



A Guide to the  
Star Grading Scheme

**SERVICED GUEST  
ACCOMMODATION**

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# 1.0 General Introduction

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## 1.1 Introduction

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### 1.1.1 Common Standards Across Britain

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Following an extensive quality review involving all of the common standards partners, a new set of Guest Accommodation criteria has been developed.

Visit Wales will now use these new common standard requirements to determine the Star rating for your establishment. Your rating will be the same whether you choose Visit Wales or the AA to carry out your assessment. You can of course choose to be assessed by more than one organisation and each organisation will award you the same star rating and designator. Additional marketing awards for food, comfort and service e.g. the Visit Wales Gold award however are not part of this agreement.

### 1.1.2 The Requirements

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We have based the requirements for the star ratings on the existing standards of all the organisations. We have also consulted with the hospitality industry. The feedback we received from the industry shows strong support for a common quality standard for serviced accommodation throughout the countries where we operate the schemes. Our aim for this revised common quality standard is to work continually with the industry and to strive together to raise quality standards in line with the ever-evolving expectations of consumers.

### 1.1.3 Dispensations

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Dispensations for certain individual requirements within the quality standards may be given as long as all the remaining requirements and quality levels for that rating are met or exceeded. This flexibility will be on a case-by-case basis. Any exceptions will need a proportional increase in quality in other areas to compensate for the area where an exception is sought.

### 1.1.4 How Does The Assessment System Work?

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Briefly, there are three elements to the process.

**Step 1** – The Visit Wales Quality Advisor (QA) quality scores the whole business.

**Step 2** – The QA then checks that certain elements of the business meets what are called ‘Sectional Qualifiers’ in terms of quality.

**Step 3** – Finally, the QA checks that facility and service requirements, appropriate to the Star rating, are present and available.

### Step 1

The visit begins with our Quality Advisor carrying out an objective, qualitative assessment of every aspect of your business from the condition of the building, the furniture, furnishings etc. to the services offered to the guests. 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 an 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 Quality Advisors are trained and follow set guidelines. The different points value signifies 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 been allocated, they are totalled, and a percentage score for the quality of the whole business is calculated. By looking at the star banding percentage range, the Quality Advisor gets an indication at this stage of what the overall Star rating might be.

Star Rating	Entry Level Percentages
★	30 – 46%
★★	47 – 54%
★★★	55 – 69%
★★★★	70 – 84%
★★★★★	85 – 100%

However, before the final result is determined, there are two further steps.

### Step 2

The QA must now check for consistency of quality, using what we refer to as ‘Sectional Qualifiers’. The purpose of this approach is to ensure that one aspect of the business has not been scoring high marks, driven up the overall percentage mark into the next Star rating level giving a false impression to the guest of the overall quality, and research has shown to us that the quality of certain areas within a

business are particularly important to guests. If these aspects fall below guests' expectations at any given Star rating, they are likely to be disappointed customers. It is therefore very important that the quality of these critical areas match the overall grade of the business.

The key areas are Cleanliness, Hospitality, Bedrooms, Bathrooms and Breakfast and scores achieved in these areas are used to confirm the final Star rating. Each one of these Qualifying areas has a minimum percentage score at each level but if the minimum score for 1 Star is not reached then no Star rating will be given.

Below are the minimum percentage score at each level.

Area	Star				
	1	2	3	4	5
Cleanliness	40	50	65	75	90
Hospitality	40	50	65	75	90
Bedrooms	30	47	55	70	85
Bathrooms	30	47	55	70	85
Breakfast	30	47	55	70	85

### Step 3

Finally, a check must be made to ensure that any additional facilities/services required at each particular level are present and available, as well as those required at all preceding Star levels.

### Why is Quality Important

Visit Wales understands that quality is the key to success in the hospitality industry. In order to perpetuate Wales's international reputation for providing a friendly and warm welcome to visitors, it's crucial that we continue to support tourism businesses to remain competitive and improve their product offering; the QA scheme is designed to help businesses do just that.

Quality never goes out of style – your stars of excellence help visitors make informed decisions, give confidence in the level of service and quality you deliver and enable your business to truly shine with distinction.

A considerable number of tourism operators in Wales already take part in the scheme. These businesses receive impartial and expert advice to inform their investment decisions – driving-up quality and creating jobs. When assessing quality, Visit Wales takes into account the following:

- Intrinsic quality – the inherent quality of an item.
- Condition – the maintenance and appearance of an item. Is it fit for purpose?

- Physical and personal comfort – does the quality of an item detract in any way from the comfort of the user?
- Attention to detail – the evident care taken to ensure that the guest experience exceeds expectations.
- Guests' choice and ease of use – the guest experience is enhanced through choice, be it choice of beverages in his/her room or choice of room temperature. This is further improved by how usable the guest finds the room and its contents.
- Presentation – the way the room and its contents are presented for guests' arrival and throughout their stay.

### Service and Hospitality

A smile, a warm and genuine interest and a willingness to please and serve customers is a common requirement and expected across all star ratings.

### Bedrooms and Bathrooms

Whatever the style or concept of the bedrooms and bathrooms, both quality and comfort is what guests and our assessors look for, specifically:

- The quality and comfort of the bed.
- The quality of the bed linen.
- The controllability and usability of the lighting and heating systems.
- The quality of bathroom fittings, towels and toiletries.
- In-room technology and connectivity

### Cleanliness

Cleanliness is of paramount importance to all customers at all star levels. It is expected that all Guest Accommodation businesses will be clean in both front and back of house.

### Sense of Place

Whilst quality never goes out of style, adding a Sense of Place to the visitor experience will go a long way to make their stay a truly memorable one.

It can be something simple, like adding signage, a product, or a feature to your business to add a touch of local flavour. Or discover some interesting information about your area that adds to your regional knowledge, and pass it on to your visitors. A simple 'croeso' also makes a delightfully distinctive first impression.

We've pulled together an overview on the Wales brand and some guidance on our sense of place. Hopefully these tools will provide you with some ideas on how to create an unforgettable visitor experience.

Visit <https://businesswales.gov.wales/tourism/other-useful-links> for further information.

### Food and Drink

Food and drink go hand in hand with hospitality and tourism in Wales. More and more food is an important influence on people's decision to visit Wales. Visitors are more discerning now and take an interest in where their food comes from and what happens on its journey to their plate.

Combine quality seasonal food and local ingredients, interesting places to eat and stay, and some of the world's best chefs, and you define the hospitality sector in Wales with its deserved reputation for excellence.

To help businesses develop their food offer we've developed some simple to use toolkits.

**The Food Tourism Toolkit** – Hints, tips, sample menus and best practice that will be useful to your business.

**The Welsh Breakfast Toolkit** – More hints and tips on offering a great Welsh breakfast with sample menus.

Visit <https://businesswales.gov.wales/tourism/other-useful-links> for more information.

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## 1.2 Category

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### 1.2.1 Type of Designators

We have developed Designators which are sub categories, to help consumers understand the different types of serviced guest accommodation available. All Guest Accommodation businesses will be positioned in one of the following descriptive designators.

- Bed and Breakfast
- Guest House
- Farmhouse
- Inn
- Restaurant with Rooms
- Guest Accommodation

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### 1.2.2 General Description

Establishments in each of these Designators should fulfil all Guest Accommodation requirements.

#### Bed and Breakfast

Accommodation provided in a private house, run by the owner and with no more than six paying guests.

#### Guest House

Accommodation provided for more than six paying guests and run on a more commercial basis than a B&B. Usually more services, for example dinner, provided by staff as well as the owner.

#### Farmhouse

B&B or guesthouse accommodation provided on a working farm/smallholding.

#### Inn

An inn is an establishment with a full on licence. Open to residents and non-residents, the food and beverage is a significant part of the operation, with bar/restaurant available at lunchtimes and evenings. Accommodation will be a relatively minor part of the operation by comparison. The facilities/services provided for the guests will have more in common with B&B style operations. Those 'inns' which provide traditional hotel style accommodation and service will qualify for the 'Hotel' designation.

#### Restaurant with Rooms

Destination restaurant offering overnight accommodation with the restaurant being the main business and open to non-residents. The restaurant should offer a high standard of food and restaurant service at least 5 nights per week. A liquor licence and a maximum of 12 bedrooms are necessary.

#### Guest Accommodation

Any establishment that meets the minimum entry requirements is eligible for this general sub category.

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## 1.3 Determining the Star Rating

- All relevant requirements must be met.
- The overall percentage score for quality must reach the appropriate band.
- The relevant standard of quality in the five critical areas as highlighted below.

There are eight key areas of assessment. The five most critical areas are:

- Cleanliness
- Hospitality and Friendliness
- Bedrooms
- Bathrooms
- Breakfast

The star rating level across all of these five areas must be met in order to achieve a particular star rating. The remaining three areas are: exterior, public areas, dining room/restaurants.

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## 1.4 Minimum Entry Requirements

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### 1.4.1 Key Minimum Entry Requirements

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The key entry minimum entry requirements for achieving the Guest Accommodation rating.

#### One Star

- A cooked breakfast or substantial continental breakfast to be served.
- Proprietor and/or staff available for guests' arrival, departure and at all meal times.
- Once registered, resident guests have access to the establishment at all times.
- All areas of the operation meet the minimum quality requirements for cleanliness, maintenance and hospitality as well as facilities and the delivery of services.
- You must meet all current statutory obligations and provide Public Liability insurance cover.

#### Two Star

- Bathrooms and shower rooms cannot be shared with the owners.

#### Three Star

- Washbasin in every guest bedroom for those bedrooms which do not have an en-suite or private facilities.

#### Four Star

- 75% of bedrooms to be en-suite or with private facilities.

#### Five Star

- All guest bedrooms to be en-suite or with private facilities.

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## 2.0 Detailed Requirements

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### 2.1 Overall Standards

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#### 2.1.1 Statutory Obligations

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##### Minimum Entry Requirements (One Star) All Grades

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

Fulfilment of all relevant statutory obligations including but not restricted to:

- Fire risk assessment: to comply with the Fire Regulatory Reform (Fire Safety) Order 2005.
- Food safety/hygiene.
- Health and safety: operate safely with due regard to health and safety legislation.
- Planning: comply with local planning regulations.
- Licensing: comply with all local licensing regulations.
- Hotel Proprietors Act.
- Data Protection Act/General Data Protection Regulations (May 2018).
- The Consumer Protection from Unfair Trading Regulations 2008.
- Equality Act 2010.

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#### 2.1.2 Safety and Security

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##### Minimum Entry Requirements (One Star)

- The main entrance should be clearly identified and the doorway illuminated.
- You should maintain a high degree of general safety and security. All information on emergency procedures should be kept up-to-date.
- In every bedroom there must be printed details explaining to guests how to summon help if there is an emergency during the night.
- If the proprietor or staff are temporarily off-site or live away from the property, guests must be provided with a means to call for personal assistance 24 hours a day, without the need to use their own mobile phone. Operators (or their designated representative) must be available to attend promptly in case of emergency.
- You should take adequate measures to protect the security of guests and their property. In particular you need to consider the safety and security of guests staying in bedrooms on the ground floor.
- For the safety of guests, all car parks should be adequately lit.

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##### Sustainability Good Practice

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- Use of energy efficient light bulbs and fittings, combined with appropriate controls to ensure lights are not on unnecessarily, can significantly reduce cost. Daylight sensors (photo cells), motion sensors (PIR) and timers can be used on external lighting. Lighting in public areas and corridors can be controlled with motion sensors and timers, for example.

External lighting can usually be reduced after midnight, especially where it is decorative.

- Always make sure to maintain minimum light levels so as not to compromise health and safety standards.
- Many businesses can achieve additional savings by using light-emitting diode (LED) or luminescent Exit signs.

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### 2.1.3 Exterior and Condition of Buildings and Equipment

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#### Minimum Entry Requirements (One Star)

- Buildings, their fixtures, fittings and exterior décor must be maintained in a sound, clean condition and must be fit for the purpose intended. All electrical or gas equipment should be safely maintained and in good working order.

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#### Sustainability Good Practice

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- Ensure equipment, such as boilers, refrigeration and extract ventilation and grease traps in kitchens, is properly maintained and regularly cleaned and serviced, so it operates efficiently and its life is prolonged. Establishing a simple equipment and maintenance schedule will save on energy and costs.
- Having staff undertake scheduled walk rounds throughout the premises at different times of day with a checklist, can be an excellent opportunity to note down any maintenance issues and get an idea of where energy might be wasted through lights and equipment being left on.
- Refrigeration can be a significant energy user and following some simple advice can deliver big energy savings: ensure door seals are checked and replaced if damaged; condensers and evaporator coils are free from dust; strip curtains are fitted to walk-in fridges and freezers and freezers are regularly defrosted. Make sure staff are trained to switch off lights in cooled spaces; do not keep doors open for longer than absolutely necessary; do not overfill units.
- Record and understand your energy consumption. Take meter readings once a month and check against your invoices to ensure accurate billing. Relating your energy consumption data to other measures, for example calculating energy consumption per bed night, can provide even more useful information. This will give you a better

understanding of how energy is being used, help you to track benefits of energy saving measures implemented and identify any unusual changes. Automatic meter-reading systems are available and are a cost-effective and simple way to collect detailed energy data.

- If you are on a water meter, monitoring your water consumption regularly will help you manage usage and cost and identify any leaks quickly.
- Knowing what type and amount of waste is being produced and in what part of the business, can help target areas for reducing waste. Work with your waste contractor to ensure you receive detailed information on the amount of waste that is being recycled, going to landfill, or that is processed otherwise. This will allow you to set and monitor targets to increase recycling and reduce waste generated overall.
- Share results from monitoring with staff to get them involved and keep them engaged in efforts to save energy and water and reduce waste.

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### 2.1.4 Cleanliness

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#### Minimum Entry Requirements (One Star)

As the cleanliness of guest accommodation at every star rating is of paramount importance to the consumer, consistent standards of cleanliness are essential. Particular attention should be given to items involving direct contact for guests including:

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

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#### Accessibility Good Practice

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- Ensure housekeeping staff do not move furniture and personal items in the bathroom or bedroom as in most cases they are placed in positions that are accessible to the guest.
- Ensure housekeeping trolleys do not obstruct corridors.

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## Sustainability Good Practice

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- Ensure that all relevant staff are appropriately trained on usage and dosing of cleaning chemicals. Encourage staff to reduce energy and water used when cleaning rooms, for example by only flushing the toilet once when finished cleaning, turning lights and entertainment equipment off and adjusting heating controls.
- Consider using environmentally friendly and chlorine-free cleaning products, such as microfibre cloths that reduce the amount of cleaning liquid required.
- Regular cleaning and maintenance of all fixtures, fittings, materials and equipment prolongs their life, reducing the need to replace them.
- Lighting is essential for providing a pleasant guest experience, so it is important to keep windows, skylights and light fittings clean, to take full advantage of the light available.

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## 2.2 Service and Efficiency – Hospitality and Friendliness

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### 2.2.1 Bookings and Pre-Arrival Information

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#### Minimum Entry Requirements (One Star)

- Guests and prospective guests should be given an accurate description of the amenities, facilities and services that your establishment provides – in any advertisement, brochure or any other printed or electronic media used.
- You should make clear to guests exactly what is included in the prices you quote for accommodation, meals and refreshments. You must include service charges, taxes and other surcharges. Legally, you should not exceed the price you agree at the time of booking. You should explain in detail any charges for additional services or available facilities and cancellation terms, if applicable. If a deposit is required, you need to tell guests when they book and explain how it will be taken and whether or not it is refundable if they cancel.
- When you are taking a booking you should describe in detail any in-house policies e.g. no-smoking policy, payment methods, access restrictions.
- If prospective guests ask to see the accommodation before they book, you must show them.

- You must tell all prospective visitors about any major refurbishment work that might affect their stay.

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## Accessibility Good Practice

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- Ensure staff ask if the guest has any accessibility needs.
- Assistance dogs must be welcomed (this is a legal requirement). Many disabled people rely on assistance dogs to provide them with independence. See the dog as being part of the person.
- Ensure guests identifying themselves as being disabled, e.g. those with visual impairments, are offered a familiarisation tour.
- Ensure the fire evacuation strategy details emergency exit procedures for disabled people. Remember, guests with hearing impairments may not hear knocking at the door. Record room location and any specific requirements and pass to staff at change of shift.
- Consider learning to communicate in basic British Sign Language (BSL).
- Offer your guests a choice of how to contact you, e.g. telephone, fax, letter, email and find out about Text Relay used by people with hearing impairments at [www.textrelay.org](http://www.textrelay.org).
- Always ask if the enquirer or any of the guests in the party have any specific access requirements.

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## Sustainability Good Practice

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- Consider drafting and promoting an environmental policy, setting out the environmental and sustainable management actions taken by your business.
- Information on getting around by public transport in your area, where appropriate, especially to key attractions could be useful and encourage some guests to use their car less.
- Consider putting a paperless booking and billing process in place to save money on stationery and postage and reduce waste. Paper products that are being used in the office could be from recycled paper stock.
- Include public transport options for getting to the property in promotional and booking information. General information on nearest stops and stations and getting around by public transport at the destination, where appropriate, could also be useful and

encourage some guests to use their car less or even leave their car at home.

- Let guests know about the natural and cultural attractions and events in the local area. Tell them about nearby activities catered for, e.g. walking and cycling, and offer ideas or itineraries on your website before they book. This may encourage them to stay longer.
- For quieter times off season, you could have special offers for guests and create packages with other businesses in the local area, such as attractions, restaurants, and activity providers.

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## 2.2.2 Guest Arrival, Welcome and Access

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### Minimum Entry Requirements (One Star)

- The owner or staff should be on duty during the main arrival and departure periods and during meal times. It is acceptable that the entrance may be locked and the guests may have to ring or knock for access.
- Registration of all guests on arrival (legal requirement).
- Once guests have registered, they should have access to the establishment and to their bedrooms at all times unless they were previously told about any restrictions. A key or security code may be given for the main entrance.
- You should provide service that is appropriate to the style of accommodation, and deal promptly with all enquiries, requests, reservations, correspondence and complaints from guests.
- There must be an effective means for guests to call for the attention of the proprietor or staff, who need to be available at all reasonable times (as above). If the proprietor or staff are temporarily off-site or live away from the property, guests must be provided with a means to call for personal assistance 24 hours a day, without the need to use their own mobile phone. The contact telephone number needs to be clearly displayed. If foreign guests are accommodated, consideration needs to be given to the best ways of helping them understand this information, possibly by using symbols and/or diagrams.
- Participants (or their designated representative) must be available to attend promptly in case of emergency.

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## Accessibility Good Practice

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- Luggage service offered.
- Provide a vibrating alarm clock for hearing impaired guests.
- Provide information about your business in a range of formats, e.g. large print, Braille, photographs, MP3 downloads and audio description on websites.

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## Sustainability Good Practice

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- If it is common practice to provide each room with a complimentary newspaper in front of the door, guests should be asked explicitly whether they would like one, in order to avoid waste.
- Make best use of local tourist information in both your promotional literature, on the website and visitor information located in the bedrooms.
- Information could include for example promotion of natural and cultural heritage attractions in the area, local specialities like food and drink and arts and crafts, walking and cycling opportunities, and public transport advice.
- If the business supports any local charities or participates in a visitor payback program this can also be promoted in relevant places.

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## 2.2.3 Guest Payment/Departure

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### Minimum Entry Requirements (One Star)

- The means of payment must be clearly detailed to guests i.e. how and where they pay. If payment is requested on arrival then this should be made clear at the time of booking especially if cash only is accepted.
- You should provide written details of payments due and a receipt to any visitor who requests it. You need to clearly identify the VAT element of the bill where applicable.

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## 2.3 Breakfast

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### 2.3.1 General Requirement

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#### Minimum Entry Requirements (One Star)

- A full cooked or substantial continental breakfast should be available.

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## Accessibility Good Practice

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- Try to be flexible with meal times to help diabetic people regulate their blood sugar.
- Ensure tables are stable and provide support for people rising from their chairs.
- Ensure crockery contrasts with table linen or surface to assist visually impaired guests.
- Dining tables are high enough or are of a design whereby wheelchair access can be easily accommodated.
- Offer guests a choice of seating location. Provide a selection of chairs with and without arm rests.
- Provide a large print menu (minimum font size 16 point) in a clear font such as Arial.
- Provide for different dietary requirements, e.g. dairy-free, wheat-free, lactose-free, and nut-free.

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## Sustainability Good Practice

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- Kitchens can consume large amounts of energy and are also one of the areas generating the most waste.
- Regular maintenance and cleaning of equipment can increase energy efficiency and cut costs.
- Work with your suppliers to reduce food waste and optimise packaging such as the use of returnable packaging.
- By law you must not dispose of used cooking oil with the rest of your catering waste or foul water drains. You should collect your used cooking oil in suitable containers that are fully sealed and safely stored. All used cooking oil must be removed by an authorised waste carrier, many of whom offer a free collection service.
- Staff dealing with food and drink service should be fully briefed on the source, characteristics and significance of local food and drink products that are being served.
- Where possible, source food and drink products locally. Build up relationships with local producers and traders.
- Menus highlighting local specialities can really help differentiate your offering from that of your competitors. Incorporate a short description of where ingredients are sourced, who the producer is and why you have chosen them.
- Carefully plan portion sizes to reduce waste, especially if offering a buffet. Provide guests with options on how much food they want and when. For example, when serving

breakfast avoid wasting bread by checking if guests want toast and if so, how much and when.

- Where unavoidable, food waste should be segregated from other waste, for pick up or composting onsite.

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## 2.4 Bedrooms

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### 2.4.1 Bedroom Size and Spaciousness

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#### Minimum Entry Requirements (One Star)

- All bedrooms should have sufficient space for guests to move easily around the room. *When we assess bedroom size we take into account the usable space available around furniture and fittings. For a higher quality rating, rooms will be expected to be spacious.*
- Bedrooms that are smaller than the following sizes are unlikely to meet the minimum requirements:

Single	5.6 sq m/60 sq ft
Double	8.4 sq m/90 sq ft
Twin	10.2 sq m/110 sq ft
- For a higher quality rating, rooms will be expected to considerably exceed these minimum sizes.
- The ceiling height for the major part of the room needs to be sufficient for a person of 6 ft to move around without stooping. Sloping eaves and ceilings are acceptable as long as they do not restrict guest's movement to an unacceptable degree.
- It should be possible to fully open doors and drawers without having to move other furniture.
- Rooms for family occupation need to be significantly larger.

NB – Where there is access to only one side of a double bed, a maximum rating of Three Star can be awarded and guests must be made aware at time of making the booking.

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## Accessibility Good Practice

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- Try to provide a ground-floor bedroom.
- When requested, the layout of bedroom furniture would be altered. This improves bedroom accessibility and usability.

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## 2.4.2 Beds and Bedding – Size and Quality

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### Minimum Entry Requirements (One Star)

- Minimum bed sizes:
  - Single: 190 cm x 90 cm (6 ft 3 ins x 3 ft)
  - Double: 190 cm x 137 cm (6 ft 3 ins x 4 ft 6 ins)
- 122 (4 ft) beds to be designated as singles
- Beds of 183 cm x 75 cm (6 ft x 2ft 6 ins) will only be acceptable for children and can only be used as part of a family room.
- Beds of 190 cm x 122 cm (6 ft 3 ins x 4 ft) will be acceptable for single rooms only.
- Rooms with bunk beds only are not acceptable for adult use.
- All mattresses should be comfortable and have a sprung interior or be made of foam or similar. All mattresses should have a protector. Plastic or rubber mattress protectors are not acceptable except when used for small children.
- All beds and mattresses should be of sound condition with a secure headboard or equivalent.

NB – bunk beds should have a minimum 75 cm (30 ins) clear space between the mattress of the bottom bed and the underside of the top bed. Reference: *The Bunk Beds (Entrapment Hazards) (Safety) Regulations 1987*.

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### Accessibility Good Practice

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- Provide zip and link beds so that a guest and partner or a guest and carer can be accommodated, particularly in accessible bedrooms.
- Provide blocks so that bed heights can be adjusted.

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## 2.4.3 Bedding – Quality and Provision

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### Minimum Entry Requirements (One Star)

- All beds should be made daily.
- All bedding should be clean and in sufficient quantity, according to the season and the needs of guests.
- As a guide each bed should have either:
  - a) Two sheets, two blankets and a bedspread or
  - b) A duvet with duvet cover and one or two sheets.
- If duvets are provided, alternative bedding should be available on request.
- There should be two pillows in individual pillowcases per person (one pillow is acceptable at one star). If feather pillows

or duvets are provided, a non-allergenic alternative should be available on request.

- All bed linen (sheets, pillowcases and duvet covers etc) should be fresh for each new guest. It should be changed at least once in every week for guests.
- Spare blankets and pillows should be available on request.
- For best practice, we suggest that you also use pillow protectors and that any spare pillows and bedding are clean, fresh and preferably wrapped.
- Bedding of good quality and condition.

NB – 100% man-made fibre sheets are not acceptable.

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### Accessibility Good Practice

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- Provide hypoallergenic bedding.

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### Sustainability Good Practice

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- Spare bedding does not need to be wrapped in plastic bags; it can be placed in a reusable cotton or fabric bag.
- It is acceptable to have only one set of pillows on the bed, with another set available for guest use kept in the bedroom, e.g. in the wardrobe. This can reduce laundry and staff time taken to change sheets.
- It is common to have a towel and linen policy in place, so guests can agree to less frequent changes. This can reduce the use of energy, water and detergent and thus costs, as well as environmental impact.
- It is important to train staff on the towel and linen policy and ensure that they adhere to a guest's choice to reuse. Changing towels regardless is likely to send the wrong message and reduce guest support for other sustainability actions of the business.

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## 2.4.4 Furniture, Furnishings and Fittings

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### Minimum Entry Requirements (One Star)

Each bedroom should have:

- A bedside table, cabinet or shelf for each bed although twin beds may share and 75 cm/2 ft 6 ins bunk beds are exempt.
- A dressing table, writing desk, small table or equivalent, with a mirror adjacent.
- A chair or a stool.
- If a lounge is not available, a comfortable easy chair should be provided in the

bedroom for guests to use whilst reading etc. (Dispensations may be available for individual rooms, where lack of space precludes this).

- A wardrobe or clothes hanging space with sufficient hangers. (Wire hangers are not acceptable). *An alcove with a rail is acceptable but coat stands, hooks on walls or behind doors are not.*
- Adequate drawer or shelf space. The drawers should run freely.
- Opaque curtains, blinds or shutters on all windows, including glass panels to doors, fanlights and skylight windows so that guests have privacy and can exclude any light from outside the room.

NB – Where bedrooms are located on the ground floor, you should consider providing additional privacy with a net curtain or blind.

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## 2.4.5 Windows and Ventilation

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### Minimum Entry Requirements (One Star)

- Every bedroom must have at least one opening window with clear glass to provide natural light and adequate ventilation. Rooms without windows are generally not acceptable. (Dispensations may be available for specific rooms, but only if air conditioning is installed). If windows are sealed, a Local Planning Authority approved ventilation system should be provided.
- Windows should be well fitted, easy to shut and open and remain open.
- Security fittings installed on all bedroom windows where, when open, access could be gained from outside – for example, patio or French doors, ground floor windows and windows overlooking fire escapes.
- You should make an effort to insulate against external noise.
- You should provide a pole for opening high ‘Velux’-style or skylight windows, where these are the only opening windows.

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### Accessibility Good Practice

- Ensure windows and curtains can be reached by your guests and are easy to open and close.

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### Sustainability Good Practice

- A typical building can lose as much as 26% of its heat through windows. Ensuring windows are draught proof will not only save energy, but also increase guest comfort.

- Closing curtains, blinds or shutters at the end of the day during winter months can reduce draughts and retain more heat. This could be part of the turndown service if provided.
- Thermal and blackout linings on curtains can increase guest comfort and reduce heat loss.
- Double glazing is now a minimum requirement under building regulations when replacing windows. Highly efficient double glazing and triple glazing is available. Although standard double or triple glazing may not be appropriate in all cases, there will generally be something which can be done to improve thermal performance of windows, even in traditional buildings.

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## 2.4.6 Lighting

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### Minimum Entry Requirements (One Star)

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

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### Accessibility Good Practice

- Enable lighting levels to be adjusted using a dimmer switch and/or make available additional bedside/writing table lamps.

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### Sustainability Good Practice

- Modern low-energy lamps are attractive and provide very good light output. Increased use should be made of energy saving light bulbs, such as compact fluorescent (CFL) and LEDs, which use up to 80% less energy and can last up to 50 times longer. CFL warm up to full brightness quite quickly (usually less than one minute), but this may vary depending on the quality of the light bulb and the surrounding temperature.
- Please remember that fluorescent lighting, including compact fluorescent lamps (CFL), need to be stored safely to ensure they do not break and are disposed of separately as they are considered special waste. Often your supplier will take back any old ones.
- Signs can be used to request guests to switch off lights when not in use. Occupancy linked

controls that turn off lights and other electric equipment are also an option, such as key card systems or those controlled from the front desk.

- If it is policy to prepare guests' rooms in anticipation of their arrival by leaving lights on, consider doing this much later in the day. Energy saving light bulbs should be used especially for those lights that are left on.

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## 2.4.7 Heating

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### Minimum Entry Requirements (One Star)

- There should be adequate in-room heating provided.
- Additional heating should be available on request.

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### Sustainability Good Practice

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- There is a range of heating controls available such as timers, thermostats, and zone controls. Good controls not only save energy, but also maintain a consistently comfortable environment for guests and staff, and reduce equipment maintenance costs.
- Staff should be trained on how to operate heating controls. As part of housekeeping procedure, it should be ensured that heating is at a comfortable level (19-21°C) and able to be adjusted where necessary.
- Ensure that there is clear information available for guests on how to operate heating controls.
- A significant amount of heat can escape via uninsulated roofs and walls, which can add hundreds of pounds a year to your heating bill. Insulating roof spaces and unfilled external cavity walls is an effective and inexpensive way of reducing heat losses. Improvements are most effective during refurbishment projects and should always be considered when the opportunity arises.
- Significant financial and carbon savings can be made through the use of a more efficient heating fuel – for example changing from oil or LPG to biomass or installing solar thermal to heat hot water and offset fuel use.

There is a range of specialist advice available on the most suitable options for your site and any financial support on offer like interest free and low interest loans and other incentives.

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## 2.4.8 Flooring

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### Minimum Entry Requirements (One Star)

- Bedrooms should have fully fitted carpets or hard flooring.

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### Accessibility Good Practice

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- Avoid deep-pile carpets that may cause trips or make it difficult for a wheelchair to manoeuvre.

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## 2.4.9 Beverage Making Facilities

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### Minimum Entry Requirements (One Star)

- Tea/coffee-making facilities available and accessible 24 hours either in bedrooms or in public areas (self-service/vending option in public areas acceptable).
- Self-service ingredients for making hot drinks to be provided, and kept topped up. They should be kept wrapped or in lidded containers.
- Bedroom kettles should not have to be operated at floor level.
- Fresh milk should be available on request.

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### Best Practice

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- Self-service ingredients for making hot drinks kept wrapped or in lidded containers.
- Fresh milk available on request.

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### Accessibility Good Practice

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- Ensure hospitality trays are at a height accessible to all guests. Kettles should be cordless and a variety of drinking cups/mugs either provided or available on request.
- Travel sized kettles to be available.

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### Sustainability Good Practice

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- For items on hospitality trays, locally produced goods, like biscuits, or Fair Trade products (e.g. tea, coffee, sugar, hot chocolate) could be sourced.
- Providing smaller kettles in bedrooms, for 1-2 cups, can also cut down on energy used and encourages guests to only boil as much as they need.

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## 2.4.10 Telephones in Bedrooms

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### Minimum Entry Requirements (One Star)

- Where telephones are provided, rate card displayed in bedrooms illustrating typical charges for local, long-distance, international, internet, use of phone card and connection to mobile phones.
- Sample call charges required priced by minute.

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## 2.4.11 Miscellaneous Requirements

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### Minimum Entry Requirements (One Star)

Each bedroom should have:

- A means of securing bedroom doors from inside and out, and a key should be available.
- A waste paper container. It should be non-flammable if smoking is permitted.
- One drinking tumbler per guest. This should be glass or a wrapped disposable.
- Sufficient, conveniently situated, power sockets to allow for the safe use of all electrical equipment provided.
- Printed advice on how to obtain emergency assistance at night. This needs to be clearly displayed somewhere within the bedroom.
- Written advice on how to contact the owner, in an emergency especially during the night. This could be a bell, house phone or similar. If the owner/manager does not sleep on the premises, then a 24-hour contact phone number should be provided. Consider how a guest would contact you if they don't have a mobile phone or there is no phone signal.
- Iron and ironing board available on request and advertised in the bedroom.
- Early morning calls available on request or an alarm clock provided.
- For bedrooms without an en-suite or private bathroom, a towel rail or equivalent should be provided with one hand towel and one bath towel per person. There should be fresh soap for each new letting. If you provide liquid soap dispensers, you need to pay particular attention to their cleanliness and hygiene.

*As a matter of best practice, all establishments are encouraged to display clear fire instructions where appropriate.*

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## 2.5 Bathrooms, Shower Rooms and En-Suite Facilities

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### 2.5.1 General

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#### Minimum Entry Requirements (One Star)

All establishments must provide:

- Hot water at all reasonable times.
- When an establishment has four or less bed spaces for paying guests, it is acceptable for a bath or shower room to be combined with a washbasin and WC.
- If there are any guest bedrooms without washbasins, there should be a hand washbasin in the WC.
- Additionally, where the maximum number of guests resident within an establishment, including proprietors, is no more than six, it is acceptable that facilities are shared between guests and proprietors. However, this will limit the achievable rating to Two Star.
- Where a shared arrangement exists, proprietors and their family should avoid prolonged use of the bathroom during the early to mid-morning period. They should also remove their personal belongings from the bathroom.

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### 2.5.2 En-Suites

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#### Minimum Entry Requirements (One Star)

##### What is an en-suite?

- An en-suite facility consists of a bath or shower, WC and washbasin in a separate room, connected to a bedroom and entered directly from it.
- The WC must always be in its own properly ventilated room. If the shower cubicle is situated in the bedroom then additional ventilation should be added to take account of this.
- It is acceptable for the washbasin to be in the bedroom, as long as the WC is contained within a room of its own, within the bedroom. Accommodation with shower cubicles sited in the bedrooms is unlikely to achieve a high quality rating.
- If the bath or shower cubicle is located in the bedroom, guests must be told when they book. **This should not be described as en-suite facilities.**

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### 2.5.3 En-Suite Provision

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#### Minimum Entry Requirements (One Star)

- **One to Three Star** – there is no minimum requirement for en-suite facilities. However, where they are provided their quality will be assessed as part of the bathroom quality assessment.
- To achieve a **Four Star** rating, you will need to provide at least 75 % of bedrooms with an en-suite or a private bath/shower facility.
- To achieve a **Five Star** rating, every bedroom must have an en-suite or a private bath and/or shower facility.

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### 2.5.4 Private Bathroom and Shower Room Facilities

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#### Minimum Entry Requirements (One Star)

##### What is a private facility?

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

##### What is a public facility?

- A public facility is one that may be shared by the occupants of more than one bedroom and perhaps the owners or their family. Access to the bath and/or shower rooms from the bedrooms through a lounge, dining room etc is not acceptable.

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### 2.5.5 Fixtures and Fittings for all Bath/ Shower Rooms (Public, Private or En-Suite)

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#### Minimum Entry Requirements (One Star)

All bath and/or shower rooms should have:

- A bath or shower. If a shower is provided, a screen or curtain should be provided, unless designed in such a way that this is not required.
- A lidded WC.
- A toilet roll holder with toilet paper.
- Fresh soap provided for each new guest. If liquid soap dispensers are used, you need to pay particular attention to their cleanliness and hygiene.

- A covered bin/open bin with sanitary disposal bags.
- An internal lock/bolt. Separate private bathrooms need a lock and key so that the guest has sole use and can confidently leave their belongings in the bathroom.
- Appropriate flooring. Best practice suggests that washable flooring is more hygienic than carpeting.
- Opaque window curtains or blinds for privacy and comfort.
- An extractor fan for adequate ventilation or a window that opens.
- Adequate heating. All bathrooms with an external window must have heating.
- A hook for clothes.
- A non-slip bath mat should be available when shower trays and baths are not non-slip.
- A towel rail or equivalent. A radiator is not acceptable, but a towel ring or a hanging rack on a radiator is.
- A clean hand and bath towel for each guest. Unless there is a clearly advertised environmental policy, they should be changed at least every three days.
- A clean bath mat for each new let.
- An electric razor point or adaptor available within easy reach of the mirror. This may be located in a bedroom or bathroom.
- All bathrooms need to be well lit by a covered light.
- Hot water for bathing should be available at all reasonable times.

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### 2.5.6 Public/Shared Bathrooms

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#### Minimum Entry Requirements (One Star)

- Access to bath/shower rooms from a bedroom through a lounge, dining room etc is not acceptable.
- In addition to the requirements listed before in 2.5.5 Fixtures and Fittings for all Bath/ Shower Rooms, all public bathrooms and/or shower rooms should have:
  - Heating.
  - A bath mat that is changed daily.
  - Soap as well as the soap provided in the bedrooms.
  - Hand-drying facilities.
  - All public bathrooms need to be well lit.

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## 2.5.7 Guest Toilets (shared)

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### Minimum Entry Requirements (One Star)

- Access to guest toilets from a bedroom through a lounge, dining room etc is not acceptable.

### Fixtures and Fittings

All guest toilets need to have:

- A lidded WC.
- A toilet roll holder and toilet paper.
- A covered bin or open bin with sanitary disposal bags.
- A hand washbasin (not necessarily a washbasin) and hot water, soap and hand towel/drying facilities, if all guest bedrooms do not have a washbasin.
- A covered light.
- An extractor fan for adequate ventilation or a window that opens.
- An opaque window curtain or blind for privacy and comfort.
- An internal lock or bolt.

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## 2.5.8 Washbasins in Bedrooms

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### Minimum Entry Requirements (One Star)

- To achieve a **Three Star** rating all bedrooms require a washbasin – either free-standing or in a vanity unit (unless en-suite).

### Fixtures and Fittings

- Recommended minimum size is 36 cm x 24 cm/14 ins x 9.5 ins. Its suitability will depend on its shape, position of taps etc.

Where a washbasin is provided in a bedroom there should be:

- A mirror with a light above or adjacent.
- A towel rail or equivalent. A radiator is not acceptable, but a towel ring or a hanging rack on a radiator close by is.
- Shelf space close to the washbasin, safely positioned.
- A clean hand towel or hand drying facility.
- Fresh soap. A liquid soap dispenser is acceptable.

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### Accessibility Good Practice

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- Hot water supply should have at each fitting a mixer valve, controlled to a maximum 41°C to prevent scalding.
- Provide a selection of equipment such as bath seats, toilet seat height raisers and

shower chairs. Provide a support rail by the shower attachments.

- Provide towels that contrast in colour to the walls and floor to assist visually impaired guests.

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### Sustainability Good Practice

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- Provision of hot water is essential but can lead to considerable energy costs. It is possible to save on both water and energy costs by implementing some inexpensive efficiency measures.
- Excessive heating of hot water is wasteful and could scald staff or guests. The optimum temperature for stored hot water is 60°C, which is adequate to kill Legionella bacteria and is sufficiently warm for staff and guests to use. You can review and, where necessary, adjust the thermostat on your hot water tank.
- Use could be made of water saving fittings such as water saving taps and dual flush toilets. The toilet flush can also be reduced by simply displacing water, for example by placing an appropriately-sized sealed bottle filled with sand or water into the cistern. Ensure whatever is used to displace the water sits safely at the bottom of the cistern and does not interfere with the flushing mechanism.
- It is recommended to have a sign ('Bag it and bin it!') to encourage guests to use the bins provided and not dispose of unsuitable items down the toilet, especially if property is on a septic tank.
- There is no need for soaps and other complimentary products to be individually wrapped or in small containers – these can be presented in suitable attractive refillable dispensers. Assessors check the quality of the products offered and the style of presentation.
- There is no need for the drinking cup/glass to be either plastic, or wrapped.
- Although providing shower facilities can help reduce water consumption, remember that power showers can use more water than a bath. Therefore, consider using reduced flow shower heads or gravity-fed showers where possible. These can reduce consumption without diminishing the customer experience, provided the pressure is adequate. You will also save energy as less heated water will be used.
- Use of thermostatic controls on radiators or heated towel rails helps to manage your

- energy consumption. A timer can be fitted for a one or two hour pulse to electric towel rails to ensure they are not on unnecessarily.
- Increased use should be made of energy saving light bulbs, such as compact fluorescent (CFL) and LEDs.
- Significant financial and carbon savings can be made through the use of a more efficient heating fuel – for example changing from oil or LPG to biomass or installing solar thermal to heat hot water and offset fuel use. There is specialist advice available on the most suitable options for your site and any financial support on offer, like interest-free and low interest loans and other incentives.
- Use could be made of a towel agreement sign to encourage guests to reuse their towel. This is best placed near the towels in the bathroom.
- Staff should be appropriately trained to adhere to the towel policy to avoid changing towels where guests have agreed to reuse theirs.
- It is acceptable to put only one set of towels out in a room occupied by a single person and make further towels available on request.
- An alternative to individually wrapped soaps and other complimentary products is for these to be presented in suitable attractive refillable dispensers. Assessors check the quality of the products offered and the style of presentation.

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## 2.6 Guest Meals (Note: Not Applicable to Room-Only Designator)

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### 2.6.1 Breakfast

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#### Minimum Entry Requirements (One Star)

- All food must be properly cooked and carefully prepared and presented. A cooked or substantial continental breakfast should be available. If a cooked breakfast is not available, you must make guests aware at the time of booking and highlight on property website and on third party websites. To achieve the higher star ratings, a greater choice and quality is expected.
- The owner and/or staff should be available at breakfast for responding to guest's needs e.g. clearing of dishes, replenishing buffet and offering top-ups of tea and coffee.

- Where breakfast is served in the bedrooms, service should be of an equivalent or better level than if it were to be served in a breakfast room. This includes service of hot beverages.
- It is acceptable to offer a buffet style cooked breakfast.

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### 2.6.2 Dinner – Where Provided

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#### Minimum Entry Requirements (One Star)

- All food must be properly cooked and carefully prepared and presented.
- If requested at the time of booking, there must be at least one vegetarian option available.

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## 2.7 Public Areas

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### 2.7.1 Lounges, Bars, Dining Areas, Restaurants, Hallways, Stairs, Corridors and Landings

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#### Minimum Entry Requirements (One Star)

- There should be a dining room or breakfast area available, unless meals are only served in bedrooms, in which case guests need to be told of this when they book and this should be highlighted on property website and on third party websites.
- Where televisions are not provided in bedrooms, there should be access to a lounge that has comfortable easy seating and a colour television at no extra charge. If you have a 'Peace and Quiet' policy that is clearly advertised in your brochure/on your website and guests are advised at the time of booking, a dispensation may then be made at the discretion of the assessing body.
- Corridors and stairs should be in good repair and free from obstruction.
- The levels of lighting in all public areas should be adequate for safety and comfort.
- Stairways and landings should also have sufficient light at night.
- All public areas should have an adequate level of heating.

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#### Accessibility Good Practice

- Provide a variety of seating: low, high, firm, soft, with and without arms.
- On each step or change of level, provide a nosing strip that contrasts in colour to the floor.

- Provide at least one continuous handrail on steps and where changes in levels occur.
- Provide clear signage. See Sign Design Guide: [www.signdesignsociety.co.uk](http://www.signdesignsociety.co.uk).

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### Sustainability Good Practice

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- Décor – use could be made of local artist's work, prints and/or photographs of images depicting local scenes and historical and heritage-related images – this will add to a visitor's enhanced sense of place.
- Where waste bins are available to guests, there could be separate, clearly marked bin(s) for recyclable waste (e.g. paper, cans, and plastic) alongside.
- Using energy efficient lighting and improving controls in public areas, as well as back of house, can bring significant cost savings.
- Lighting in corridors and stairwells, which is on for long periods of time, should be low energy, e.g. compact fluorescent (CFL) and LEDs. Replacing older style fluorescent tubes with newer slimmer and more efficient options can also achieve energy savings.
- Controls like occupancy or daylight sensors and timers could be fitted in appropriate areas to avoid lights being on unnecessarily.

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## 2.8 Annexes

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### 2.8.1 Safety and Security

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#### Minimum Entry Requirements (One Star)

- If you are offering guests accommodation in an unconnected annexe or with separate external access, you must tell them when they are booking. You must also advise them if there is any change to a booking that involves an annexe or separate external access. You should also tell them where the annexe is.
- Paths or passageways to the annexe must be in good condition and adequately lit.

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## 2.9 External Areas (as applicable)

#### Minimum Entry Requirements (One Star)

- Buildings, their fixtures, fittings and exterior décor must be maintained in a sound, clean condition and must be fit for the purpose intended. All electrical or gas equipment should be safely maintained and in good working order.

## 3.0 Quality Guidance

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### 3.1 General

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### 3.2 Cleanliness

#### Minimum Entry Requirements

##### One Star

- All room surfaces throughout the establishment to be clean and free from dust. As cleanliness at every star rating is of paramount importance to the consumer, consistent standards of cleanliness are essential.
- All rooms to be vacuumed daily.
- Public areas kept tidy.

##### Two Star

- A quite good standard overall, although some areas may be overlooked.

##### Three Star

- Some evidence of attention to detail particularly at high and low level dusting and areas which may come into contact directly with guests e.g. bedding and crockery, WC's and baths.
- Soft furnishings and carpets well maintained.
- All areas free from clutter.
- All areas smelling fresh and clean.

##### Four Star

- Clean and freshly polished surfaces.
- Soft furnishings and carpets regularly deep cleaned.
- Greater attention to detail with high overall standards.
- Hygienically stored spare blankets and pillows in bedrooms.

##### Five Star

- Clearly a pristine finish.
- Gleaming surfaces. No smears or marks. Evidence of thorough cleaning.
- Spotless soft furnishings and carpets.
- Bedding visibly crisp and clean.

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### 3.3 Hospitality and Friendliness

#### Minimum Entry Requirements

##### One Star

- Limited guest contact and interaction.

##### Two Star

- All guests dealt with promptly and in a courteous and helpful manner.

### Three Star

- A positive and friendly attitude from cleanly attired proprietors and staff.
- Good first and last impression with a welcoming smile.

### Four Star

- Attentive, more personalised service with very good levels of customer care such as use of guest's name.
- Pro-active approach to guests with effort made at social interaction and conversation.
- Guests made to feel very much at home with a warm cheerful welcome on arrival.

### Five Star

- Guests personally greeted on arrival.
- Awareness and anticipation of individual guest's needs with nothing being too much trouble.
- An offer of additional services such as fresh milk, use of the telephone, information on the locality and recommendations for eating out etc.
- Excellent first and last impression.

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## 3.4 Service and Efficiency

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### 3.4.1 Booking and Arrival

#### Minimum Entry Requirements

##### One Star

- Basic guest details recorded on booking.
- Access on arrival may be restricted.
- Ad hoc registration of guests.
- Guests directed to their rooms.

##### Two Star

- Competent telephone manner when taking bookings with a better range of details taken, e.g. guest names, addresses, telephone number, dates of stay, number of single/double rooms required etc.
- Guests made aware of any access restrictions when they are booking.
- Sound registration procedures.

##### Three Star

- Organised approach for dealing with guest enquiries, reservations, correspondence, complaints etc.
- Willingness to help guests on arrival.

##### Four Star

- Competent and efficient booking procedure with directions offered.

- Escort to the bedrooms and indication given of public areas.
- Offer made of assistance with luggage.

##### Five Star

- Usually no more than five rings before telephone is answered.
- Bookings handled in a professional manner that makes the guest feel welcome and gives confidence that details have been accurately recorded.
- Confirmation letter and directions sent by post/email/text.
- Guests shown to rooms with luggage assistance. Explanation of accommodation and bedroom facilities.
- Appropriate use of guest's name.
- Offer of refreshment on arrival.

---

### 3.4.2 Dinner (where served) and General Services

#### Minimum Entry Requirements

##### One Star

- Adequate social and service skills.
- Tables laid appropriately for the meal being served.

##### Two Star

- Competent service with helpful attitude.
- Reasonable food and drink knowledge.

##### Three Star

- Prompt response to requests for additional services such as iron and ironing board, fresh milk etc.
- In larger establishments, all requests and any contact with reception or bars efficiently handled in a timely and professional manner.
- Where an evening meal is not served, help is provided, on request, to find a place to eat/drink.
- Where an evening meal is served, verbal or written explanation of dinner dishes available.
- Good food and drink knowledge.
- A well-paced meal service.

##### Four Star

- A willingness to provide additional services such as providing fresh milk on request or on the tea tray.
- Spontaneously offered help in finding a place to eat or drink.
- A high standard of food and drink knowledge.

- More attentive service such as offering bread and water, prompt table clearing and satisfaction checks.

#### Five Star

- Where an evening meal is not served, detailed information and/ or menus about local dining options provided.
- Pro-active offer of additional services e.g. warming and lighting a bedroom in winter before a guest arrives. Efficient service with high levels of technical skills and anticipation of guests' needs.
- Comprehensive descriptions of dishes available and good judgement in timing of serving the different courses.
- Proprietors and staff able to provide guests with advice on menu and wine list (where provided).

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### 3.4.3 Breakfast

#### Minimum Entry Requirements

##### One Star

- Adequate social and service skills.
- Tables laid appropriately for the meal being served.

##### Two Star

- Competent service with helpful attitude, timely awareness of guests' arrival in the breakfast room.
- Reasonable knowledge about what is on offer.

##### Three Star

- Breakfast buffet items kept topped up.
- Verbal or written explanation of available breakfast choices.
- Good product knowledge.
- A well-paced meal service.

##### Four Star

- The choosing of standard breakfast items in the morning at the breakfast table and not the day before. A high standard of food knowledge. More attentive service e.g. the offer of hot drinks and toast.
- Prompt table clearing and satisfaction checks.

##### Five Star

- Clean and well-presented menus.
- Efficient service with high levels of technical skills and anticipation of guests' needs.
- Comprehensive descriptions of dishes available and good judgement in timing of serving the different courses.

- Highly attentive service with the offer of fresh hot drinks, toast etc.

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### 3.4.4 Departure

#### Minimum Entry Requirements

##### One Star

- Adequate service on departure with limited guest contact.
- Bill provided upon request.

##### Two Star

- No undue delays for the guest on departure.
- Proprietors and staff willing to assist if bill is unclear or inaccurate.

##### Three Star

- Efficient procedures for handling guest departure.
- Accurate bill prepared in advance of guests' departure.

##### Four Star

- Prompt attention when summoned.
- Proprietors and staff well versed in all methods of payment where appropriate.
- Exchange of pleasantries upon departure.

##### Five Star

- Awareness that departing guests are ready to pay, and that proprietors or staff make themselves available.
- Bill correct in all details and clearly presented and explained.
- Guests asked if they enjoyed their stay.
- Offer of assistance with luggage, and offer of directions to next destination.

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## 3.5 Exterior

### 3.5.1 Buildings, Appearance and Condition

#### Minimum Entry Requirements

##### One Star

- Exterior of buildings maintained in a sound, clean condition.
- Adequately maintained property, overall.

##### Two Star

- Overall tidiness, including window boxes, hanging baskets, tubs etc. where appropriate.
- Signs of ageing and defects limited to a small number of areas.
- Neat appearance of outbuildings.

### Three Star

- Well-maintained property and outbuildings. Some natural weathering may be present.
- Attractive use of window boxes, hanging baskets and tubs where appropriate.
- Where displayed, signs maintained in good condition.

### Four Star

- Very good maintenance of stonework and paintwork, although some natural weathering is acceptable.
- Some additional external features to enhance the appearance. This includes window boxes, especially in properties without a garden.

### Five Star

- Excellent standards of external maintenance including outbuildings and signs, allowing for the age of the building.
- Fresh, well-maintained paintwork in a new building. No unsightly staining and stonework in older buildings.
- Addition of features such as flower tubs and window boxes where appropriate.
- Attractive architectural features and decorations.
- Well illuminated and clearly signed.

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## 3.5.2 Grounds/Gardens/Frontage

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### Minimum Entry Requirements

#### One Star

- An adequate first impression, e.g. refuse bins and storage areas discreetly positioned and tidily kept.
- Safe pathways.
- Adequately maintained driveway.

#### Two Star

- Refuse bins and storage areas kept discreetly positioned.
- Evidence of more effort made to make gardens more attractive, tidy and litter free.
- Pathways without trip hazards.

#### Three Star

- Well-maintained and tidy grounds, driveways, footpaths etc.
- Attractive overall appearance.
- Effective lighting and signage where required e.g. long driveway.
- Easy access. Well-maintained surface.

#### Four Star

- Dustbin area not visible and preferably screened.

- High standards of maintenance in the garden. Generally tidy flowerbeds, pathways and hedges with all trees and shrubs well-tended.
- Evidence of some attention to detail e.g. well-surfaced, pothole-free driveways, colourful borders and wide level pathways.

#### Five Star

- Attractively maintained, well-tended borders or shrubs, tidy pathways and edges, lawns in good condition and well-cut, hedges trimmed and an overall attempt to maintain an attractive appearance throughout the year.
- Good attention to detail, including landscaping, driveways, the provision of garden furniture or architectural features e.g. gazebo, pergola, summerhouse etc.
- Excellent, well-positioned lighting and signage.

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## 3.5.3 Car Parking (where provided)

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### Minimum Entry Requirements

#### One Star

- Reasonably easy, safe and adequately maintained parking.
- In a B&B, a less formal provision of parking might be appropriate.

#### Two Star

- Some attempt to manage parking arrangements.

#### Three Star

- Good, easy access with signage as appropriate.
- Adequate lighting.
- A more structured approach to parking for establishments who receive non-residents.

#### Four Star

- Clear definition of parking area or spaces. Signage prevents confusion for guests on arrival. This may be informal.

#### Five Star

- Ample car parking spaces, clearly signed.
- Good, well-positioned lighting.
- Consideration given to the security of the guests' cars.
- Paths and steps well lit at night.

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## 3.6 Other Public Areas

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### 3.6.1 Reception – Quality and Condition Stairs, Corridors, Hallways and Landings – Quality and Condition Recreation/Public WCs, etc. – Quality and Condition

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#### Minimum Entry Requirements

##### One Star

- The decoration, furniture, furnishings, fittings and flooring of an acceptable quality and condition.
- A sparing but adequate provision of appropriate furniture, furnishings and fittings in terms of quality.
- Adequate space for guests' comfort.
- Acceptable environment for guests without disturbing levels of noise, music, smells, pets etc.
- Any recreational facilities in an acceptable condition.

##### Two Star

- The decoration, furniture, furnishings, fittings and flooring of a quite good quality and condition.
- Sufficient space allowing for guests to register and settle bills.
- Any recreational facilities in a well-maintained condition.

##### Three Star

- The decoration, furniture, furnishings, fittings and flooring of a good quality and condition.
- Good-quality furniture, substantial, lined curtains, good use of coordination and well-fitted, good quality flooring.
- Particularly well-lit stairs, landings and corridors.
- Good space to allow a good degree of comfort for guests.
- Some personal touches, e.g. books, magazines, local historical information etc.
- Public WCs kept clean and well ventilated.

##### Four Star

- The decoration, furniture, furnishings, fittings and flooring of a very good quality and condition.
- Very good quality wall coverings and paintwork. Use of pictures where appropriate, particularly on plain walls.
- Space to allow for a small reception desk/ area where guests can register and pay their bills easily.

- Recreational facilities, if any, to be in a very good condition.

##### Five Star

- The decoration, furniture, furnishings, fittings and flooring should be of an excellent quality and condition. Attractive use of pictures, prints and other decorative relief as appropriate.
- High degree of comfort with generous flat surface for guests to register and pay their bills.
- Excellent coordination of furniture and fabrics.
- Excellent levels of lighting in all areas.
- Fresh and clean atmosphere in the area where guests are received.
- Public WCs and recreational facilities, where provided, in excellent condition.

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## 3.7 Bedrooms – Quality and Condition

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### 3.7.1 Decoration

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#### Minimum Entry Requirements

##### One Star

- Functional decoration and limited coordination.
- Limited pictures and wall hangings.

##### Two Star

- Decoration may be old, but not damaged, scratched or torn.

##### Three Star

- Coordinated interior decoration.
- Well-finished, good quality wall coverings and paint work.
- Wall and ceiling coverings well applied.
- Use of pictures etc. where appropriate, particularly on plain walls.

##### Four Star

- Very good standard of decoration with use of high quality pictures and prints where applicable.
- Some effort made to hide surface-mounted pipes and wires.

##### Five Star

- Excellent interior design, with high attention to detail. Thoughtful coordination of patterns, colours and textures.
- High quality wall coverings with professional finish to all aspects of decoration.

- Attractive use of pictures, prints and other decorative relief.
- Consideration may be given to historic properties and listed buildings.

---

### 3.7.2 Furniture, Furnishings and Fittings

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#### Minimum Entry Requirements

##### One Star

- A limited range of furniture, furnishings and fittings in terms of quality and range.
- Limited coordination of furniture, furnishings and fittings.
- Light and heating fittings of adequate quality and safety for the style, size, and shape of the bedroom. All window coverings correctly fitted, with sufficient width and height to draw completely across the window.

##### Two Star

- A greater provision of furniture, which may be dated but will be sound and fit for the purpose. Alternatively, furniture may have been excellent quality, but now showing signs of age, wear and tear.
- No great degree of comfort for the guest.
- Better quality curtains that are clean and easy to draw.
- Lighting and heating fittings of quite good quality and in a quite good condition.

##### Three Star

- Good quality furniture, in a sound and usable condition.
- Good use of coordination.
- Size and amount of furnishings in proportion to the space available.
- Well-positioned lights giving good levels of illumination.
- Good quality light fittings with appropriate shades.
- Substantial, lined curtains.

##### Four Star

- High quality furniture, furnishings and fittings. Not necessarily new, but furniture still offering substantial comfort.
- Full curtains, possibly with additional embellishments such as tiebacks.

##### Five Star

- Excellent quality, modern reproduction or antique furniture. Some excellent antique furniture may show distress which does not detract from its excellence (depending on the degree of deterioration).

- A more extensive range of furniture offering greater comfort and higher quality including, at least, two comfortable chairs.
- Excellent coordination of soft furnishings of high intrinsic quality with additional features.
- Curtains denoting a degree of luxury with pelmets and tiebacks, ample drape and width. Curtains to be fully lined to retain heat and keep out light.
- Excellent quality light fittings. Shades add to overall theme of the decoration.
- Heating fittings such as radiators should be in excellent condition and may be disguised by painting or radiator covers.

---

### 3.7.3 Flooring

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#### Minimum Entry Requirements

##### One Star

- Adequate comfort to flooring. Some signs of wear and tear may be evident.
- Not necessarily professionally fitted.

##### Two Star

- Quite good quality flooring, but carpets may have a high manmade fibre content.

##### Three Star

- Well-fitted, good quality flooring in sound condition and comfortable under foot.
- Wooden floors in good condition.
- Some underlay for carpeting.

##### Four Star

- High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition. Normally professionally fitted.

##### Five Star

- Professionally fitted, high quality carpeting, (e.g. high percentage wool content, in excellent condition,) with substantial underlay.
- Polished floorboards or high quality laminate.

---

### 3.7.4 Beds/Bedding

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#### Minimum Entry Requirements

##### One Star

- Acceptable quality, but mattresses may be thin and bases shallow. Clean, secure headboards or equivalent.
- Adequately presented beds with clean linen and bed covers in good repair.
- Adequate range of bedding, including sufficient blankets.

### Two Star

- Beds and bedding of a quite good quality. Well-maintained beds and mattresses.
- Bedding may be faded, but some attempt at coordination.

### Three Star

- Good quality, comfortable bed. Firm mattress and sound base.
- Bed frames may be of older style, but in good condition.
- Well-presented beds with good quality, freshly laundered, coordinated linen and bedding.
- Clean and fresh additional bedding, preferably wrapped, provided in guest rooms.

### Four Star

- Very good firm/deep mattresses and sound bases. Headboards offer a degree of comfort.
- Very good quality linen coordinated with bedding and decoration theme. Possibly a choice of pillows e.g. hollow fibre or feather.
- The presentation of some styles of bed may benefit from the presence of a valance.
- Additional bedding provided in guest rooms to be wrapped.

### Five Star

- Excellent quality bed e.g. sprung mattress and high quality base. Clean headboard offering a high degree of comfort.
- Coordinated and crisply laundered linen changed at least every two days. A choice of bedding available e.g. thickly quilted or similar quality bedspreads and blankets, or duvets with appropriate tog rating.
- Beds and bedding all of a high quality and coordinated with bedroom décor and other soft furnishings.
- High standard of overall presentation. Appropriate use of valances, pillows and cushions.

---

## 3.7.5 Lighting/Heating/Ventilation – Quality of Provision

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### Minimum Entry Requirements

#### One Star

- Adequate lighting levels for the style, size, and shape of the bedroom.
- Effective heating in rooms at all reasonable times.
- Heating levels appropriate to the size of bedroom possibly may not be automatic or fixed.

### Two Star

- Quite good levels of lighting. Possibly a main light and one bedside light.
- Heating may be free standing, but might be automatic or thermostatically controlled.

### Three Star

- Well-positioned lights giving good levels of illumination which is easily controllable at night.
- Ample natural light.
- Effective levels of heating providing overall uniform temperature.
- Properly fitted, thermostatically controlled heating.

### Four Star

- Very good levels of light with easy access to controls. Different types of lighting may be used for practical or aesthetic reasons e.g. halogen downlights, standard lamps or picture lights.
- Properly fitted automatic heating which may be thermostatically controlled.

### Five Star

- Variety of quality lights, well-positioned and effective for all purposes, e.g. reading and at the dressing table.
- Controllable lighting, giving variable levels of light as appropriate. This may include main bedroom light controlled by door and bed.
- Individual thermostatically controlled heating. Some older storage heaters might not meet this requirement.
- Fans for guests' comfort available on request in hot weather.

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## 3.7.6 Bedroom Accessories

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### General

These are NOT requirements but, if they are provided, their quality, range, presentation and ease of use will be taken into account in the assessment.

Examples include: ingredients and equipment for making hot drinks, digital TV, iPod docks, Wi-Fi, radio, hairdryer, in-room information, telephone, fruit, sweets, complimentary bottled water, fresh flowers or plants, reading material, clothes brushes, mending kits, biscuits, hot water bottles, mini fridge, tissues etc.

### Minimum Entry Requirements

#### One Star

- Very limited in range and quality.

### **Two Star**

- Small range of quite good quality.

### **Three Star**

- Good range and quality.

### **Four Star**

- A substantial range of very good quality accessories.

### **Five Star**

- Excellent range of high quality accessories.

---

## **3.7.7 Space, Comfort and Ease of Use**

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### **Minimum Entry Requirements**

#### **One Star**

- Doors and drawers should be able to be fully opened, without having to move other furniture.
- Room large enough to contain all necessary furniture, but little thought given to layout.
- Provides reasonable free movement not unduly restricted by intrusive low beams. Large furniture possibly dominating the room, making it less usable.
- Reasonable sound insulation with minimal intrusive noise from plumbing, corridors etc.

#### **Two Star**

- Room sizes will need to be larger with significantly more usable space around furnishings and fittings.
- Uncluttered rooms.
- Satisfactory seating for style of accommodation.

#### **Three Star**

- Sufficient space to allow free movement and a good degree of comfort.
- Easy use of all bedroom facilities.
- Convenient layout of furniture for practical use.
- TV, where provided, visible from sitting area or bed.
- Good access to both sides of a double bed.
- Practical, comfortable chairs.
- Ample socket provision for all provided equipment.

N.B. Where 4ft 6" double beds have access to only one side only; a maximum rating of three stars can be awarded.

#### **Four Star**

- Well-planned layout of furniture to maximise use of the free space. Rooms could be smaller, but considered planning means free space is just as useable.

- Very good access to both sides of a double bed.
- One chair per guest possibly provided.
- Spare and accessible sockets that are well placed for all uses.
- Minimal noise.

#### **Five Star**

- A spacious, well-planned room with furniture in suitable convenient places to allow a high degree of comfort. Area available for luggage storage without cluttering the room and obstructing access.
- Easy and convenient use of facilities, e.g. use of surfaces without moving tea tray or TV (where provided), access to power points etc.
- Comfortable easy chairs.
- Appropriate levels of flat, clear surface to suit the market e.g. establishments attracting business people may need to provide working space.
- Generous access to both sides of a double bed.
- No intrusive noise.

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## **3.8 Bathrooms/En-Suites/WCs – Quality and Condition**

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### **3.8.1 Decoration**

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#### **Minimum Entry Requirements**

##### **One Star**

- Functional decoration and tiling. No real coordination.

##### **Two Star**

- Decoration possibly old, but not damaged, scratched or torn.

##### **Three Star**

- Well-finished, good quality wall coverings and paint work.
- Wall and ceiling coverings well applied.

##### **Four Star**

- Very good standard of decoration, possibly recently re-decorated but not of highest quality. Or excellent quality with some slight ageing.
- Some effort made to hide surface-mounted pipes and wires.

##### **Five Star**

- Excellent interior design, with considerable attention to detail and everything in pristine condition.

- Professional finish to all aspects of decoration with high quality décor and tiling. Sealant and grouting immaculate.
- Attractive use of pictures, prints and other decorative relief, where appropriate.

---

### 3.8.2 Fixtures and Fittings

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#### Minimum Entry Requirements

##### One Star

- Fittings of an acceptable quality.
- Correctly fitted, appropriate window covering.
- Provision of flat surface for guest belongings.
- Adequate quality lighting and heating fittings.
- Adequate, but sparing towel rail provision.

##### Two Star

- Fittings of a quite good quality, but may be dated or worn.
- Sanitary ware may not be matching and may include plastic washbasins, shower trays etc.

##### Three Star

- Solid, matching, good quality and well-fitted appliances. Coordinated sanitary ware.
- No small baths or undersized showers with awkward access.
- Good quality light fittings.
- Well-fitted window covering, with sufficient width and height to draw completely across the window.
- Good shelf space for guests' belongings.

##### Four Star

- Good sized bath and washbasin. Shower screen or high quality shower curtain.
- Very good quality bath and shower trays – probably ceramic/enamel or composite.
- Generally high quality fittings throughout with only slight wear. All sanitary ware in good order, no cracks, crazing or dull finishes.
- High quality taps and showers with strong and refreshing flow of water, easy to control.

##### Five Star

- High quality, solid, well-made fittings in excellent order, all in matching style.
- Sturdy cast iron or steel and enamel bath. High quality shower cubicles or screens.
- Power showers or high quality fittings which are responsive, thermostatically controlled and easy to use.
- Plenty of hot water at all times.
- Generous amount of towel rail space.

- Heated towel rail, or towel rail fitted above radiator.

---

### 3.8.3 Flooring

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#### Minimum Entry Requirements

##### One Star

- Adequate comfort to flooring, some signs of wear and tear may be evident.
- Possibly not fitted professionally. Best practice suggests that washable flooring is more hygienic than carpeting.

##### Two Star

- Quite good quality flooring, but any carpets may have a high man-made fibre content.
- Vinyl flooring or tiles should have little damage.

##### Three Star

- Well-fitted, good quality flooring in sound condition and comfortable under foot.
- Wooden floors in good condition.
- Some underlay for carpeting.

##### Four Star

- High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition.
- Normally professionally fitted.

##### Five Star

- Professionally fitted, high quality carpeting, tiles, vinyl or laminate.
- Polished floorboards or high quality laminate with rugs.
- Where the flooring is tiled, grouting and sealant is in excellent order.

---

### 3.8.4 Lighting, Heating and Ventilation

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#### Minimum Entry Requirements

##### One Star

- Adequate lighting levels for the style, size, and shape of the bathroom.
- Adequate heating for size of room at all reasonable times, may not be automatic, but should be fixed for safety.
- Effective ventilation. Possibly window only.

##### Two Star

- Quite good levels of lighting. Possibly main light only.
- Heating offering a good level of heat which might be automatic or thermostatically controlled.

### Three Star

- Well-positioned lights giving good levels of illumination particularly by the mirror. Ample natural light.
- Comfortable heating levels, appropriate to the room size and providing overall uniform temperature.

### Four Star

- Very good levels of light especially over or next to the mirror.
- Different types of lighting possibly used for practical or aesthetic reasons, e.g. halogen down lighters.
- Properly fitted, automatic, thermostatically controlled heating.

### Five Star

- Well-positioned, good quality lights giving good levels of illumination for various purposes, e.g. shaving, applying make-up etc.
- Responsive, thermostatically controlled, automatic heating. Some older storage heaters possibly don't meet this requirement. Heating source possibly a heated towel rail or under-floor heating.
- Where there is a window, an extractor fan as well as the window will be expected.

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## 3.8.5 Towels and Toiletries – Quality, Range and Presentation

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### Minimum Entry Requirements

#### One Star

- Satisfactory quality, with minimum range and size of towels.
- Soap only provided. Possibly unwrapped or in a dispenser of acceptable quality.
- No evidence in public/shared bathrooms of proprietors' personal belongings.

#### Two Star

- Towels possibly slightly thicker and matching.
- Soap may be of average quality, but possibly wrapped. Additional accessories – if any – possibly of a basic quality and presentation.

#### Three Star

- A better range of good quality absorbent towels.
- Towels changed at least every three days except where, as part of an environmental policy, guests are invited and agree to a less frequent change.
- Good quality toilet paper and a range of quality toiletries including wrapped soap,

shampoo etc. Large bottles of proprietary brands are acceptable but should be kept topped up.

#### Four Star

- High quality, soft and fluffy towels, smelling clean and fresh. Face cloth may be included.
- Toiletries of a higher quality with better packaging and presentation – perhaps all part of the same range.

#### Five Star

- Greater range of quality towels, e.g. bath sheets, bathrobes and flannels.
- Towels changed every two days, except where, as part of an environmental policy, guests are invited and agree to a less frequent change.
- Luxury toilet paper and a very good range of well presented, excellent quality toiletries, e.g. high quality soap, shampoo, shower gel, conditioner, tissues, cotton wool balls, cotton buds etc.

---

## 3.8.6 Space, Comfort and Ease of Use

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### Minimum Entry Requirements

#### One Star

- Adequate space with satisfactory layout and sufficient free movement.
- Adequate water pressure and satisfactory drainage.
- Flat surface available for guests' belongings.

#### Two Star

- Quite good levels of comfort. Possibly limited space but guests should be able to use facilities comfortably with convenient access to bath, shower and WC.

#### Three Star

- Sufficient space to allow easy access to the facilities.

#### Four Star

- Well-planned layout of sanitary ware and fittings to maximise convenience and ease of use.
- Very good provision of shelf space for guests' toiletries etc.

#### Five Star

- Ample space to allow easy access to the facilities.
- Plenty of provision for laying out toiletries, shaving equipment and hanging up clothes. Convenient layout.
- Minimal noise from plumbing.

---

## 3.9 All Public Areas Including Lounges, Bars, Halls, Stairs, Landings and Public WCs – Quality and Condition

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### 3.9.1 Decoration

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#### Minimum Entry Requirements

##### One Star

- A sparing but adequate provision of furniture, furnishings and fittings in terms of quality and quantity.
- Functional décor and limited coordination. Limited pictures and wall hangings.

##### Two Star

- Decoration may be old, but not damaged, scratched or torn.
- More attempt at coordination.

##### Three Star

- Coordinated interior decoration.
- Well-finished, good quality wall coverings and paint work.
- Wall and ceiling coverings well applied.
- Use of pictures etc. where appropriate, particularly on plain walls.

##### Four Star

- Very good standard of decoration with use of high quality pictures and prints where applicable.
- Some effort made to hide surface-mounted pipes and wires.

##### Five Star

- Excellent interior design with high attention to detail. Thoughtful coordination of patterns, colours and textures.
- High quality wall coverings with professional finish to all aspects of decoration.
- Attractive use of pictures, prints and other decorative relief.

---

### 3.9.2 Furniture, Fittings and Furnishings

---

#### Minimum Entry Requirements

##### One Star

- Furniture, furnishings and fittings of limited quality, range and coordination.

##### Two Star

- A greater provision of furniture, which may be dated, but will be sound and fit for the purpose. Or furniture possibly once excellent, but now showing signs of age and wear and tear.

- Curtains to be a better quality, clean and free from stains.

##### Three Star

- Good quality, functional furniture in a sound condition.
- Range of good quality sofas and/or armchairs in lounges.
- Good quality light fittings with appropriate shades.
- Substantial, lined curtains with good use of coordination.
- Some personal touches e.g. books, magazines, local historical information etc. available in lounges.

##### Four Star

- High quality furniture, furnishings and fittings – not necessarily new, but still offering substantial comfort. Or good quality furniture in excellent, new condition.
- Light fittings varied and of very good quality and condition.
- Curtains to be full and may have additional embellishments such as tie backs.

##### Five Star

- Comfortable lounge, generally separate from dining room.
- All furniture in excellent quality and condition. This could be modern, reproduction or antique furniture.
- A more extensive range of furniture offering a greater choice of seating.
- Excellent coordination of soft furnishings of high intrinsic quality with additional features such as scatter cushions.
- Curtains denoting a degree of luxury with good use of pelmets and tie backs, ample drape and width. Curtains to be fully lined so as to retain heat and keep out light.
- Excellent quality light fittings of various types. Shades add to overall theme of the decoration.
- Heating fittings such as radiators should be in excellent condition and may be disguised by painting or radiators covers.

---

### 3.9.3 Flooring

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#### Minimum Entry Requirements

##### One Star

- Adequate quality flooring. Some signs of wear and tear may be evident.
- Possibly not professionally fitted.

### Two Star

- Quite good-quality flooring, but carpets may have a high manmade fibre content.

### Three Star

- Well-fitted, good quality flooring in sound condition and comfortable under foot.
- Wooden, stone or tiled floors in good condition.
- Some underlay for carpeting.

### Four Star

- High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition. Normally professionally fitted.

### Five Star

- Professionally fitted, high quality carpeting, e.g. high percentage wool content in excellent condition with substantial underlay.
- Polished floorboards or high quality laminate with high quality rugs or mats where appropriate.

---

## 3.9.4 Lighting and Heating – Quality of Provision

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### Minimum Entry Requirements

#### One Star

- Adequate lighting levels for the style, size, and shape of the room.
- Effective heating in rooms at all reasonable times.
- Heating levels appropriate to the size of the room. Possibly not automatic or fixed.

#### Two Star

- Quite good levels of lighting.
- Heating may be free standing, but might be automatic or thermostatically controlled.

#### Three Star

- Well-positioned lights giving good levels of illumination.
- Effective levels of heating providing overall uniform temperature.
- Properly fitted, thermostatically controlled heating.

#### Four Star

- Very good levels of light where different types of lighting may be used for practical, aesthetic and ambience reasons e.g. halogen downlights, standard lamps or picture lights.
- Properly fitted, automatic heating which may be thermostatically controlled.

### Five Star

- Variety of types of lighting giving good levels of illumination for all practical purposes such as reading menu and wine list in bars etc.
- A positive effort made to ensure that heating meets the guests' needs. Likely to be automatic, thermostatically controlled heating. Some older storage heaters may not meet this requirement. Backup source for heat for very cold weather, which may include open fires where appropriate, or coal/gas/log effect fires.

---

## 3.9.5 Space, Comfort and Ease of Use

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### Minimum Entry Requirements

#### One Star

- Room large enough to contain all necessary furniture. Little thought given to layout but adequate space for guest comfort.
- Large furniture possibly dominating a room, making it less usable.
- Acceptable environment for guests without disturbing levels of noise, music, smells, smoke, pets etc.

#### Two Star

- Room sizes will need to be greater with significantly more usable space.
- Uncluttered rooms.
- No great degree of comfort for the guest.

#### Three Star

- A lounge shared with the owners should be clutter free for comfortable use by guests.
- Sufficient space to allow a good degree of comfort for guests.

#### Four Star

- Public areas, including lounge where provided, possibly designated for guest use.
- Well-planned layout of furniture to maximise use of the free space. Rooms possibly smaller but considered planning means free space is just as usable.
- Minimal intrusive noise.

#### Five Star

- A spacious, well-planned room with furniture in suitable, convenient places allowing a high degree of comfort. Easy and convenient use of facilities.
- Comfortable easy chairs. Ample space.
- Fresh and airy atmosphere.

---

## 3.10 Dining Room or Restaurant – Quality and Condition

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### 3.10.1 Decoration

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#### Minimum Entry Requirements

##### One Star

- Functional decoration and limited coordination.
- Limited pictures and wall hangings.

##### Two Star

- Decoration possibly old but not damaged, scratched or torn. Free from food splashes.

##### Three Star

- Coordinated interior decoration.
- Well-finished, good quality wall coverings and paint work.
- Wall and ceiling coverings well applied.
- Use of pictures etc. where appropriate, particularly on plain walls.

##### Four Star

- Very good standard of decoration with use of high quality pictures and prints where applicable.
- Some effort made to hide surface-mounted pipes and wires.

##### Five Star

- Excellent interior design, with high attention to detail. Thoughtful coordination of patterns, colours and textures.
- High quality wall coverings with professional finish to all aspects of decoration.
- Attractive use of pictures, prints and other decorative relief.

---

### 3.10.2 Furniture, Furnishings and Fittings

---

#### Minimum Entry Requirements

##### One Star

- Furniture and furnishings adequate in terms of quality and range. Limited coordination. Dining furniture possibly not matching.
- Light and heating fittings of acceptable quality and safety for the style, size, and shape of the room.
- All window coverings correctly fitted, with sufficient width and height to draw.

##### Two Star

- Furniture, furnishings and fittings of quite good quality, sound and fit for the purpose. Alternatively, furniture may have been

excellent quality but now showing signs of age, wear and tear.

- Better quality curtains which are clean and easy to draw.
- Lighting and heating fittings of a quite good quality and in a quite good condition.

##### Three Star

- Furniture of good quality and condition. Size and amount of furnishings in proportion to the space available.
- Good use of coordination.
- Good quality light fittings and shades, free from scorch marks.
- Substantial, lined curtains.

##### Four Star

- High quality furniture, furnishings and fittings in very good condition. Furniture not necessarily new but still offering substantial comfort.
- Full curtains, possibly with additional embellishments such as tiebacks.

##### Five Star

- All furniture in excellent quality and condition. Modern, reproduction or antique furniture. Some excellent antique furniture may show signs of distress that does not detract from its excellence.
- Excellent coordination of soft furnishings of high intrinsic quality.
- Lined curtains of ample drape and width. Looking luxurious. Possibly with pelmets and tiebacks.
- Excellent quality light fittings of various types. Shades add to overall theme of the decoration.
- Heating fittings in excellent condition. Radiators possibly disguised by radiator covers or painting.

---

### 3.10.3 Flooring

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#### Minimum Entry Requirements

##### One Star

- Adequate comfort to flooring. Some signs of wear and tear possibly evident.
- Possibly not professionally fitted.

##### Two Star

- Quite good quality flooring, but carpets may have a high manmade fibre content.

##### Three Star

- Well-fitted, good quality flooring in sound condition and comfortable under foot.

- Wooden, stone and tiled floors in good condition.
- Some underlay for carpeting.

#### **Four Star**

- High quality flooring, possibly not new and showing signs of wear. Or more moderate quality but in pristine condition. Normally professionally fitted.

#### **Five Star**

- Professionally fitted, high quality carpeting e.g. high percentage wool content, in excellent condition with substantial underlay.
- Polished floorboards or high quality laminate etc. with rugs.

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### **3.10.4 Lighting and Heating – Quality of Provision**

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#### **Minimum Entry Requirements**

##### **One Star**

- Adequate lighting levels for the style, size, and shape of the room.
- Effective heating in rooms at all reasonable times.
- Heating levels appropriate to the size of room. Possibly not automatic or fixed.

##### **Two Star**

- Quite good levels of lighting.
- Heating may be freestanding, but might be automatic or thermostatically controlled.

##### **Three Star**

- Well-positioned lights giving good levels of illumination.
- Ample natural light.
- Effective levels of heating providing overall uniform temperature.
- Properly fitted, thermostatically controlled heating.

##### **Four Star**

- Very good levels of light with easy access to controls. Different types of lighting may be used for practical, aesthetic or ambience reasons e.g. halogen down lighters, standard lamps or picture lights.
- Properly fitted, automatic heating which is possibly thermostatically controlled.

##### **Five Star**

- Variety of quality lights, well-positioned and effective for all purposes e.g. reading menu etc.

- Individual thermostatically controlled heating. Some older storage heaters do not meet this requirement.

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### **3.10.5 Table Appointment – Quality and Condition**

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#### **Minimum Entry Requirements**

##### **One Star**

- Table appointments of an acceptable standard e.g. lightweight, stainless steel and single-ply paper napkins.
- Menus, where provided, possibly hand-written on a card, but clean and giving basic information.

##### **Two Star**

- Crockery and cutlery generally matching and a better quality napkin. Basic breakfast items such as milk and sugar available on the table/s and in sufficient quantities for the numbers seated.
- Full salt and pepper containers on tables at all meals.

##### **Three Star**

- Well-laid tables with matching cutlery and crockery.
- Good quality paper napkins.
- Menus, where provided, clean and well presented.

##### **Four Star**

- Very good quality of crockery, cutlery. Cloth or high quality paper napkins and tablemats and/or tablecloth.
- Flowers or other appropriate decoration on tables.

##### **Five Star**

- Table appointment of the highest standard, quality accessories and glassware.
- High quality cloths and napkins or well-presented wood tables with mats.
- Table enhancements of high quality, e.g. candles or fresh flowers as appropriate.
- Attractively presented menus etc. using clear, informative layout and helpful descriptions.

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### **3.10.6 Space, Comfort and Ease of Use**

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#### **Minimum Entry Requirements**

##### **One Star**

- Room large enough to contain all necessary furniture, but little thought given to layout.

- No intrusive noise.
- Tables adequate size with acceptable circulation space.
- Convenient positioning of tables and chairs.

#### **Two Star**

- Room size will need to be larger with significantly more usable space around tables and other furniture. Room possibly smaller but considered planning means free space is just as usable.
- Uncluttered rooms.

#### **Three Star**

- Good layout and adequate circulation space to allow staff and customers to pass without inconvenience.
- Appropriate table and chair heights. Practical, comfortable chairs.

#### **Four Star**

- Well-planned layout of furniture to maximise use of free space.

#### **Five Star**

- A spacious, well-planned room with furniture in suitable, convenient places.
- High degree of comfort, well-spaced chairs, spacious tables.
- Table and seating arrangements show that the comfort of guests has been fully considered.

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### **3.11 Food Quality**

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#### **3.11.1 Dinner (where provided) – Quality, Temperature and Freshness of Foods Dinner (where provided) Presentation – Appearance of Food**

##### **Minimum Entry Requirements**

###### **One Star**

- Possibly a set menu but with an alternative available on request.
- Limited garnishes or decoration. Buffet and carvery simply presented.

###### **Two Star**

- Food served at the correct temperature, on a hot or cold plate as appropriate.
- Limited choice available.
- Meals prepared with a quite good level of care.

###### **Three Star**

- Well-presented food freshly cooked from good quality ingredients. Evidence of some fresh ingredients being used.

- Particular attention to food quality rather than an extensive choice.

###### **Four Star**

- Obvious use of fresh ingredients cooked with a high level of care and attention to detail.

###### **Five Star**

- Excellent cooking with an emphasis on fresh, seasonal, local ingredients and cooked with skill.
- Strong emphasis on consistent food quality.
- Obvious care and attention to detail and appearance with attractive garnishes and decorations as appropriate, making the food look appetizing.

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#### **3.11.2 Breakfast – Quality, Temperature and Freshness of Foods, Breakfast Presentation – Range of Dishes and Appearance of Food**

##### **Minimum Entry Requirements**

###### **One Star**

- Possibly a set menu with, for example, juice, cereal, bacon and egg, toast, coffee and tea.
- All hot food properly cooked and presented.
- Care taken to ensure that juices are chilled, toast is crisp and tea and coffee are freshly made.

###### **Two Star**

- Food served at the correct temperature, on a hot or cold plate as appropriate.
- Limited choice available.
- Food prepared with a quite good level of care.

###### **Three Star**

- A choice of good quality items available, e.g. fruit, choice of cereals, sausage, tomato, brown or white toast and a range of preserves.
- An attractive buffet (if provided).
- Freshly cooked items served at the correct temperature. Eggs cooked to order.
- Particular attention to food quality rather than an extensive choice.

###### **Four Star**

- Greater choice of items available, possibly including 'house specials' such as smoked fish.
- Obvious use of fresh ingredients cooked and presented with a high level of care and attention to detail.

### Five Star

- High quality, fresh ingredients and a wide choice of items, e.g. fresh fruit juices, freshly-ground coffee, choice of teas, cheeses and cold meats, high quality bakery items and home-made preserve.
- Regional specialities and/or home-made items.
- Good use of fresh local/home-grown produce where available.

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## 4.0 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 accurately describe in any advertisement, brochure or other printed or electronic media, the facilities and services provided.
- To make clear to visitors exactly what is included in all prices quoted for accommodation, including taxes and any other surcharges. Details of charges for additional services/facilities should also be made clear.
- To give a clear statement of policy on cancellations to guest at the time of booking i.e. by telephone, fax, email as well as information given in a printed format.
- To adhere to, and not to exceed prices quoted at the time of booking for accommodation and other services.
- To advise visitors at the time of booking and subsequently of any change, if the accommodation is offered 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 or comparable arrangement and to comply with all applicable planning, safety and other statutory obligations in force.
- To allow a Visit Wales representative reasonable access to the establishment, on request, to confirm that the Code of Conduct is being fully observed.

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## 5.0 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 both in Facilities, Services and quality.
- Observe the Visit Wales Code of Conduct.
- Be assessed, and in the event of complaints by an authorised representative of Visit Wales.
- Pay an annual participation fee.
- Provide an access statement/accessibility guide.

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## 6.0 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.

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## 7.0 Signage

Where an establishment, for whatever reason, ceases 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 Visit Wales logo and the VW official designator where appropriate.

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

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## 8.0 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 as soon as possible after you receive your written report.

You can telephone our Aberystwyth team on 0845 0108020 or email us at [quality.tourism@gov.wales](mailto:quality.tourism@gov.wales) and we will try to resolve your concerns.

Alternatively, you may wish to write to us at:  
Quality Assurance Department, Visit Wales,  
Welsh Government, Rhodfa Padarn, Llanbadarn  
Fawr, Aberystwyth, SY23 3UR.



Llywodraeth Cymru  
Welsh Government

Quality Assurance Department  
Visit Wales  
Welsh Government  
Rhodfa Padarn  
Llanbadarn Fawr  
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