There are three elements to the process that results in a quality grade

Step 1 – The Visit Wales Assessor quality scores the whole property

Step 2 – The Assessor then checks that certain elements of the property meet what’s called “Sectional Qualifiers” in terms of quality.

Step 3 – Finally the Assessor checks that the facility requirements, appropriate to the Star rating, are present.

Step 1

The Visit begins with our Quality Advisor (QA) carrying out an objective, qualitative assessment of every aspect of your property, starting with the exterior of the building, including the grounds and any parking, before assessing the entire interior. (Please refer to sample report on pages 7-9).

Essentially, a numerical score is given to every aspect assessed and that score equates to a quality level description. A scale of 1 to 5 is used, so if something is of Excellent quality, it gets 5 points; if it’s considered to be Acceptable, a score of 1 is given. In order to remove any bias, our QAs are rigorously trained and follow set guidelines and instructions. The different points value signify ascending levels of quality like this:

- Excellent quality - 5 points
- Very Good quality - 4 points
- Good quality - 3 points
- Quite Good quality - 2 points
- Acceptable quality - 1 point

Once the report form is complete and scores have all been allocated, they are totalled, and a percentage score for the quality of the whole property is calculated. By looking at the Star banding percentage range, the Quality Assessor gets an initial indication of what the overall Star rating might be:

| Star Rating | Overall % required | Qualifiers |
|-------------|--------------------|--|
| 1 Star | 34 – 47% | No area to score less than 34% · Cleanliness minimum score 40% |
| 2 Star | 48 – 59% | No area to score less than 40% · Cleanliness minimum score 48% |
| 3 Star | 60 – 74% | No area to score less than 54% · Cleanliness minimum score 64% |
| 4 Star | 75 – 86% | No area to score less than 67% · Cleanliness minimum score 76% |
| 5 Star | 87%+ | No area to score less than 80% · Cleanliness minimum score 88% |

Before that final result is determined however, there are two further steps.

Step 2

The Quality Assessor must now check the form for consistency of quality – under what we call “Sectional Qualifiers”.

The purpose of this is to ensure that one aspect of a property has not artificially driven up the overall percentage mark because it is of a higher quality than other parts of the property.

Research has shown us that the quality of certain aspects of a property are particularly important to guests. If the quality of these fall below guests' expectation then they will be disappointed. It is therefore very important that the quality of these critical areas match the overall grade of the property.

The key areas are:

- **Hospitality & Service**
- **Cleanliness**
- **Bedrooms**
- **Bathrooms**
- **Public Areas**
- **Kitchens.**

If, for example, the overall percentage at Step 1 falls within the 4 Star band (75% to 86%), the percentage score for each of these six areas must also fall within the 4 Star band (see table on page 4) - please note the special importance attached to "cleanliness" which has its own banding percentages.

The same process applies to all levels.

If the individual quality score for any of these six areas falls below the overall grade indicated at Step 1 then the final grade awarded will be lowered accordingly. For example, following the previous example, if the Bathrooms achieved a score of 65% only, then this would mean the property as a whole could only achieve 3 Stars.

Step 3

Finally, a check must be made to ensure that any additional facilities required at a particular Star level are present, as well as ensuring that the facilities standards applicable to all Star rating levels are there for guests. Our research showed that the higher the rating, the more facilities were expected by the consumer.

EXEMPTIONS

Where a particular aspect is not available (e.g. meals & meal service, grounds, gardens, car parking etc.) establishments will not be penalised for not providing them. However, where they are provided they will be assessed. This does not apply to Minimum Entry Requirements, which must be provided.

DESIGNATORS:

All accommodation will be positioned in one of the following descriptive sub categories or **designators**. We have developed these sub categories to help consumers understand more clearly the different types of hostel accommodation available.

Accommodation in each of these sub categories should fulfil all of the minimum entry requirements for each sector.

Hostel

Star rated accommodation often in shared rooms with bunk beds, family rooms may also be available. Hostels normally welcome individuals, families and groups, many of who are staying on a short-term basis. Hostels often have a quite formalised structure, which may or may not include restricted access, meal service, etc.

Group Accommodation

Star rated accommodation often in shared rooms with bunk beds. Predominantly group bookings only are accepted maybe fully serviced or self-catering.

Activity Accommodation

Star rated accommodation normally provided on a group basis. The establishment will also offer fully accredited or A.A.L.A. licensed activities. May be fully serviced or self-catering.

Backpacker Accommodation

Backpackers – 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.

Bunkhouse Accommodation

Star rated rural accommodation, which can be booked by groups or individuals. Services and facilities may be limited, but will include a self-catering facility.

Camping Barns

Simple overnight 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.

Please note that:

Hostel/Backpackers, Group accommodation/Activity accommodation & Bunkhouse are all quality graded, Camping barns are inspected against minimum standards only.

Note: Camping barns will be checked to ensure they meet the minimum entry level. Once the assessment shows that the property does meet minimum entry level it will then be classed as **Verified**. This is instead of a Star rating. Written confirmation of the verification will then be sent to the Operator.

Terminology

Throughout this book, you'll see the words like “good”, “very good”, “excellent” – they signify ascending levels of quality in broad terms only. These standards indicate in general terms typical consumer expectations of each Star level. They are neither prescriptive nor definitive, because there are many facets and ways of achieving high quality

Guidance on quality expected in order to achieve a specific Star rating

Quality Grading

Please read this part in the context of the 3-step process involved in attaining an overall Star grading, as explained on pages 4 - 5.

The sections in this part of the guide follow the order of the grading form and it tells you about what the Quality Assessor marks under each item on the form. It provides you with an indication of what is expected at the various levels of quality, level 5 – Excellent quality, as it applies to that aspect of the property. It should help you to understand what guides our Quality Assessor to give a particular score.

Please note that these Quality indicators are representative, but they are neither definitive nor prescriptive.

The following aspects are considered as part of the quality assessment visit

| | |
|---|--|
| 1 Exterior | <ul style="list-style-type: none"> ● Appearance of buildings ● Grounds, Gardens & Parking ● Environment |
| 2 Hospitality & Service | <ul style="list-style-type: none"> ● Hospitality ● Service & Efficiency ● Personal Touches & Tourist Information |
| 3 Cleanliness of all areas | <ul style="list-style-type: none"> ● Public Areas ● Bedrooms ● Bathrooms ● Self-catering kitchen |
| 4 Food quality and service | <ul style="list-style-type: none"> ● Food Quality (Breakfast) ● Food Quality (Dinner) ● Meals Service |
| 5 Public Areas (includes all stairs, landings and corridors) | <ul style="list-style-type: none"> ● Decoration ● Furnishings, furniture & fittings ● Flooring ● Lighting & heating ● Space, comfort & ease of use |
| 6 Bedrooms | <ul style="list-style-type: none"> ● Decoration ● Furnishings, furniture & fittings ● Flooring ● Lighting & heating ● Beds & bedding ● Space, comfort & ease of use |
| 7 Bathrooms & WCs | <ul style="list-style-type: none"> ● Decoration ● Sanitary ware & fittings ● Flooring ● Lighting, heating & ventilation ● Space, comfort & ease of use |
| 8 Self-Catering Kitchen | <ul style="list-style-type: none"> ● Decoration ● Flooring ● Lighting, heating & ventilation ● Fittings & furniture ● Cookers & electrical / gas equipment ● Crockery, Cutlery, cookware ● Space, comfort & ease of use |
| 9 Other Facilities* | <ul style="list-style-type: none"> ● Laundry / drying Room ● Recreation / additional facilities |

* It is not a requirement of the Visit Wales Star grading scheme that any facilities in this section be provided, but, if they are offered to guests, then they will form part of the grading assessment. There will be no penalty for non-provision.

| A GUIDE TO "QUALITY INDICATOR" LEVELS | |
|--|--|
| Level 1 (Scores 1 point) | <ul style="list-style-type: none"> • Factors that indicate the minimum level of quality equivalent to a One Star. Items may be described as acceptable. Everything must be safe, clean and in working order. There should be no outstanding need for immediate repair. |
| Level 2 (Scores 2 points) | <ul style="list-style-type: none"> • Factors that indicate a quality level commensurate with Two Star. Items may be described as Quite Good. At this level items may be limited in range but offer a good standard of cleanliness and be in good working order. |
| Level 3 (scores 3 points) | <ul style="list-style-type: none"> • Factors that indicate a quality level commensurate with Three Star. Items may be described as Good. There may be some evidence of wear and tear but still displaying a well maintained standard of maintenance both in facilities and decoration. |
| Level 4 (scores 4 points) | <ul style="list-style-type: none"> • Factors indicate a quality level commensurate with Four Star. Items maybe described as Very Good with no obvious signs of wear and tear in the facilities provided. |
| Level 5 (scores 5 points) | <ul style="list-style-type: none"> • Factors that indicate a quality level commensurate with Five Star. Items may be described as Excellent. The overall standard of the fabric of the building, both internally and externally will be very high, together with excellent standards of management. |

1 EXTERIOR:

Appearance of buildings

The décor, maintenance and repair of the building. This includes: Stonework, woodwork, rendering, paintwork, gutters, fall pipes, external plumbing, chimneys and roofs. External signage attached to the building (clarity & maintenance) and lighting is taken into account here. Any outbuildings and storage areas e.g. refuse areas will be assessed here as well.

Quality Indicators

| | |
|----------------|---|
| Level 1 | Exterior may be in need of attention and showing some weathering in places, e.g. rusting downpipes, flaking or stained paintwork but will be in an overall acceptable and sound condition. |
| Level 2 | Generally in quite a good condition, signs of ageing and defects should be limited to a small number of areas with no obvious significant structural defects. Woodwork generally in sound condition, though some areas of paint may be ageing / weathered or flaking. May be small defects, damage, cracks etc to stonework. Heavy moss or lichen growths. Property in need of freshening up. Ageing signage. |
| Level 3 | Exterior in a generally good condition, principal aspects of the building are well maintained. Paintwork mainly fresh but some minor weathering or staining to external paintwork may be apparent. Doors and windows in good state of repair, though not necessarily new. External fabric all in sound condition. Where displayed, signs will be maintained in good condition. |
| Level 4 | Overall perhaps not pristine but still resulting in a very good first impression with no neglected aspects. High quality maintenance of stonework and paintwork, some natural weathering may be present. May be some additional external features to enhance appearance such as window boxes. Any outbuildings or annexes to be of similar quality. |
| Level 5 | Premises in an excellent condition. High quality paintwork with no damage or wear evident, door furniture and signage of high quality. All buildings on site maintained to the same high standard. |

Grounds, Gardens and Parking

If the property has no clearly defined grounds or gardens; or parking of any type this section is not assessed. Assessment of this area will include garden areas, hedges, paths, driveways, parking, lighting and all other areas within the clearly defined (i.e. fenced, walled or hedged) boundaries of the property and which are under control of the establishment.

Quality Indicators

| | |
|----------------|---|
| Level 1 | Safe pathways, signs in reasonable condition, an acceptable first impression. Grounds reasonably neat, some areas may be in need of closer attention. Acceptable quality and condition of parking where provided. |
| Level 2 | Evidence of some effort made to make gardens attractive, tidy and litter free. Pathways in quite good order, without trip hazards. Reasonably easy access, safe and quite well maintained parking. |

| | |
|----------------|--|
| Level 3 | A good standard overall. All areas will show evidence of regular attention i.e. no litter, grass cut and only minor weed growth in paths / driveways. Signage should be in good condition and effective. Parking areas to be in a safe and usable condition. |
| Level 4 | Very good standards of maintenance in garden areas. Tidy beds, pathways and hedges. All trees and shrubs well tended. Dustbin areas not visible, preferably screened. Easy access to parking with well maintained surfaces and clear definition. |
| Level 5 | Thoughtful and imaginative landscaping, planting and design features, as appropriate to location and environment. May include barbecue / patio area and garden seating. May include effective external lighting. High quality signage in pristine condition. Obvious detailed care and attention given to all aspects. Car parking where provided will be well laid out and clearly signed with an appropriate well maintained surface. An excellent presentation overall. |

Environment

A reflection of the positive or negative aspects of the location of the property and surrounding area that could affect the guests' comfort.

Quality Indicators

| | |
|----------------|---|
| Level 1 | In a less favoured urban area, some distance from public transport but by no means rural, could be good except for a particular feature of the immediate environment or outlook. |
| Level 2 | In a location reasonably convenient for some limited public transport. In an urban location perhaps some distance from the centre of town. In a rural location perhaps at main roadside or with restricted views. |
| Level 3 | In a city / town centre, with some parking restrictions and busy traffic but close to all amenities. On a working farm where access is muddy or there is some farm machinery close by. In a suburban area of a city where there is busy traffic and noise. |
| Level 4 | A very good environment would include rural properties which may be close to roads, but which have the benefit of open scenic views. Urban properties are likely to be central to main attractions and transport, some attempts e.g. double glazing, made to overcome traffic / street noise. |
| Level 5 | In an urban setting in the heart of the city with all amenities, attractions and transport links immediately accessible. In a rural location with open views in an area of outstanding natural beauty, ideally located for the pursuit of a range of outdoor activities. |

2 HOSPITALITY & SERVICE

Hospitality

Assessment of hospitality and friendliness will consider the following aspects: Staff attitude, customer care skills, welcome and all guest contact.

Quality Indicators

| | |
|----------------|--|
| Level 1 | Hospitality generally of a minimal acceptable standard. Warmth of welcome could be improved, guests contact with staff or owners minimal. |
| Level 2 | Hospitality of a quite good standard with some warmth of welcome. Likely to include some positive customer contact from staff. |
| Level 3 | A good standard of hospitality with obvious warmth of welcome. Staff readily available and forthcoming with advice, information and assistance for guests when requested. |
| Level 4 | A very good standard of hospitality. Staff demonstrating a commitment to customer care. Staff proactive in offering advice and assistance to guests, being clearly available and willing to help at all reasonable times. |
| Level 5 | Excellent hospitality with a personal welcome. Proactively ensuring guest's comfort and wellbeing throughout their stay. May include positive, knowledgeable input and assistance with guest's plans and activities. Staff should be evident, but not intrusive and remain respectful of guest's privacy if appropriate. |

Note: For Group Accommodation, Activity Accommodation, Camping Barn and Bunkhouse accommodation, no overnight assessment will be made by a Quality Advisor; therefore, this section will be omitted from the assessment.

Service and Efficiency

Service and efficiency will assess the competency, speed and capability of staff in dealing with guests and their requirements. This will include the initial enquiry, booking, arrival, guest information and departure. General management effectiveness will be assessed here as well as any other contact with members of staff during guests stay i.e. shops, bars, recreation areas.

Quality Indicators

| | |
|----------------|---|
| Level 1 | Service generally of an acceptable standard. May be difficult to contact staff to make a reservation. Casual approach to booking resulting in a lack of clear confirmation that reservations are secure. Effective booking and reception procedures, but staff contact minimal. |
| Level 2 | Service of a quite good standard. Restricted reception hours may make contact for booking difficult. Where there is reliance on telephone answering machines, then any enquiries left on these should be responded to promptly. All bookings handled effectively in a manner which leaves guest's confident that their reservation is secure and properly recorded. All staff being helpful and offering quite a good service in general. |

| | |
|----------------|---|
| Level 3 | A good standard of service. Clear and well organised booking and reservations procedures. Staff or management easily contacted to make reservations with little if any, reliance on telephone answering machines. Staff should freely offer additional useful information (directions, public transport etc.) on request. Guests fully confident in the reservations system. All staff i.e. bar, shops, recreation areas offering a good service throughout stay. |
| Level 4 | A very good standard of service. Clear and easy booking procedures should be available via varied channels (telephone, email, internet, direct booking etc.) All enquiries through whatever channel should be responded to quickly and efficiently. A very good service. All staff showing a helpful attitude throughout stay. |
| Level 5 | Excellent service standards. Exemplary booking procedures through varied channels which all incorporate a positive and proactive approach to ensuring guests have all necessary information quickly provided in a welcoming and useful manner. Proactive staff showing anticipation of all guests needs. |

Personal Touches and Tourist Information

| Assessment of Personal Touches and Tourist Information will take into consideration the following: Range and quality of additional personal touches, artifacts, collections, books. Tourist Information provided and available for guests. | |
|---|---|
| Quality Indicators | |
| Level 1 | Minimal tourist information, tired and out of date leaflets etc. Little evidence of personal touches. |
| Level 2 | Brochures and information will be current, neatly and conveniently displayed. A limited range of information, likely to only represent strictly local services or attractions. Very few personal touches. |
| Level 3 | A good level of provision which will certainly include current area Information and local/regional public transport information. May also include information on networked hostels in other areas with reciprocal arrangements. A clear attempt to provide a welcoming and personalised atmosphere. |
| Level 4 | Expert specialised knowledge may also be provided by some Hostel proprietors or staff recommendations and advice for walking/climbing routes, current climbing conditions, a well maintained guests comment book recommending local pubs/clubs/restaurants/ attractions etc. Strong evidence of personal touches – flowers, plants, collections, displays. |
| Level 5 | An exemplary level of provision which, in addition to the usual brochure displays and recommendations for outdoor activity markets, will often include personally prepared local information. This will normally contain advice and information not commercially produced or motivated but of interest to guests. Additional guest facilities such as TV, video, books, magazines etc. are likely to be provided. |

3 CLEANLINESS OF ALL AREAS

Public Areas

Assessment of cleanliness will include consideration of: Housekeeping standards in all aspects of public and dining areas.

Quality Indicators

| | |
|----------------|--|
| Level 1 | Standards seen at this level are likely to be effectively the minimum acceptable and will almost certainly require significant and systematic improvement for an award to be sustained on future assessments. |
| Level 2 | This standard will represent a Quite Good level of cleanliness, probably with some areas that could potentially be improved, but no aspect giving concern. |
| Level 3 | Good standards of cleanliness, regular attention paid to all aspects and consistent standards maintained. Systematic approach with evidence of clear standards being set and monitored throughout. |
| Level 4 | A Very Good overall standard with obvious close attention to detail in most areas but not quite achieving an Excellent standard in every respect. |
| Level 5 | Immaculate throughout with a professional approach and detailed thoroughness apparent in every aspect. Particular attention to detail in respect of soft furnishings, flooring in heavily used areas such as corridors & staircases. Gleaming surfaces, no smears or marks, no blown bulbs or broken equipment. Careful and consistent attention to even relatively minor details resulting in a standard that is effectively without fault. |

Bedrooms

Assessment of cleanliness will include consideration of: Housekeeping standards in all aspects of bedrooms, bedroom corridors and upper stairways.

Quality Indicators

| | |
|----------------|---|
| Level 1 | An 'acceptable', standard of cleanliness but may lack attention in some areas i.e. behind furniture items, skirtings, light-fittings etc. Standards seen at this level are likely to be effectively the minimum acceptable and will almost certainly require significant and systematic improvement for an award to be sustained on future assessments. |
| Level 2 | This standard will represent a Quite Good level of cleanliness, probably with some areas that could potentially be improved, but no aspect giving concern. |
| Level 3 | Good standards of cleanliness. Regular attention paid to all aspects and consistent standards maintained. Systematic approach with evidence of clear standards being set and monitored throughout. |
| Level 4 | A Very Good overall standard with obvious close attention to detail in most areas but not quite achieving an Excellent standard in every respect. |
| Level 5 | Immaculate throughout with a professional approach and detailed thoroughness apparent in every aspect. Well presented beds and bedding, gleaming surfaces, no smears or marks, no blown bulbs or broken equipment. Careful and consistent attention to even relatively minor details resulting in a standard that is effectively without fault. |

Bathrooms

| Assessment of this aspect will normally include consideration of: Housekeeping standards in all aspects of bath/shower rooms and WC's. | |
|--|---|
| Quality Indicators | |
| Level 1 | An 'acceptable', standard of cleanliness but may lack some attention in areas, behind some doors or WC's or extractor grills etc. Standards seen at this level are likely to be effectively the minimum acceptable and will almost certainly require significant and systematic improvement for an award to be sustained on future assessments. |
| Level 2 | This standard will represent a Quite Good level of cleanliness, probably with some areas that could potentially be improved, but no aspect giving concern. |
| Level 3 | Regular attention paid to all aspects and consistent standards maintained. Systematic approach with evidence of clear standards being set and monitored throughout. |
| Level 4 | A Very Good overall standard with obvious close attention to detail in most areas but not quite achieving an excellent standard in every respect. Relatively minor omissions such as some extractor vents not cleaned or discoloured grouting in a few places may differentiate a 'Very Good' from an 'Excellent' standard. |
| Level 5 | Immaculate throughout with a professional approach and detailed thoroughness apparent in every aspect. Gleaming surfaces, no smears or marks, no blown bulbs or broken equipment. Careful and consistent attention to even relatively minor details resulting in a standard that is effectively without fault. |

Self-Catering Kitchen

| Assessment of this aspect will consider: Housekeeping standards in all aspects of self-catering kitchen facilities. | |
|---|--|
| Quality Indicators | |
| Level 1 | An 'acceptable', standard of cleanliness but may lack some attention in areas, food storage and preparation areas in particular will need close monitoring. Standards seen at this level are likely to be effectively the minimum acceptable and will almost certainly require significant and systematic improvement for an award to be sustained on future assessments. |
| Level 2 | This standard will represent a quite good level of cleanliness, probably with some areas that could potentially be improved, but no aspect giving concern. |
| Level 3 | Regular attention paid to all aspects and consistent standards maintained. Systematic approach with evidence of clear standards being set and monitored. This standard will represent a fundamentally good level of cleanliness. Whilst being generally of a good standard, closer attention to detail may be recommended in some areas e.g. extractor fans, inside ovens, fridges, within drawers and cupboards or under sinks. |
| Level 4 | A Very Good overall standard with obvious close attention to detail in most areas but not quite achieving an Excellent standard in every respect. Relatively minor omissions such as difficult to access i.e. areas behind cookers or in overhead light diffusers may detract from an otherwise Excellent standard. |

Level 5

Immaculate throughout with a professional approach and detailed thoroughness apparent in every aspect. Highest standards of cleanliness to all surfaces including kitchen fixtures, cupboard and drawer interiors & all electrical equipment. Rubbish areas should also be kept clean and rubbish regularly removed. Gleaming surfaces, no smears or marks, no blown bulbs or broken equipment. Careful and consistent attention to even relatively minor details resulting in a standard that is effectively without fault.

4 FOOD QUALITY AND SERVICE

Meals Service, Breakfast and Dinner quality will only be assessed when meals are offered at an alternative 'all inclusive' rate to self-catering or are separately charged for 'as taken'. Food provided and available to all guests as a 'free' facility on a self-catering basis will not be assessed.

Food Quality – Breakfast

Assessment of Breakfast will take into consideration the following: Quality and range of items offered. Standard of presentation.

Quality Indicators

| | |
|----------------|---|
| Level 1 | A minimal range which may be simply a very limited continental choice. Economy 'bulk catering' quality ingredients offered in their original containers. |
| Level 2 | An adequate range of continental choices, but may not include a cooked option. |
| Level 3 | A good range of choice which is likely to include a cooked option. Menu choices likely to be of a standard quality with little effort to provide any unusual or locally sourced items. |
| Level 4 | A very good range of choice which will include a full cooked option. All menu choices will be well prepared, attractively and freshly presented. |
| Level 5 | An extended range of menu choices including a variety of cereals, full cooked breakfast and continental options. Ingredients will be of high quality and where possible or appropriate locally sourced. |

Food Quality - Dinner

Assessment of Dinner will take into consideration the following: Quality and range of items offered. Standard of presentation.

Quality Indicators

| | |
|----------------|---|
| Level 1 | May consist of only one or two courses with no choice, vegetarian options only available by prior arrangement. Pre-prepared meals simply heated up on the premises with little effort at presentation, small portions, edible and adequate. |
| Level 2 | Meals could be of a good quality but restricted in menu choice or number of courses. Menus could show a reliance on pre-prepared or frozen ingredients. |
| Level 3 | A three course meal should be available which may not normally offer a range of choice (although vegetarian options should always be available on request). All dishes should be competently prepared and attractively presented. |
| Level 4 | A very good range of menu choices one of which should be vegetarian. Ingredients will be of high quality and where possible or appropriate fresh and locally sourced. All menu choices will be well prepared, attractively and freshly presented. |
| Level 5 | A three course meal should be available with an excellent range of choices at each course. A reasonable range of vegetable, potato and salad choices, as appropriate, should also be available. |

Meals Service

Assessment of meal service will take into consideration the following: Efficiency of meals service, appropriate professional skills levels, design ergonomics of self-service facilities.

Quality Indicators

| | |
|----------------|---|
| Level 1 | In a serviced or self-service facility staff will be basically pleasant and will respond in a reasonably helpful way to requests. All staff involved in food service should be appropriately dressed for handling food. |
| Level 2 | Service staff showing some degree of skill and interest. There should be sufficient staff available to serve and/or clear tables as required. Staff should display a willingness to help and be attentive. In a self-service dining facility the range and availability of menu choices may be variable through service periods. |
| Level 3 | Service will be friendly throughout and efficient. Self-service facilities should be of a reasonably effective ergonomic design and layout. Staff should have a reasonable level of product knowledge particularly in respect of the suitability or otherwise of menu items for vegetarian or other common specific dietary requirements. This may, in a self-service environment, be offered in part by appropriate signs and information at the point of service. |
| Level 4 | Proactive and knowledgeable staff with a friendly and caring attitude. Staff should have a high level of product knowledge. In self-service situations this could be achieved in part by clearly labelling the food on offer. |
| Level 5 | Service should be delivered with a considerable degree of proactive friendly and professional skill. The full range of menu choices should be available throughout service. Self-service facilities will be of an excellent ergonomic design. |

5 PUBLIC AREAS (includes all stairs, landings and corridors), and Dining / Restaurant Area

Decoration

Assessment of this aspect will normally include consideration of: All wall coverings, finishes, pictures, posters etc. on public area walls and ceilings. Includes and/or Guest lounge, reception, stairways and corridors providing access to general use facilities.

Quality Indicators

| | |
|----------------|--|
| Level 1 | Basic quality décor may show some wear, although overall still of an acceptable standard. |
| Level 2 | Quite a good standard of décor but may find that some areas are in need of attention. |
| Level 3 | Good quality décor with minimal wear. May be functional but fresh looking and well maintained, DIY effectively done but without a 'professional' finish. Likely to be some pictures, photos or other artefacts used to enhance décor. |
| Level 4 | A Very Good standard of décor throughout. May be relatively simple finish e.g. emulsion but executed and maintained in an excellent condition. Pictures / photos or other artwork could be used to enhance presentation. High standards should be maintained throughout all the public areas. Very little, if any, visible marks or damage. |
| Level 5 | High quality décor with well considered use of colour, pictures, prints (e.g. local scenes) and other decorative relief. Original architectural features restored or maintained to an excellent standard and used to good effect. May be of an intrinsically functional nature but additional features and immaculate condition still define an excellent standard. Where used, wallpaper will be of a high quality and excellent condition with no open seams, wear or damage. Plain painted walls will have a properly finished plaster or plasterboard surface that has been skimmed and/or paper lined before painting. Paint will be in excellent condition, evenly and professionally applied. |

Furnishings, Furniture & Fittings

Assessment of these aspects will normally include consideration of: The quality, range and condition of all public area furniture, including dining tables and chairs, seating, coffee/occasional tables, curtains. Light fittings and heating equipment / fittings in these areas.

Quality Indicators

| | |
|----------------|---|
| Level 1 | Furniture & fittings may show wear but still in a serviceable condition, damage may be evident on some pieces. Blinds / curtains etc of basic quality, possibly unlined or ill-fitting. Heating and lighting appliances and fittings may be of a basic quality and showing some wear, but still be safe and functional. |
| Level 2 | Furniture / furnishings fittings in quite a good condition, possibly 'domestic' in quality may be showing some evidence of wear. |
| Level 3 | Furnishings & furniture all of a good standard, though age and use beginning to show some minor signs of wear and tear. Good quality curtains or blinds, well maintained shutters (where fitted). Well maintained heating and lighting appliances with little or no rust, marks or staining. |

| | |
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| Level 4 | Furniture and furnishings must offer a high degree of comfort and allow ample seating for the number of guests. Light fittings & heating appliances / radiators etc to be of a high quality, well maintained and in an excellent condition. |
| Level 5 | Furniture to offer a high degree of comfort and quality standard. Solid dining furniture, offering high levels of comfort, well spaced chairs of appropriate height for tables. Bench seating could be excellent if of a high standard & generously proportioned. Wooden seating will often have tie on cushions or similar for added comfort. |

Flooring

Assessment of this aspect will normally include consideration of: Floor finishes and coverings in all lounge, reception, and public areas. Stairways to first floor and corridors providing access to general use facilities.

Quality Indicators

| | |
|----------------|---|
| Level 1 | Flooring in an overall adequate condition, some wear evident but not extensive, may be very modest quality e.g. thin cord carpet with little / no underlay. May be wood flooring in a serviceable and safe condition. |
| Level 2 | Flooring of an overall Quite Good condition and/or quality. May be of an intrinsically very good or even excellent quality but now showing wear or flattening and some marks. May be more modest quality but in very good condition. Vinyl flooring or wooden floors in reasonable condition may typically be considered to be of this standard. |
| Level 3 | Of a Good overall standard, perhaps some signs of wear but not significant, some flooring may be better than others but all will be reasonably well maintained. |
| Level 4 | A Very Good standard of flooring throughout the public areas. Carpets may be of a good 'contract' quality but well fitted with no obvious marks, wear or damage. Wooden floors will be sealed and well maintained. |
| Level 5 | Flooring of a uniform excellent standard, carpets will be professionally fitted, free of obvious signs of wear or any damage and with good quality underlay. Other finishes or natural alternatives e.g. laminate flooring, polished wood floors, parquet flooring could be of an excellent standard if of a high innate quality and well maintained. |

Lighting & Heating

Assessment of these aspects will normally include consideration of: Level, distribution, range and controllability of lighting provision. Level, distribution and controllability of heating provision. Aspects of Lighting and Heating will be separately assessed and then a composite mark, not necessarily a mathematical average, will be determined. For clarity, these aspects are individually considered in the following tables:

Quality Indicators (Lighting)

| | |
|----------------|--|
| Level 1 | Adequate lighting in all living areas to include corridors, staircases and landings. Acceptable levels of illumination, possibly just a minimum wattage provided. |
| Level 2 | Quite Good levels of lighting, but perhaps not reaching all parts of the room. All bulbs, unless decorative, to have appropriate shade or cover. Lighting is likely to be effective for general purposes but not be capable of providing task or ambient lighting should it be required. |
| Level 3 | Likely to be to be more than one source of lighting giving sufficient light for all practical purposes. Dining areas suitably well lit. |
| Level 4 | Effective lighting to all parts of the room may include some supplementary lighting (table lamps, standard lamps etc). May see separate controllability of lighting over the dining area etc. |
| Level 5 | High quality effective lighting, giving sufficient illumination to all parts of the room for all practical purposes. This will typically include supplementary, occasional or task lighting for reading / dining etc. Lighting levels may be controllable e.g. dimmer switches etc. |

Quality Indicators (Heating)

| | |
|----------------|--|
| Level 1 | Generally adequate heating. Heating may be less than effective for the full room during colder periods. Likely to be modest quality appliances with limited output or free-standing heaters. Solid fuel fires will have an adequate and accessible fuel supply. |
| Level 2 | Heating available and effective but only at certain times such as basic model night storage heaters without boost facility or central heating system on restricted timing. |
| Level 3 | Good level of heating which maintains a comfortable background temperature in all areas. Fully effective and available at appropriate times. May be more modern (i.e. more effective) style of storage heaters but without boost facility or wet central heating system with flow controls only and radiators of minimal effective size and distribution for the room. Where appropriate, heating may be very effectively provided or enhanced by traditional stove or open fires. |
| Level 4 | Highly effective and responsive heating system in all rooms. Well positioned appliances or radiators, available at all reasonable times and fully controllable. |
| Level 5 | Responsive heating system, with back up. Could be central heating with 24hr availability and thermostatically controlled. Solid fuel fires, where provided, will have a generous supply of fuel ready for use and easily available to guests. |

Space, Comfort & Ease of Use

Assessment of this aspect will normally take into consideration: Spaciousness, layout, comfort and ambience in relation to normal levels of use. Space is generally anticipated to be less in city centre environments than in more rural or remote properties.

Quality Indicators

| | |
|----------------|--|
| Level 1 | Limited space, restricted range and availability of seating. An acceptable environment without disturbing levels of noise, smoke etc. |
| Level 2 | Overall a quite good standard which may represent otherwise well laid out room(s) that are not really big enough for normal levels of use. Could be room(s), which contain enough seating for normal levels of use but where this has been achieved at the expense of reasonable free movement and comfort. Ambience and comfort may be compromised by a combined kitchen / dining / lounge area in a relatively small room. |
| Level 3 | Good sized rooms with sufficient space for free movement. Rooms should be adequately sized and furnished to accommodate normal levels of use. Lounge areas are likely to be comfortably separated from kitchen / dining areas at least by space. |
| Level 4 | An overall very good standard which may represent some variation between 'Excellent' and other 'Good' standards seen in a range of rooms. Could be of an excellent size with a full range of furniture but laid out in a formal way which compromises the ambience of the room. |
| Level 5 | A well-planned room offering high levels of comfort for all users, furniture / TV's / lighting all positioned in suitable & convenient places. Seating, both dining and easy, should be available to accommodate a significant proportion of the maximum number of guests. A 'significant' proportion is likely to be less in a city centre location, where use may be limited, than in a rural property with a high level of use. |

6 BEDROOMS

Decoration

Assessment of this aspect will include consideration of: All wall coverings, finishes, pictures, posters, borders etc. on all bedroom walls and ceilings.

Quality Indicators

| | |
|----------------|--|
| Level 1 | Basic quality décor may show some wear, although overall still of an acceptable standard. |
| Level 2 | Quite good décor although may find that some areas are in need of attention. |
| Level 3 | Good quality décor with minimal wear. May be functional but fresh looking and well maintained, DIY effectively done but without a 'professional' finish. |
| Level 4 | A very good standard of décor throughout. May be relatively simple finish e.g. emulsion but executed and maintained in an excellent condition. Pictures / photos or other artwork could be used to enhance presentation. High standards should be maintained throughout all the public areas. Very little, if any, visible marks or damage. |
| Level 5 | High quality décor with well considered use of colour, pictures, posters or themes. May be of an intrinsically functional nature but additional features and immaculate condition still define an excellent standard. Plain painted walls will have a properly finished plaster or plasterboard surface that has been skimmed or paper lined before painting. Paint will be in excellent condition, evenly and professionally applied. |

Furnishings, Furniture & Fittings

The assessment of these aspects will normally include consideration of the range, quality and condition of all bedroom furniture, chairs, lockers, shelving, clothes hanging, curtains, heating and lighting fittings / equipment.

Quality Indicators

| | |
|----------------|---|
| Level 1 | Likely to see just hooks, some shelving for storage. Furniture & fittings may show wear but still in a serviceable condition. Blinds / curtains etc of basic quality, possibly unlined or ill-fitting. Basic quality light fittings e.g. fluorescent tubes. Heating equipment will be safe and functional but may show marks, rust or damage to finishes. |
| Level 2 | Furniture / fittings in quite a good condition, possibly 'domestic' in quality, only slight evidence of wear. Lockers where provided may be old 'industrial' style metal units with damage/wear apparent. Furniture provision could be of a good quality and condition but provided at minimal levels. |
| Level 3 | May be modest quality 'flat pack' self-build furniture. Good quality properly fitting curtains or blinds or well-maintained shutters where appropriate. Good quality heating fixtures and fittings but showing some marks or wear. |
| Level 4 | Lockers where provided may be relatively new metal / wood cabinets in very good condition or higher innate quality wooden units. Well co-ordinated furnishings. High quality light and heat fittings in excellent condition. Ample hanging & storage space. |

| | |
|----------------|--|
| Level 5 | High quality furniture, individually made by craftsmen to an excellent standard, or could be commercial quality. Lockers where provided are likely to be high quality wooden units of a style which co-ordinates with other furniture in the room. Will probably include other occasional furniture e.g. easy seating, tables etc. Co-ordinated soft furnishings of a high standard. Curtains / blinds of excellent quality often fully lined with thermal / blackout material. Lighting and heating fittings or equipment will be of a similarly excellent quality and condition. |
|----------------|--|

Flooring

The assessment of this aspect will normally include consideration of: Floor finishes and coverings in bedrooms, landings, upper stairways and bedroom corridors.

Quality Indicators

| | |
|----------------|--|
| Level 1 | Flooring in an overall adequate condition, some wear evident but not extensive. |
| Level 2 | Flooring of an overall quite good condition and/or quality. May be of an intrinsically very good or even excellent quality but now showing some wear. Vinyl flooring or wooden floors should be in reasonable condition. |
| Level 3 | Flooring of a good overall standard. Some carpets may be better than others but all will be reasonably well fitted. Wooden floors will be sound and have had an appropriate finish (varnish, sealant etc). |
| Level 4 | A very good standard of flooring throughout the bedroom areas. Carpets may be of a very good 'contract' quality but well fitted with no obvious marks, wear or damage. Wooden floors will be well finished and maintained. |
| Level 5 | Flooring of a uniform excellent standard, carpets will be properly fitted, free of obvious signs of wear or any damage and with good quality underlay. May be higher quality loop pile carpets, laminate flooring of a high quality finish and condition on original floorboards with additional bedside rugs or carpet squares. |

Lighting & Heating

The assessment of these aspects will normally include consideration of: Level, distribution and range of lighting provision. Heating appliances and level of provision/controllability.

Quality Indicators (Lighting)

| | |
|----------------|---|
| Level 1 | Adequate lighting within the main bedroom may be just a single pendant. |
| Level 2 | Quite Good lighting levels, sufficient for most practical purposes. All bulbs, unless decorative, to have appropriate shade or cover. Fluorescent tubes with diffusers. |
| Level 3 | Effective lighting to all parts of the room. May include some bedside lighting. |
| Level 4 | Thoughtful provision of high quality effective lighting reaching all parts of the room, this should include bedside lights per person in some rooms, and some occasional or task lighting where appropriate. |
| Level 5 | High quality effective lighting, giving sufficient controllable and appropriate illumination to all parts of the room e.g. task lighting at wash hand basins, shelving and mirrors and occasional lighting where appropriate. May also include provision of separate low wattage night light. |

| Quality Indicators (Heating) | |
|------------------------------|--|
| Level 1 | Adequate heating should be effective for the full room during colder periods. Some form of free standing heating should be available for the colder months if the bedrooms do not have fixed heating. |
| Level 2 | Heating available but only at certain times e.g. older night storage heaters or central heating system on restricted timing. Small free-standing heaters showing age or wear. |
| Level 3 | Good level of heating which maintains a good background temperature. Effective and available at appropriate times. May be more modern (i.e. more effective) style of storage heaters but without boost facility or wet central heating system with flow controls only and radiators of minimal effective size and distribution for the room. |
| Level 4 | Fixed heating, fully responsive to customers needs. Well positioned heating appliances. |
| Level 5 | Responsive, thermostatically controlled source of heat in all rooms. Available 24 hrs a day. E.g. Central heating with individual thermostatic valves. May be combined heating / ventilation or air conditioning system. |

Beds & Bedding

Assessment of these aspects will normally include consideration of: Bunks, Beds, Alpine platforms, frames, bases, and mattresses. Duvets, duvet covers, blankets, sheets, sheet sleeping bags, pillows and pillowcases.

| Quality Indicators | |
|--------------------|--|
| Level 1 | <p>Beds & bunks solid and movement free, secure and safe access to upper bunks, Beds to an acceptable quality – some may show some signs of wear but still be in a serviceable condition. Some marks, damage or wear on finishes to bed / bunk frames or bases. Narrow (2' 6") width beds still in use.</p> <p>Adequate range of bedding and linen to include sufficient blankets / duvets and sheets or sheet sleeping bags. Mattress and pillow protectors would be anticipated.</p> |
| Level 2 | Beds / bunks or sleeping platforms generally to a quite good standard, some of an older/more basic style and showing some signs of wear. Clean and well presented bed linen / sheet sleeping bags. Tog ratings on duvets where provided, appropriate to climate. |
| Level 3 | Good quality bed / bunk frames and firm mattresses. May be high quality foam mattresses but more likely to be internally sprung. Well presented bedding and linen, all in good condition, pillows should be substantial, good quality pillow & mattress protectors in use. |
| Level 4 | Most, if not all, beds and bunks to be full sized (i.e. 3' or 4' 6" width) and in very good condition, usually with full depth sprung mattresses. High quality linen and pillows in very good condition. Linen may well be co-ordinated with other aspects of the soft furnishings. |
| Level 5 | Top quality (may often be commercial quality) full sized (3' or 4' 6") beds or bunks with internally sprung full depth mattresses. Co-ordinated & crisply laundered bed linen / sheet sleeping bags. High quality duvets or weighty blankets with spares available. |

Space, Comfort & Ease of Use

This assessment will normally include consideration of: Spaciousness, layout, access to storage units, light and heat controls. The impact (negative or positive) of additional furnishings, coombed ceilings, narrow or awkwardly shaped rooms and access to beds will also be considered in assessment of this aspect.

Quality Indicators

| | |
|----------------|--|
| Level 1 | Bedrooms of an adequate size in relation to number of beds. Little space for storage or free movement. Access to windows, heating and lighting controls may be restricted. |
| Level 2 | An overall quite good standard of room size and layout. Some rooms may be of a very good standard but others more restricted. Although minimum spaciousness requirements will have been exceeded, the impression is likely to remain that the maximum possible number of beds have been put into rooms is affecting guests comfort. |
| Level 3 | Good-sized bedrooms with sufficient space for free movement; good access to windows, lighting and heating controls. Some bedrooms may be slightly small, but well laid out. Some coombed ceilings but not over the majority of floor space. May be very good sized bedrooms but with no additional furniture. |
| Level 4 | Very good sized rooms with ample free floor space and no restrictions on access to windows, power sockets or heating controls. Likely to have some items of additional furniture which enhance visitors comfort and use of the room. |
| Level 5 | Spacious bedrooms, well laid out with clear emphasis on guest's comfort and convenience. At the highest standard some (if not all) bedrooms can be expected to be well furnished, possibly including for example, lockers, well organised storage space, bedside or occasional tables and easy seating. Minimum criteria floor space requirements can be anticipated to be exceeded by at least 50%. |

7 BATHROOMS & WCs

Decoration

Assessment of this aspect will normally include consideration of: All wall coverings, finishes, pictures, posters, borders etc. on all bath / shower rooms and WC walls and ceilings.

Quality Indicators

| | |
|----------------|---|
| Level 1 | Décor in an acceptable condition some aged or damaged décor with marks or wear evident, some flaking paint but mostly sound. |
| Level 2 | Quite good quality and condition of décor, but may show signs of wear. |
| Level 3 | Good quality décor with minimal wear. May be functional but fresh looking and well maintained. May see DIY effectively done but without a 'professional' finish. Tiling will be basically sound throughout although perhaps not pristine. |
| Level 4 | A very good standard of décor throughout. May be a relatively simple finish, e.g. emulsion or bathroom paint but executed and maintained in an excellent condition. Tiling may be extensive and uniformly of a very good standard. Standards maintained through all bathroom areas. Very little, if any, visible marks or damage. |
| Level 5 | All of excellent quality and condition. May be fully lined with bathroom wall panelling or a combination of more traditional finishes. Attractive tiling (and grout) in excellent condition. |

Sanitary Ware & Fittings

Assessment of this aspect will normally include consideration of: All shower units, sanitary ware, shower trays, shower cubicles, shower curtains / doors, shelving, mirrors, room curtains / blinds. Clothes hooks, towel rails, soap dishes, disposal bins, wash basins and taps. Lighting and heating fittings and equipment.

Quality Indicators

| | |
|----------------|---|
| Level 1 | Fixtures and fittings may be dated but will still be in a serviceable condition. There should always be a reasonable hot water supply. |
| Level 2 | Fixtures and fittings presented to quite a good standard may see undersized wash hand basins, basic quality shower heads & trays. All fittings should be in sound working order, easily used and responsive. There should be plenty of hot water at all times. Heating and lighting fixtures and fittings may show some wear. |
| Level 3 | Efficient showers with properly set temperature or effective controls, standard sized washbasins in good condition. Standard size / quality ceramic shower trays or non-slip shower floor tiles. Heating and lighting appliances well maintained. Fresh looking shower curtains of a good quality or effective shower doors. |
| Level 4 | Very good quality well made fixtures and fittings. Showers with a powerful flow and fully controllable. Generously sized ceramic or stainless steel shower trays. Shower curtains / doors of a good quality in a very good condition. Towel rings / rails and hooks of a high quality with no evidence of wear. |
| Level 5 | Bathrooms will be well co-ordinated and thoughtfully designed. The facility should create an excellent overall impression, with matching sanitary wear. All ancillary fittings, curtains / blinds etc. will be of a similarly excellent quality and condition. |

Flooring

Assessment of this aspect will normally include consideration of: Floor finishes and coverings in all bath/shower rooms and WC's.

Quality Indicators

| | |
|----------------|---|
| Level 1 | Practical domestic non slip flooring in an acceptable condition. All floors should be properly prepared and sealed. |
| Level 2 | An overall quite good standard. May be of a modest quality but in very good condition. Flooring may be showing some wear but all intact and secure. May be of an intrinsically higher quality but not well fitted or now showing some wear. |
| Level 3 | Flooring of a standard quality in good condition. Well sealed edges and seams. |
| Level 4 | High quality bathroom flooring, well fitted and in very good condition. May be of excellent innate quality but perhaps no longer in pristine condition. |
| Level 5 | Contract quality non-slip flooring or high quality floor tiles, professionally fitted and in an excellent condition. |

Lighting & Heating

Assessment of these aspects will normally include consideration of the following: Level and distribution of lighting provision. Heating appliances and level of provision / controllability. Efficiency and maintenance of ventilation/extraction systems.

Quality Indicators

| | |
|----------------|--|
| Level 1 | Adequate wattage offering acceptable lighting levels. Ventilation available e.g., may just be an opening window. Little or no effective heating provision. |
| Level 2 | A centre light but no or minimal effective lighting at the wash hand basin or mirror. Usually some limited mechanical ventilation. Some heating available within the bathrooms. |
| Level 3 | Effective lighting and ventilation in all areas, often supplemented with shaver lights / sockets. Effective mechanical ventilation appropriate for the size of facilities. Heating which maintains a good background temperature and which is effective & available at appropriate times. |
| Level 4 | Well positioned lighting effective for all purposes, may see lights set on timers. Ventilation systems will be fully effective and capable of maintaining a fresh environment during periods of heavy use. Fully effective and controllable heating provision. E.g. Central heating with individual thermostatic valves. |
| Level 5 | High quality lighting often with dedicated lighting in each shower and toilet cubicle, shaver lights and sockets. Ventilation system may incorporate individual extractors over each shower cubicle, perhaps coupled to humidity / movement sensors, a remote fan and/or timing devices. Controllable fully effective heating available 24hrs. |

Space, Comfort & Ease of Use

Assessment of this aspect will normally include consideration of: Spaciousness, layout, ease of use and degree of privacy.

Quality Indicators

| | |
|----------------|--|
| Level 1 | Adequately sized facilities but perhaps rather restricted in places. Consideration needs to be given to the privacy of guests when changing or drying. |
| Level 2 | Quite good spaciousness overall, some facilities may be restricted while others may be rather better. Standard sized cubicles. Restricted changing area & facilities tight for space when used by a number of guests. |
| Level 3 | Good-sized bathrooms, sizeable shower cubicles, ample space for changing, well positioned fixtures and fittings for ease of use. |
| Level 4 | A very good overall standard which in many properties is likely to represent a mix of some excellent facilities with others being more restricted and of a 'Good' standard. |
| Level 5 | Generously sized and well planned facilities. Shower cubicles will be of a size and layout that enables privacy for changing within the cubicle in a dry area separate from the shower tray. Wash basins should be well spaced to allow ease and comfort of use at busy periods. |

8 SELF-CATERING KITCHEN

Décor & Flooring

Assessment of these aspects will normally take into consideration: All wall coverings, finishes and floor coverings.

Quality Indicators

| | |
|----------------|--|
| Level 1 | Acceptable quality décor, some wear evident i.e. around the cooking areas, although overall of an adequate standard. May show some wear to the flooring in heavy traffic areas but otherwise of an acceptable condition. |
| Level 2 | Décor & flooring overall of a quite good standard, perhaps some signs of wear but not significant. |
| Level 3 | Good quality décor with minimal wear. May be functional but fresh looking and well maintained. Tiling grouting and sealant to be in a good clean condition. Domestic quality vinyl flooring or floor tiling, all in good condition. |
| Level 4 | Décor throughout the kitchen areas of a very good standard with only some relatively minor blemishes or weaknesses differentiating from an otherwise excellent standard. Flooring likely to be of a very good domestic quality, free of any marks or damage and professionally fitted. |
| Level 5 | Décor to be high quality & durable with consideration given to both practicality and visual impression. Likely to include some commercial quality aspects such as fitted stainless steel splashbacks or use of appropriate quality wallboarding. Flooring of a uniform excellent standard. May well be heavy contract quality non-slip vinyl flooring. |

Lighting, Heating & Ventilation

Assessment of these aspects will normally take into consideration: Level and distribution of lighting provision. Level and controllability of heating provision. Efficiency and maintenance of ventilation and extraction systems.

Quality Indicators

| | |
|----------------|--|
| Level 1 | Adequate lighting in all main areas, single bare fluorescent tubes should have covers. No mechanical ventilation available e.g., may just be an opening window. Little or no effective heating provision. |
| Level 2 | Adequate wattage but may result in some work areas being less than effectively lit. Fluorescent tubes should be fitted with diffusers. No Mechanical or only marginally effective mechanical ventilation. |
| Level 3 | All work areas reasonably well illuminated. Effective ventilation, typically via extractor fan & opening window. Appropriate heating levels. |
| Level 4 | Effective lighting reaching all parts of the room. Kitchens should be well ventilated; cookers will usually have extractor hoods and integral lighting. Thermostatically controlled heating. |
| Level 5 | A high standard of illumination, shadow free 'task' lighting over all work surfaces, hobs & cookers (e.g. under unit lighting). Excellent ventilation system, larger kitchens are likely to be equipped with commercial extractor systems. |

Furniture & Fittings

Assessment of these aspects will normally include consideration of: All kitchen furniture, fitted units, shelving, dry storage, tables etc. Light and heating fittings and equipment, curtains or blinds.

Quality Indicators

| | |
|----------------|--|
| Level 1 | Furniture and fittings may show some wear but still in a serviceable condition. May be basic open shelving with worktops above or old domestic units. Worktop surfaces may be damaged, worn in places. |
| Level 2 | Kitchen furnishings overall of a quite good standard. May be standard quality domestic fitted units showing some age and wear. |
| Level 3 | Good standard of furnishings, possibly domestic in quality but in good condition with only slight evidence of wear. May be DIY construction but executed to a very good standard. Cupboard, drawer and shelf interiors all in a good condition with only minor damage or wear. |
| Level 4 | A very good standard throughout which is likely to be represented by standard quality domestic fitted units all in excellent condition. Very little, if any, noticeable signs of wear or damage. |
| Level 5 | High quality furniture & fittings, may be craftsman made to an excellent standard, could be commercial quality kitchen furnishings or domestic quality of a higher than usual standard. Units may or may not have doors. Kitchens equipped to this standard may well incorporate stainless steel work / food preparation surfaces or shelving. |

Cookers & Electrical Equipment

Assessment of these aspects will normally include consideration of: Cooking appliances including microwave ovens, grills, hobs and conventional ovens. 'White' goods including fridge, freezer, kettle, toaster, water boiler. Quality and range will also be considered.

Quality Indicators

| | |
|----------------|---|
| Level 1 | Well used equipment but serviceable and in a safe condition. Basic range of equipment e.g. fridge space very limited in relation to number of guests accommodated. Cookers and hobs properly installed and safe to use but may show some wear. |
| Level 2 | Equipment overall of a quite good standard which may reflect some considerable variation in quality/condition of different items. Likely to be domestic quality equipment with some wear or damage evident. |
| Level 3 | Equipment may show some wear but not extensive, being of a generally good condition. Fridge interiors all sound, seals all complete and effective. Cookers and hobs often of a standard domestic quality but in very good condition. May be second hand / refurbished catering equipment in good condition. |
| Level 4 | A very good overall standard which may be differentiated from an otherwise excellent standard by a restricted range of equipment or by individual items being of a noticeably lower standard. Fridge space provision will be generous in respect of the number of guests accommodated with clear facility for hygienic food separation. |

| | |
|----------------|--|
| Level 5 | Full size cookers and hobs of top domestic quality or, often, commercial catering quality in excellent condition. A wide range of high quality electrical equipment, all in excellent condition. May include 'luxury' items such as toastie/toasters, blenders, coffee machine etc. A freezer would normally be provided. Likely (especially in larger properties) to include at least some commercial quality equipment, e.g. water boiler, or toaster. |
|----------------|--|

Crockery, Cutlery & Cookware

Assessment of these items will normally include consideration of: All pots, pans, cooking utensils, cutlery, crockery, glassware.

Quality Indicators

| | |
|----------------|---|
| Level 1 | Very mixed crockery and utensils, some showing wear. Pan surfaces pitted or damaged, aluminium utensils oxidizing, some handles burnt or otherwise worn. |
| Level 2 | Largely free of damage or significant signs of wear. It is recommended to include some of bulk catering size where group bookings are accommodated. |
| Level 3 | Utensils and crockery to be in a good condition and enabling appropriately full table settings to be made. |
| Level 4 | A very good range of cutlery, crockery and glassware available. Full range of utensils all in a very good condition. |
| Level 5 | An extended range of utensils, crockery and glassware, all in an excellent condition, usually considerably in excess of minimum requirements. Additional items may be provided e.g. Range of items suitable for microwave or specialist knife sets. |

Space, Comfort & Ease of Use

Assessment of this aspect will normally consider: Spaciousness, layout, ergonomic design. Level of provision and space relative to level of use.

Quality Indicators

| | |
|----------------|--|
| Level 1 | Adequate work and storage space. May be rather restricted in respect of the normal level of use or with particularly poor ergonomic design. |
| Level 2 | Quite good size and layout of kitchen although may become a little tight for space during peak use periods. Sufficient but less than generous provision of convenient work and food preparation surfaces. |
| Level 3 | Sufficient space for food preparation and cooking, appropriate for the number of guests and normal level of use. Plentiful power points functionally placed. A provision of individual food storage space should be available for a significant proportion of the maximum number of guests. |
| Level 4 | A very good size and layout of the kitchen and food preparation areas. May be less generous in terms of space or size for the level of peak potential use than an excellent standard, but not to a point which could be reasonably expected to cause any major inconvenience. |
| Level 5 | The kitchen should be ergonomically designed with generous allowance for ease of movement and work for all guests. Individual food preparation areas are recommended in larger kitchens. Kitchen space at this standard would not be anticipated to be compromised by dual use as a dining area. |

9 OTHER FACILITIES

These may or may not be provided, but will form part of the assessment

Laundry & drying rooms

Assessment of these facilities will normally consider: Quality of facility and equipment, maintenance and cleanliness.

Quality Indicators

| | |
|----------------|---|
| Level 1 | Ageing equipment, either commercial or domestic, showing some signs of wear. Insufficient provision of hanging and storage space for all potential users. Drying room with a minimal provision for hanging clothing and only a marginally effective means for ensuring equipment and clothing is dried. This standard may also reflect where an otherwise good facility is being used as a storage area to the detriment of its intended use or a facility that is good but restricted in size relative to its potential use. |
| Level 2 | Clean and well presented facility, perhaps quite basic or limited in its provision but generally of a quite good standard. |
| Level 3 | A good sized facility relative to the number of guests. Standard domestic or commercial laundry equipment might be showing some signs of wear, but generally be in good order. Drying room equipped with hanging / rail and boot rack facilities. The drying room will be fitted with fully effective and controllable equipment to ensure clothing and equipment can be dried in reasonable timescales (e.g. overnight) under normal circumstances. |
| Level 4 | Laundry and drying facilities will be well designed, spacious and equipped to a high standard. In respect of the laundry this will usually require commercial coin or token-op machines. There should be sufficient equipment to ensure those normal guests' requirements for use can be met. In respect of the drying room this standard will usually be achieved by a facility equipped with comprehensive drying facilities and very effective drying systems. This will most often be achieved by a combination of de-humidifiers, background heating and ventilation. Both facilities will be well maintained and show excellent standards of cleanliness. |
| Level 5 | An excellent standard will be most often demonstrated in these areas by the provision of an extended range of high quality equipment, spin dryers, iron, ironing board, laundry baskets etc., in addition to meeting all the expectations of a 'Very Good' standard. |

Recreation/Additional Facilities

Quality Indicators

Assessment of this aspect will normally include any additional recreational facilities provided for guests use. This may include, for example only and not definitively or exclusively: Quality, range and maintenance of additional recreational facilities such as:- Pool table, game machines, internet access, table tennis, library, shop, games room, Internet café, leisure facilities, specialist equipment storage provision e.g. canoes / bikes / climbing gear.

FACILITY REQUIREMENTS APPLICABLE TO ALL STAR RATING LEVELS

Please read this section in the context of the 2-step process involved in attaining an overall Star grading, as explained on pages 4 - 5.

GENERAL REQUIREMENTS - FOR HOSTELS, BACKPACKERS, GROUP AND ACTIVITY ACCOMMODATION

| Minimum Entry Requirements | |
|----------------------------|--|
| 1.1 | Management to observe the Visit Wales 'Code of Conduct'. |
| 1.2 | Self-catering facilities provided. Exception to self-catering kitchen requirements may be made at the discretion of Visit Wales in respect of properties offering full catering, or 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 establishments should be available within walking distance. Provision required for bed spaces in excess of 100 will be determined at the discretion of Visit Wales. |
| 1.3 | Seating and dining areas to be available with appropriate furniture provided. Open plan or combined dining/seating/kitchen areas are acceptable up to a 4 Star award standard. For a 5 Star standard a lounge area, separate from the kitchen (either by space or in a separate room) with appropriate easy seating will be required. |
| 1.4 | Provision for the hanging and drying of wet outdoor clothing to be available. |
| 1.5 | 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). |
| | <i>(Exception may be made at the discretion of Visit Wales in respect of remote properties with restricted/no mains services).</i> |
| 1.6 | All public areas, bedrooms, bathrooms and kitchens to be adequately lit for the safety and wellbeing of guests. |
| 1.7 | 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. |
| 1.8 | A first aid kit to be readily available and maintained. |
| 1.9 | Provision to be made to ensure the security of guests and guest's possessions should be made, i.e. key or otherwise controlled access to main entrance as a minimum. |
| 1.10 | All ground floor windows to have an effective closure device that prevents opening from the outside. |
| 1.11 | If group bookings are accepted, crockery, cutlery and dining furniture provision must be at least sufficient as to enable the maximum size of group accommodated to sit and eat together. |
| 1.12 | All areas to be cleaned and checked daily to ensure a high standard of cleanliness. |
| 1.13 | Where meals are served, all food must be properly cooked and carefully prepared. |

Bedrooms/Sleeping Areas

| Minimum Entry Requirements | |
|----------------------------|---|
| 2.01 | <p>A minimum floor space per bed (or bunk) of 4 square metres (44 square feet) to be provided, e.g., 2 metres x 2 metres. 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:</p> <ul style="list-style-type: none"> • Bunk bed – 1 • Single bed – 1 • Double bed – 2 <p>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'.</p> |
| 2.02 | <p>A minimum ceiling height of 2 metres (6' 7"). Sloping eaves or combed ceilings are acceptable, providing these do not restrict reasonable free movement through the major part of the room.</p> |
| 2.03 | <p>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.</p> |
| 2.04 | <p>Bedrooms to be adequately lit for the safety and well being of guests.</p> |
| 2.05 | <p>All properties to have the capability of providing separate sex sleeping accommodation areas if not available, guests should be informed at the time of booking.</p> |
| 2.06 | <p>Beds/bedspaces must be at least 1.9m (6' 3") x 0.76m (2' 6") (including alpine platforms). Please note: Full sized (6' 3" x 3") single and bunk beds are required at a 5 Star standard, 6' 3" x 4' 6" double beds are required at a 5 Star standard.</p> |
| 2.07 | <p>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 up to a maximum of 3 Stars. Alpine platforms with sleeping mat style foam will only be acceptable at 1 Star.</p> |
| 2.08 | <p>The vertical distance between upper and lower beds in any bunk must not be less than 0.75m (30").</p> |
| 2.09 | <p>Each bedroom to have adequate rucksack storage space. As a minimum this could be provided by sufficient free floor space or under bed/bunk space.</p> |
| 2.10 | <p>Each bedroom to have a non-flammable waste paper bin.</p> |
| 2.11 | <p>Bedrooms to have hooks for hanging clothes (minimum one per guest).</p> |
| 2.12 | <p>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 and pillow cases in between each guest.</p> |
| 2.13 | <p>Bed linen to be available either free or for hire.</p> |
| | <p><i>(Exception may be made at the discretion of Visit Wales in respect of remote properties with restricted/no mains services. In such cases this should be clearly advertised).</i></p> |

Kitchen/Dining Area

Minimum Entry Requirements

Self-catering facilities provided. Exception to self-catering kitchen requirements may be made at the discretion of Visit Wales in respect of properties offering full catering, or 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 establishments should be available within walking distance. Provision required for bed spaces in excess of 100 will be determined at the discretion of Visit Wales..

| | |
|-------------|--|
| 3.01 | The kitchen to be designated a non-smoking area with appropriate signage. |
| 3.02 | A smoke alarm or heat detector to be installed. |
| 3.03 | A fire extinguisher suitable for kitchen fires and a fire blanket to be provided. |
| 3.04 | 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. |
| 3.05 | A minimum of 4 cooking rings to be provided. It is recommended that where the total number of bedspaces exceeds 32 an additional cooking ring is to be provided for every further 8 bedspaces. I.e.: 32 beds: 4 cooking rings. 40 beds: 5 cooking rings. 48 beds: 6 cooking rings. 56 beds: 7 cooking rings, etc, etc. |
| 3.06 | 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. |
| 3.07 | Where additional electrical equipment is provided, adequate electrical sockets must be available. |
| 3.08 | Crockery and cutlery to be provided in sufficient range and quantity as to enable at least 25% of the maximum number of guests to eat at the same time. |
| 3.09 | Adequate refrigerated food storage space to be available. |
| 3.10 | Facilities for boiling water to be provided, e.g. kettle or geyser. |
| 3.11 | Dry food storage facilities to be provided, appropriate for the number of guests accommodated, e.g. open shelving or cupboards. |
| 3.12 | Kitchen area to have effective ventilation. |
| 3.13 | A covered waste disposal bin and liners to be provided. |
| 3.14 | Adequate washing up facilities with hot and cold running water and washing up liquid to be available. |
| 3.15 | Adequate hygienic work surface to be provided. |

Bathrooms

| Minimum Entry Requirements | |
|----------------------------|--|
| 4.01 | <p>Shower, washbasins and WC's to bedspace ratios must meet or exceed minimum levels:</p> <p>1 Star: 1:15 2 Stars: 1:15 3 Stars: 1:10 4 Stars: 1:8 5 Stars: 1:6</p> <p>N.B. External facilities will only be acceptable at 1 Star. En-suite facilities will not be included in calculating these ratios.</p> <p>The ratio's above are for the first 400 bedspaces; thereafter, additional provision will be at the discretion of Visit Wales following discussion with the operator.</p> <p><i>(Exception to these minimum requirements may be made at the discretion of Visit Wales in respect of remote properties with restricted/no mains services).</i></p> |
| 4.02 | <p>There must be privacy between sexes for washing / showers and toilet facilities and wherever possible between members of the same sex. All changing and shower areas to have opaque coverings / blinds for privacy.</p> |
| 4.03 | <p>All bath, shower and WC rooms to be adequately ventilated.</p> |
| 4.04 | <p>Hand drying facilities and soap required in all WC facilities.</p> |
| 4.05 | <p>All WC's to be lidded with a toilet roll holder, toilet paper and sanitary disposal bin (where appropriate) provided.</p> |
| 4.06 | <p>Bath / shower facilities to have clothes hooks within each cubicle.</p> |
| 4.07 | <p>A shelf and electric razor point (or adapter available) with a mirror close by to be provided.</p> |

Group Accommodation

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

| Minimum Entry Requirements | |
|----------------------------|--|
| 5.1 | Normally, group bookings only to be accepted. |
| 5.2 | Dining area must have sufficient space and furniture for the maximum number of guests to dine at the same time. |
| 5.3 | Shower, washbasins and WC's to bedspace ratios must meet or exceed minimum levels: 1 Star: 1:15 2 Stars: 1:12 3 Stars: 1:10 4 Stars: 1:8 5 Stars: 1:6 <i>(Exception to these minimum requirements may be made at the discretion of Visit Wales in respect of remote properties with restricted/no mains services).</i> |
| 5.4 | Sufficient crockery, cutlery, glassware, food preparation and cooking utensils to be provided for the maximum number of guests to dine at the same time. |
| 5.5 | Cooking equipment (pots, pans, etc) to include an appropriately sized range of catering equipment. |
| 5.6 | A dedicated and appropriately sized drying room to be provided. Size and layout of the drying room should be appropriate for group arrivals. |
| 5.7 | Suitable equipment storage facilities to be available. |

Activity Accommodation -

In addition to all of the above 'Hostel' and 'Group Accommodation' criteria, Activity Accommodation will also require.

Activity Accommodation Designator

In addition to all of the 'Hostel' and 'Group Accommodation' criteria, 'Activity Accommodation' establishments will be required to be in possession of a current AALA licence (if applicable) or a national governing body accreditation 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.

GENERAL REQUIREMENTS - BUNKHOUSE ACCOMMODATION

Facilities

| Minimum Entry Requirements | |
|----------------------------|---|
| 1.1 | Hot and cold running water to be available. |
| 1.2 | Electricity supply provided (exception may be made at the discretion of Visit Wales where properties are remote and have restricted or no mains services). |
| 1.3 | All public areas / bathrooms / bedrooms are to be adequately lit for safety. |
| 1.4 | Adequate heating should be provided, as a minimum, in the public areas. |
| 1.5 | Self-catering facilities will be provided. |
| 1.6 | A first aid kit to be available and maintained. |
| 1.7 | 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). <ul style="list-style-type: none"> • Emergency services callout (i.e., 999) to be detailed. |
| 1.8 | Provision for hanging wet outdoor clothing to be available. |
| 1.9 | Reasonable provision for securing the building internally and externally should be available. |
| 1.10 | All areas to be adequately maintained. |
| 1.11 | A high standard of cleanliness to be maintained throughout the property. |

Bedrooms/Sleeping Areas

| Minimum Entry Requirements | |
|----------------------------|--|
| 2.01 | Bedrooms or sleeping areas to be physically separated from kitchen / dining / public areas. |
| 2.02 | All sleeping areas to have at least one external window supplying ventilation and natural light. Curtain, blind or equivalent to be provided. |
| 2.03 | 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: <ul style="list-style-type: none"> • Bunk bed – 1 • Single bed – 1 • Double bed – 2 • Alpine platforms – 1 per (min. 6' x 2' 6") bedspace <p>The impact of furniture (lockers, bedside tables, etc) will not be considered in this calculation.</p> |
| 2.04 | All sleeping provision 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. |
| 2.05 | If bed linen is provided or sheet sleeping bags are provided, one pillow and adequate blankets or duvet 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 / websites. |
| 2.06 | 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 Areas

| Minimum Entry Requirements | |
|----------------------------|--|
| 3.01 | <p>The kitchen should be of an adequate size to allow for a reasonable proportion of the guest capacity to prepare and cook meals at one time. Recommended minimum cooking facilities / equipment to be available as listed:</p> <ul style="list-style-type: none"> 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 bedspaces exceeds 32 an additional cooking ring is to be provided for every further 8 bedspaces. <p>i.e: 32 beds: 4 cooking rings. 40 beds: 5 cooking rings. 48 beds: 6 cooking rings. 56 beds: 7 cooking rings. Etc.</p> <ul style="list-style-type: none"> Adequate refrigerated food storage space to be available. <p>Kitchen to be properly equipped with an adequate number of utensils (pots, pans, food preparation knives, etc).</p> |
| 3.02 | <p>Dining area with appropriate furniture available. There should be adequate facilities (Furniture, crockery, cutlery, etc) for at least 20% guest capacity to eat at the same time. This should be increased to enable all guests to eat together if group bookings are accepted.</p> |
| 3.03 | <p>A smoke alarm is to be installed and maintained in a fully operational condition.</p> |
| 3.04 | <p>A fire extinguisher suitable for kitchen fires and a fire blanket to be provided.</p> |
| 3.05 | <p>Kitchen area to be designated 'non-smoking' with appropriate signage.</p> |

Bathrooms

| Minimum Entry Requirements | |
|----------------------------|--|
| 4.01 | <p>Shower, washbasins and WC's to bedspace ratios must meet or exceed minimum levels:</p> <p>1 Star: 1:15 2 Stars: 1:12 3 Stars: 1:10 4 Stars: 1:8 5 Stars: 1:6</p> <p><i>(Exception to this minimum requirement may be made at the discretion of Visit Wales in respect of remote properties with restricted/no mains services).</i></p> |
| 4.02 | <p>All WC's to be provided with toilet paper and (where appropriate), sanitary disposal bags and bins.</p> |
| 4.03 | <p>There must be privacy between sexes for washing / shower facilities.</p> |

GENERAL REQUIREMENTS - CAMPING BARN ACCOMMODATION

Building Structure

| Minimum Entry Requirements | |
|----------------------------|--|
| 1.1 | The building must be structurally sound, wind and watertight. Non-permanent structures, E.g. wooden sheds or caravan holiday homes are not acceptable. |
| 1.2 | All areas to be thoroughly cleaned on a regular basis. |
| 1.3 | Adequate ventilation must be provided throughout the building. |
| 1.4 | All internal wall, ceiling and floor finishes must be in a sound condition. |
| 1.5 | An area for sleeping must be provided separately from the cooking area. |
| 1.6 | 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 floor area in sleeping, dining and seating areas (i.e. excluding WC / shower facilities and cooking areas). |
| 1.7 | 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. |
| 1.8 | 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

| Minimum Entry Requirements | |
|----------------------------|--|
| 2.01 | A potable cold water supply must be provided either inside the building or adjacent to it. |
| 2.02 | Sleeping accommodation must be provided, either alpine platforms, beds, bunks or suitable wooden floor surfaces. Bed spaces should be a minimum of 2' 6" x 6' or equivalent in respect of platforms. |
| 2.03 | All areas to be adequately lit for safe movement. (Exception may be made at the discretion of the Visit Wales in respect of remote or rural properties with no mains services). |
| 2.04 | Lounge / dining / common area to be provided with adequate heating. |
| 2.05 | The cooking area, whether inside or outside the building, must have an appropriate hygienic surface for preparing food, facilities if outside should be undercover. |
| 2.06 | A sink for washing cooking utensils, plates, cutlery, etc, must be provided with at least cold running water and suitable cleaning materials. |
| 2.07 | A mop, bucket, sweeping brush, dustpan to be provided. |
| 2.08 | 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. |

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|-------------|---|
| 2.09 | At least 1 WC (flush or chemical) and washbasin must be provided either inside or outside the building for every 20 guests. |
| 2.10 | An adequate number of tables and chairs or benches must be provided. |
| 2.11 | A smoke alarm must be fitted and maintained in a fully operational condition. |
| 2.12 | Appropriate fire extinguisher and a fire blanket must be provided and maintained in a fully operational condition. |

CODE OF CONDUCT

The proprietor / management 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, 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 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 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 annex 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 disabilities and visitors with special needs, and to make suitable provision where applicable.
- To provide public liability insurance and to comply with all applicable planning, safety and other statutory requirements.
- To allow Vist Wales representative reasonable access to the establishment, on request to confirm the code of conduct is being observed.

CONDITIONS FOR PARTICIPATION

All establishments participating in the Visit Wales grading schemes are required to:

- Meet or exceed the Visit Wales minimum entry level requirements for a rating in the relevant accommodation sector.
- Observe the Visit Wales Code of Conduct.
- Be assessed annually & in the event of complaints by authorised representative of Visit Wales.
- Pay an annual inspection fee.
- Provide a Disability Access Statement (Applicable from October 2007).

Change of Ownership

When an establishment is sold, the existing rating cannot be transferred to the new owner. The new owner is required to make an application for participation in the Visit Wales Star grading scheme.

Signage

Where an establishment, for whatever reason, cease to participate in the Visit Wales grading scheme, all relevant display signs and print material must be removed immediately.

Use of all Star ratings should always be accompanied by the appropriate Visit Wales logo.

Any listing in a Visit Wales publication / website and within the Tourist Information Centre network is conditional on continued participation in the Visit Wales grading inspection scheme.

Failure to observe these conditions may result in the establishment becoming ineligible to display or use the Visit Wales endorsement in any form whatsoever.

WHAT TO DO IF YOU DISAGREE WITH THE STAR RATING GIVEN

If you feel you have reason to disagree with the Star rating given to your property, or disagree with certain aspects of the Quality Assessor's report, then please get in touch with us within 21 days after you receive your written report. You can telephone our Aberystwyth team on 0300 062 2000 or email us at quality.tourism@wales.gsi.gov.uk and we will try to resolve your concerns.

Alternatively, you may want to write in to us at:

Quality Assurance Department
Visit Wales
Welsh Assembly Government
Rhodfa Padarn
Llanbadarn Fawr
Aberystwyth
Ceredigion SY23 3UR

www.wales.gov.uk/tourism

CONTACT DETAILS

If you would like to apply for a Star grading visit or discuss any issue of concern arising out of the contents of this guide, contact us at:

Quality Assurance Department
Visit Wales
Welsh Assembly Government
Rhodfa Padarn
Llanbadarn Fawr
Aberystwyth
Ceredigion SY23 3UR

Tel: 0300 062 2000.

E-mail: quality.tourism@wales.gsi.gov.uk

You can also find a grading application form, fee details and an electronic version of this guide by visiting our website www.wales.gov.uk/tourism and clicking on 'Grading'.



Visit Wales
Croeso Cymru



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Welsh Assembly Government