



A Guide to the  
Star Grading Scheme

**HOLIDAY VILLAGES**

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## 1.0 Introduction

Having a quality product within Wales is seen as the most important factor in order for Wales to be able to offer a world class experience to its visitors and to be able to compete in the global market place. Visit Wales recognises this and is committed to working with the industry in order to ensure that our accommodation, whatever the type and style, remains competitive.

Consumers do consider a star rating important when choosing somewhere to stay or visit and through Visit Wales' range of Quality Grading Schemes, any consumer will be assured that any property that is proudly displaying an official recommendation from Visit Wales will have been visited to "check it out", before you check in or visit.

Raising standards is crucial to the future development of tourism in Wales, so we would encourage you to work with Visit Wales through which ever of our grading schemes best suits your style and type of property.

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### 1.1 General

It is vital that visitors are able to make an informed choice about where to stay and equally vital that holiday Villages in this country should provide the quality that visitors want.

The current standard has been developed in conjunction with the Holiday Centres Association. As well as looking at the quality of all the facilities, **hospitality, services offered and the quality of different types of accommodation are assessed.**

Holiday village accommodation encompasses both serviced and self catering units such as caravan holiday homes, chalets and apartments.

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#### 1.1.1 Designators

- **Holiday Village:** A Holiday Village usually comprises of a variety of accommodation, often purpose built; and with a range of entertainment, activities and facilities available on site free of charge or at extra cost. Bookings are often taken for 3 days, 4 days or a week.

#### The Standard

Visit Wales will operate the scheme in Wales.

In order to be awarded a rating in the Holiday Village standard an establishment will usually comprise of a variety of types of accommodation, with the majority provided in

custom built rooms (e.g. chalets, hotel rooms). A range of facilities and activities will also be available which may, or may not, be included with the tariff.

The general requirements and the assessment process follow.

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#### 1.1.2 General Requirements

It is the responsibility of every proprietor to ensure that all relevant statutory obligations currently in force are being fulfilled, and Visit Wales will ask for a signed confirmation, at grading application time and renewal of participation, that this is so. Also, Visit Wales requires every proprietor to provide evidence that Public Liability Cover has been taken out and is being maintained (appropriate to the size of the village and number of guests catered for).

All accommodation and facilities must fulfil the relevant requirements of the statutory obligations, where applicable, including:

- Fire precautions
- Consumer Protection Legislation
- Food safety
- Licensing
- Health and Safety
- Trade Descriptions
- Disability Discrimination
- Electrical and oil-fired equipment must be safely maintained in good working order and serviced regularly in accordance with the relevant legislation and as required by law. As required by law, a current landlord's safety certificate confirming that all gas installations have been checked by a CORGI registered installer within the last 12 months must be held.
- Any caravan holiday homes must have been constructed to comply with European safety standards, and be fully serviced with water, drainage, gas/electricity connections including mains WC, shower and/or bath.

#### Welcome and arrival

- The operation must have reception arrangements for receiving guests at appropriate times from which visitors can be directed to their room/caravan/chalet/pitch, and where advice and assistance can be obtained if necessary.
- The operation must be well managed and maintained in a clean and presentable manner. Attention to be given to the road sign and entrance to the site.

## Health and safety

- A high degree of general safety and security to be maintained.
- A proprietary first aid kit must be readily available in accommodation.
- Emergency notices must be prominently displayed giving details and location of operation contact, telephone, doctor, fire service, local hospital and other essential services. These could be provided in the accommodation and at reception.
- The operation must have fire fighting equipment and notices subject to the Regulatory Reform Fire Safety Order 2005, which requires each property/business to have a fire risk assessment carried out by the owner/responsible person with subsequent action taken as appropriate to remove and reduce the risk.
- All electrical installations both internally and externally must have the appropriate safety classification.
- Adequate provision to be made for refuse disposal.

### 1.1.3 The Assessment Process

The marking system of Holiday Villages places a greater emphasis on the essential element of cleanliness, which was highlighted in the VB consumer research as central to the enjoyment of the stay/visit. Each aspect of the facilities and accommodation will be assessed on a 1 – 5 basis as follows and results in an overall percentage – the pass bands of which are also given:

Quality scores	% needed for 1-5 stars
1 = Acceptable	★ 40% – 48%
2 = Quite Good	★★ 49% – 60%
3 = Good	★★★ 61% – 72%
4 = Very Good	★★★★ 73% – 84%
5 = Excellent	★★★★★ 85% – 100%

Failure to achieve a score of '1' in any area will preclude the operation from receiving a rating. The areas for assessment are:

- Reception (including service and hospitality)
- Shops/salons
- Entertainment rooms (including service and hospitality)
- Licensed areas (including service and hospitality)
- Restaurants/food outlets (including service and hospitality)
- Sports facilities

- Recreation/play areas
- Village facilities
- Atmosphere and ambience
- Accommodation
- Touring facilities (if applicable)

(Greater detail is provided in the following pages.)

**As service and hospitality are assessed, a stay of one or two nights is needed, depending on the number of facilities and food outlets in the Village.** All expenses are borne by the Holiday Village and grading will be incognito. However, as the consumer stay is usually of 4 days or more, it is usual for Senior Management to arrange a 1 or 2 night stay while the rest of the Village staff are unaware of the assessment.

N.B. Cleanliness, Service and efficiency and Hospitality and friendliness carry double the weight of the other scores.

### Minimum entry requirements

To be recognised within this standard any operation must meet all the minimum entry requirements listed throughout this booklet.

### 5 Star Qualifiers

To a 5 Star rating, in addition to providing excellent levels of quality, the following minimum facilities must be provided:

- Linen (including towels) provided free of charge.
- All units to be heated in all rooms, with a heating system with automatic, thermostatic and individual controls.
- Additional WC with basin and bath/shower where more than 6 guests are accommodated (WC may be separate to bathroom).

### Quality indicators

Within the section on accommodation examples are given of the level of quality expected to achieve a quality score from 1 – 5 for each area. Where phrases such as acceptable, good, very good etc are used, these signify ascending levels of quality in broad terms only. They are deliberately non-specific, recognising the wide variety of quality elements that could be included.

**The 'Quality Indicators' represent typical expectations. They are neither definitive nor exhaustive.**

The rating level actually awarded will allow for a balanced view of the facilities and accommodation provided.

Quality score	1	2	3	4	5
Quality Indicators	Factors which indicate the minimum level of acceptable quality		Factors which indicate a Quality Score of 3 (Good)		Factors which indicate a Quality Score of 5 (Excellent)

Where a Quality Advisor may draw your attention to examples of good practice – be it in a photo library or by mentioning examples on other neighbouring parks, these are intended to be helpful suggestions which you may decide to adopt. It is worth noting however they are only examples of where an item of provision has scored a high score, but other examples can score equally well. Sometimes being made aware of good examples can influence your own ideas.

## 1.2 Access Statement

What is an Access Statement? It is a clear, accurate and honest account of the services and facilities that disabled visitors can expect NOW, giving them the choice to be able to select the location that most suits their lifestyle.

NOTE: As a condition of being graded by Visit Wales, all businesses must develop an access statement and describe the levels of accessibility throughout the premises. It should be kept up to date to reflect changes that are made over time, and be available to potential guests. Making the Access Statement available on line is usually a good idea.

For advice on how to write an Access Statement, please visit: [www.visitbritain.org/business-advice/make-your-business-accessible/create-accessibility-guide](http://www.visitbritain.org/business-advice/make-your-business-accessible/create-accessibility-guide)

(Greater detail is provided in the following pages.)

## 1.3 Sustainability and Accessibility

### 1.3.1 Sustainability: Doing Business Even Better

Green tourism and sustainability practices in your business are one and the same thing; it's all about taking small steps that enable you to do business even better, not differently. Small changes will not only save money, improve employee relations, enhance profitability and provide a richer experience for customers but over time you will also improve your business' impact on the local economy, community and environment. 'Going Green' does not have to be a chore and is just as applicable to properties in a city centre as a rural location.

Visit Wales is committed to promoting the adoption of sustainability practices among all tourism businesses. It is our aim to ensure that a sustainable approach is complimentary to improving the overall visitor experience in Wales. Your help is needed in this aspiration.

For further information on how to enhance your business to be more sustainable, please visit [www.visitengland.org/green](http://www.visitengland.org/green) for further information and case studies on the benefits of adopting sustainable practices.

### 1.3.2 Improving your Accessibility

Many people have access needs such as those with hearing and visual impairments, wheelchair users, older and less mobile people and people with pushchairs. The accessible tourism market is growing due to an ageing population.

By making some small adjustments to your facilities, providing information on your accessibility and understanding the needs of disabled people, your business will appeal to a wider range of visitors and attract more business. Demand for accessible accommodation outstrips the current supply. Find out how other tourism businesses are benefitting from this loyal market at [www.visitengland.org/access](http://www.visitengland.org/access)

As service and hospitality are assessed, a stay of one or two nights is needed, depending on the number of facilities and food outlets in the Village.

## 1.4 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.

## 1.5 Guidance Notes For Operators

### 1.5.1 General

Where more than one of any type of facility is provided – shops, recreation and leisure, clubs, bars, etc – each will be assessed individually and

an “average” assessment reflecting the general, overall quality, will be made.

### **Cleanliness**

The cleanliness of all facilities is one of the most important aspects of the scheme. To achieve the highest marks, the assessors will be looking for pristine conditions, although the weather and condition of the site at the time of assessment will be taken into consideration.

Accumulated litter, dust and grime are easily recognised. Particular attention should be paid to areas beneath and behind all fixed equipment, corners and skirting, paint work, windows, ledges, pipes, extractor fans, light fittings, walls and floors. Where an unacceptable standard of cleanliness is found in any area a rating will not be awarded.

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### **1.5.2 Reception**

Reception can range from a purpose built facility to a shared function facility. It may also include “Guest Services” throughout the Village.

If a reception facility is not provided an assessment will still be made on the “Welcome and Efficiency of Service” and “Brochure content and accuracy” aspects only.

### **Cleanliness**

— See Page 5 1.5.1

### **Interior layout and size**

— The assessor will be looking for good quality flooring and furnishings, decoration and interior design. Good circulation space for visitors will be taken into account as will the provision of seating. The reception area should be inviting and pleasing to the eye – the customer’s first impression is very important.

### **Décor and maintenance**

— Must be well maintained and attractive. Again, first impressions are important.

### **Welcome and efficiency of service**

— It is important that attention can be summoned quickly and that service is “given with a smile”. Assistance by showing the customer to the room, chalet or caravan holiday home, and the availability of reception services, will be taken into consideration.

### **Hospitality and Friendliness**

— Levels of courtesy and levels of social interaction and conversation.

### **Brochure content and accuracy**

— Designed to assess the pre-arrival impression customers receive, this aspect may include a test phone call made by the assessor to acquire a brochure and give them the opportunity to follow the map. The time taken to receive the information may be noted as well as how well the brochure reflects the operation and its facilities.

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### **1.5.3 Shops/Salons**

When assessing the shop(s)/salon(s), the assessor will give special consideration to the type and size of operation.

### **Cleanliness**

— See Page 5 1.5.1

### **Interior layout**

— The assessor will be looking for good quality flooring and furnishings, decoration and interior design. Good circulation space for visitors will be taken into account as will the provision of seating. The reception area should be inviting and pleasing to the eye – the customer’s first impression is very important.

### **Décor and maintenance**

— Must be well maintained and attractive to achieve high marks.

### **Fittings and Flooring**

— An assessment will be made of the quality and condition of the fixtures and fittings and flooring, as appropriate to the facility.

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### **1.5.4 Entertainment Rooms**

As with other facilities, where there is more than one entertainment room, an ‘average’ assessment will be made.

### **Cleanliness**

— See Page 5 1.5.1

### **Interior layout**

— The assessor will be looking for sufficient circulation space for the likely number of users, coupled with the quality and convenience of the layout. Plenty of space to move between tables and chairs will be viewed in a more positive light, as will a layout which allows most guests a good view of the stage.

### **Décor and maintenance**

- Must be well maintained and attractive.  
May be more elaborate than other areas.

### **Furniture and Fittings**

- An assessment will be made of the quality, comfort provided and condition and maintenance of the furniture and fittings. This will include tables, seating, bar or servery counters within the entertainment rooms, light fittings and flooring etc.

### **Service and Efficiency**

- An assessment will be made of the quality and standard of service as appropriate to the style of operation. Staff should be competent, efficient and display very good levels of customer care.

### **Hospitality and Friendliness**

- Levels of courtesy and levels of social interaction and conversation.

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## **1.5.5 Licensed Areas**

As with other facilities, where there is more than one licensed area an 'average' assessment will be made.

### **Cleanliness**

- See Page 5 1.5.1

### **Interior layout**

- The assessor will look for quality of decoration, maintenance of walls, floors, seating, tables, bar counters, furnishings and circulation space. Flair, design and layout as well as plants, flowers, pictures etc. carefully selected and positioned will be taken into account.

### **Décor and maintenance**

- Must be well maintained and attractive.

### **Furniture and Fittings**

- An assessment will be made of the quality and comfort provided, condition and maintenance of the furniture and fittings. This will include tables, seating and bar or serving counters.

### **Service and Efficiency**

- An assessment will be made of the quality and standard of service as appropriate to the style of operation. Staff should be competent, efficient and display very good levels of customer care.

### **Hospitality and Friendliness**

- Levels of courtesy and levels of social interaction and conversation.

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## **1.5.6 Restaurants and Food Outlets**

As with other facilities, for all such outlets in this section, an 'average' assessment will be made. However, consideration will be given to the use and importance of the facility in the context of the operation. For example, if there are two facilities in this section, e.g. a large restaurant providing half-board and a small takeaway counter, then the assessment will reflect the greater importance of the restaurant.

### **Cleanliness**

- See Page 5 1.5.1

### **Interior layout**

- The assessor will look for quality of decoration, maintenance of walls, floors, seating, tables and furnishings and circulation space. Flair, design and layout as well as plants, flowers, pictures etc. carefully selected and positioned will be taken into account.

### **Décor and maintenance**

- Must be well maintained and attractive.

### **Furniture and Fittings**

- An assessment will be made of the quality, comfort provided and condition and maintenance of the fixtures and fittings. This will include tables, seating, servery counters, light fittings and flooring etc.

### **Range of Foods**

- The range of foods available and variety provided on menus will be assessed. Style of operation and type of market will be taken into account.

### **Service and Efficiency**

- An assessment will be made of the quality and standard of service as appropriate to the style of the operation. Staff should provide a competent service and have a helpful attitude. A service which is prompt and efficient with high levels of customer care and good technical skills will be viewed positively.

### **Hospitality and Friendliness**

- Levels of courtesy and levels of social interaction and conversation.



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### 1.5.7 Sporting Facilities

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This section includes more formalized facilities whether indoor or outdoor e.g. tennis courts, short mat bowls, badminton and squash courts, crown green bowls etc.

#### Cleanliness

— See Page 5 1.5.1

#### Layout

— The equipment and facility as a whole should be of a size commensurate with the activity and imaginatively designed and positioned. Likely usage in relation to size will also be taken into account.

#### Quality and Maintenance of the Buildings/ Facilities and Maintenance of Equipment

— These aspects form two separate items in the assessment. In both cases the assessor will take into account both the intrinsic quality of the provision as well as how well it has been maintained.

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### 1.5.8 Recreation Facilities

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This section includes less formalized facilities whether indoor or outdoor e.g. amusement arcades, ten pin bowling, pool/snooker rooms, children's play areas and leisure or fun pools.

#### Cleanliness

— See Page 5 1.5.1

#### Layout

— The equipment and facility as a whole should be of a size commensurate with the activity and imaginatively designed and positioned. Likely usage in relation to size will also be taken into account.

#### Quality and Maintenance of the Buildings/ Facilities and Maintenance of Equipment

— These aspects form two separate items in the assessment. In both cases the assessor will take into account both the intrinsic quality of the provision as well as how well it has been maintained.

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### 1.5.9 Site Facilities

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Although their provision is not essential, subject to Health and Safety requirements, each of the following will be assessed when present.

#### Range and Quality of Lighting

— The provision of lighting in the correct relationship to the size, type and location of the operation. It can be discreet, thereby not spoiling the atmosphere, but should be sufficient for safety and security. Large sites with a number of pathways and roads, those which are well-wooded or where accommodation is some distance from the central facilities, will require more lighting than those sites which are small and open. The lack of adequate lighting will have a negative effect on the assessment.

#### Range and Quality of Signs

— Clear, well maintained signs on all facilities and the provision of good directional signs where necessary, will be viewed as positive factors.

#### Quality of Fire-points

— Where provided or required, fire-points and equipment should be effectively designed and well maintained. Clear instructions for use in the event of a fire, and the location of the nearest telephone, will be looked for.

#### Range and Quality of Refuse Facilities

— The assessor will look for clean, well designed and maintained facilities, which are tastefully screened. This applies to any bins or refuse points on the site. The provision and quality of areas for the storage of refuse prior to collection, which should be protected from attack by animals and birds, will also be considered.

#### Public Telephones

— The assessment will reflect the cleanliness, general maintenance, degree of shelter and privacy, lighting, availability and provision of directories and dialing codes. Local emergency numbers for doctor, dentist, hospital etc. should also be displayed by the public telephone.

#### Roads

— The quality and maintenance of roads, including the entrance road are important. Although it is not necessary for them to be surfaced with concrete or tarmac, they should be firm and free from potholes. If speed 'humps' are installed, they must be clearly indicated. Marked disabled parking is required.

## Range and Display of Tourist and Local Information

- Generally the greater the range of tourist and local information on display, the better. This should be well presented, easily accessible and up to date. It is often very useful to have a large scale map of the area on display. Technology can allow the use of Display TV systems.

## Launderette

- The assessment includes all types of clothes washing facilities from washing machines and tumble dryers of commercial quality to machines of a domestic type and/or a simple sink. Laundry sinks should be clearly marked for clothes washing only to avoid dual use with dishwashing. The assessor will consider the circulation space for convenient use of the machines and equipment. Cleanliness will be assessed as well as the quality and maintenance of machines and equipment.

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## 1.5.10 Atmosphere And Ambience

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### Cleanliness of the Site

- All external areas of the site should be clean, and free from litter and animal fouling.

### Landscaping and Layout

- The assessor will look for flair and imagination in planting, as well as the sympathetic location of facilities, accommodation and buildings. Natural features, wood, stone etc. should be used to good advantage. Climatic conditions and location may determine the extent and range of plants and this will be taken into consideration.

### Ground Maintenance

- The assessment will reflect well maintained grassed areas free from bare or rough patches, well trimmed and weed-free car parking areas, hard standings, flower beds and planters. Areas left wild for environmental purposes will be taken into account.

### Building Style and Exterior Maintenance

- The style and appearance of buildings should be sympathetic with surroundings. The exterior appearance and maintenance of buildings, and walls, roofs, gutters, down pipes, paintwork etc. should all be in good condition. Unsightly storage or maintenance compounds, dilapidated buildings, disused machinery or vehicles will all affect the

grading. The exterior of any caravan holiday homes will be assessed here.

### Car parking

- The quality and maintenance of car parking will be taken into account e.g. lined, well surfaced bays. If car parking is away from the accommodation, provision should be made for unloading closer to it.

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## 1.5.11 Touring Facilities (If applicable)

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### Ratio of Toilets and Showers to Pitches

- One of the most frequent complaints from consumers is that of the need to queue for facilities or the inconvenience caused by facilities which are too busy and over used. This aspect will be used to reward the many sites who go beyond providing just the essential number of toilets and showers.

### Interior Layout of Facilities

- This includes shower, toilet and washing facilities. Good ventilation and lighting are important. A light and airy building will generally score higher marks than a dark, poorly ventilated facility. Good circulation space, and the adequacy and temperature of the hot water supply are also important. Showers and toilet cubicles should have adequate space.

### Quality of Fixtures and Fittings

- This includes shower, toilet and washing facilities. An assessment will be made of the quality and range of fixtures and fittings which should include toilet rolls and holders, hooks, mirrors, shelves/tables, ashtrays, refuse bins etc. The assessor will also look for hair-dryers, razor points, hand-drying facilities, and for the provision of individual sanitary disposal facilities in cubicles.

### Quality and Maintenance of Décor, Facilities, Fixtures and Fittings

- This assessment applies to the overall quality and maintenance of the décor, flooring, fixtures and fittings. Recognition will be given to better intrinsic quality as well as for older items which have been maintained to an excellent standard. Items which look worn and/or no longer function to maximum efficiency will not score so well. Floors and walls should have easily cleaned surfaces, e.g. tiles, cement-screened, melamine etc. The quality and condition of toilets, wash basins and tiling are important, and loose or broken seats and taps, poor grouting, badly

laid, cracked or chipped tiles etc. will have a negative effect on the assessment. Flaking paint on walls, ceilings and woodwork, graffiti and other types of vandalism will also detract from the final assessment. Windows and doors should be in good condition, and light fittings and piping free from rust.

### Cleanliness

- See Page 5 1.5.1

### Chemical Disposal Facilities and MVWDP

- The internal and external appearance, cleanliness and maintenance will be assessed. The provision of a ceramic or stainless steel pan/bowl and similar, easily-cleaned surround with a flush system or tap and hose for rinsing, enclosed or under cover, will merit higher marks than a simple drain or man-hole in the open.

### Quality of Electric Hook Ups

- Electric hook-ups and other services to touring pitches, and service connections to caravan holiday homes should be as neat and inconspicuous as possible.

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## 1.6 Accommodation

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### 1.6.1 All Serviced and Self-Catering Accommodation

#### Overall Impressions, Space And Comfort

Relates to the design, layout, space, ventilation, storage etc., the ease of access to cupboards, drawers, use of equipment and moving through passageways.

#### Minimum Entry Requirements

- All living rooms and bedrooms must have at least one window opening into the open air.
- There must be adequate ventilation, reasonable space for movement and easy access to equipment, cupboards, doors and drawers.
- There should be no sign of dampness.

#### Quality Indicators

##### Mark 1 (Acceptable):

- Adequate space with satisfactory layout and sufficient free movement.
- Uncluttered rooms.
- Acceptable environment for guests without disturbing levels of noise, smells, smoke etc.
- Reasonable sound insulation with minimal intrusive noise.

##### Mark 2 (Quite Good) – Mark 4 (Very Good):

- Sufficient space to allow free movement and a good degree of comfort.
- Convenient layout of furniture for practical use.
- Access to both sides of a double bed.

##### Mark 5 (Excellent):

- Ample space to allow free movement and a high degree of comfort. Area available for luggage storage without cluttering the room and obstructing access.
- Easy and convenient use of facilities.
- Generous access to both sides of a double bed.
- Fresh and airy atmosphere.
- Comfortable dining for maximum number.
- Good choice of comfortable easy seating.

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### 1.6.2 Living/Dining/Kitchen Areas (Self-Catering Only)

#### Decorations/Interior Finish

Relates to the quality and condition of wall coverings, tiled areas, paintwork, woodwork etc.

#### Minimum Entry Requirements

- All paintwork, woodwork, wall coverings etc., must be maintained in sound condition.

#### Quality Indicators

##### Mark 1 (Acceptable):

- Functional décor including walls and ceilings; limited co-ordination.

##### Mark 2 (Quite Good) – Mark 4 (Very Good):

- Good quality well maintained décor suitable, durable finishes such as tiling in working areas.
- Splash back important for cooking area.
- Tiling, grouting and sealant in clean condition.
- Minimal marks, splashing or grease or other signs of cooking.
- Use of pictures etc., where appropriate, particularly on plain walls.

##### Mark 5 (Excellent):

- Excellent standard of décor all very well co-ordinated.
- High quality wall coverings and tiling in excellent condition, professional finish to all aspects of decoration.
- Attractive use of pictures, prints and other decorative relief.

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## 1.7 Self-Catering Accommodation

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### 1.7.1 Lighting/Heating

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#### Minimum Entry Requirements Lighting

Relates to the quality, range, type, provision and positioning of main and secondary lighting, the provision and location of power units, light switches etc.

- There must be electric lighting.

#### Heating

Relates to the range, type and suitability of any heating – floor standing, wall or ceiling panels or central heating.

- There should be adequate means of heating taking into account seasonal and geographical variations.

#### Quality Indicators

##### Mark 1 (Acceptable):

- Adequate levels of lighting appropriately positioned for safety.
- Adequate levels of heating for all areas.

##### Mark 2 (Quite Good) – Mark 4 (Very Good):

- Well positioned lights, giving good levels of illumination. May include lighting directly to kitchen work areas.
- Ample natural light.
- Well positioned power sockets.
- Effective levels of heating providing overall uniform temperature, easy to control.

##### Mark 5 (Excellent):

- Excellent levels of illumination for various purposes e.g. reading, cooking. Will include both ceiling and supplementary lighting, which is easily adjustable. May include direct lighting to cooker/hob and work surfaces.
- Good number of power sockets to allow flexibility.
- Well fitted central heating to all rooms. High levels heat provided, allowing for flexibility and comfort.
- Double-glazing to conserve heat.

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### 1.7.2 Fixtures, Furniture, Soft Furnishings and Fittings

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#### Living/dining areas

Relates to quality, appearance, condition, arrangement and size etc of all fitments e.g. heaters, TV's etc, and all furnishings e.g. easy seating and upholstery, dining tables and seating, cupboards, shelves, cushions, curtains, blinds. Light and window fittings are also taken into account.

#### Minimum Entry Requirements

- All windows must be equipped with opaque curtains or blinds including doors in caravan holiday homes where some sleeping space is in the lounge area.
- Adequate dining table and seating facilities for the maximum number of occupants.
- Easy chairs and/or sofa seats should be provided sufficient for the maximum of advertised occupants.

#### Kitchen area

Relates to quality, range and condition of work surfaces, cupboards, kitchen units, sinks, curtains and/or blinds, washing up bowls, drainers, ironing boards, cleaning equipment etc.

#### Minimum Entry Requirements

- All windows must be equipped with opaque curtains or blinds.
- Must have a sink equipped with a draining board, dish-drying rack, hot running water and cold drinking water supply.

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### 1.7.3 Fixtures, Furniture, Soft Furnishings and Fittings (Public Areas)

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#### Minimum Entry Requirements

- Must have at least one hygienic working surface and storage space suitable for food.
- The Regulatory Reform Fire Safety Order 2005 requires each property/business to have a fire risk assessment carried out by the owner/responsible person with subsequent action taken as appropriate to remove and reduce the risk. After such an assessment, it may well be decided to install fire fighting equipment, but this is a decision that is made independently of Visit Wales.

#### Quality Indicators

##### Mark 1 (Acceptable):

- A sparing but adequate provision of furniture, furnishings and fittings, in terms of quality and quantity.

- Limited co-ordination.
- Curtains of sufficient width and length to cover windows.
- Storage space provided where sleeping in lounge advertised.
- Sufficient storage and work surfaces for ease of use, all should be in sound, acceptable condition.

**Mark 2 (Quite Good) – Mark 4 (Very Good):**

- Good quality furniture.
- Greater range of sofas and/or armchairs with sprung bases. Greater range.
- Good use of co-ordination.
- Substantial lined curtains at all windows.
- Easy access to all storage areas and durable surfaces.
- Well fitted units.

**Mark 5 (Excellent):**

- High quality furniture with a high degree of comfort.
- Spacious dining facility for the maximum number of people.
- Plush soft fabrics, plenty of drape, may have interlining and tie backs.
- Excellent co-ordination of furniture and fabrics.
- High quality fitted units with plenty of work surface and storage.

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**1.7.4 Flooring**

Relates to the quality, type and condition of carpeting, rugs, vinyl covering, wooden flooring etc. Consider the suitability of the floor covering in the kitchen area.

**Minimum Entry Requirements**

- All bathrooms must have suitable floor finishes or coverings.

**Quality Indicators**

**Mark 1 (Acceptable):**

- Well fitted functional and durable flooring. Some consideration given to practicality and hygiene.

**Mark 2 (Quite Good) – Mark 4 (Very Good):**

- Good quality flooring in sound condition and comfortable under foot.

**Mark 5 (Excellent):**

- High quality flooring, in excellent condition with obvious attention to hygiene and safety aspects.

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**1.7.5 Crockery, Cutlery and Equipment**

Relates to the quality, range and condition of crockery, cutlery and glassware, range and condition of saucepans, cooking pots and cooking/food preparation utensils.

Relates to the quality, range and condition of all gas and/or electrical equipment in the kitchen.

**Minimum Entry Requirements**

- Cooker with oven and grill and at least three boiling rings (2 if only for 2 guests).
- Fridge with ice making compartment.
- There must be an adequate supply of crockery, cutlery and glasses for maximum number of occupants.

**Quality Indicators**

**Mark 1 (Acceptable):**

- More than ample supply for the number of guests.
- Cutlery, although may be lightweight, all matching.
- Crockery although may be of heavier, practical quality, all the same pattern.
- Small range of glasses e.g. tumblers.
- Acceptable range of sizes of pans. Handles all secure and well fitting lids.
- May have wide range of utensils, but not all of matching design.
- Limited range of equipment. Some items may be older but all should be in sound acceptable condition.

**Mark 2 (Quite Good) – Mark 4 (Very Good):**

- More than ample supply for the number of guests.
- Heavier style of cutlery.
- Crockery of good quality, durable and matching in style Should not be chipped or stained.
- Pans in a range of sizes, all of good solid weight.
- No old plastic utensils which are misshapen.
- Good range of knives, wooden spoons, etc.
- Equipment all in good order and very well maintained, e.g. items free from signs of rust and major damage.
- Good size ice box on fridge.

**Mark 5 (Excellent):**

- Ironing board unless in laundry. Numbers of each item well in excess of the likely number of occupants.
- Highest quality stainless steel cutlery.

- Matching high quality crockery eg. hotel ware, to include side plates, main plates, soup bowls etc.
- Well matched high glassware in a range of sizes.
- All cookware of the highest quality standard.
- Wide range of additional items, all co-ordinated. Range of items suitable for microwave where appropriate.
- Highest standard of equipment throughout.
- Wider range of excellent quality items including fridge/freezer, dishwasher etc.

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### 1.7.6 Cleanliness

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#### Minimum Entry Requirements

- Properties, furnishings and equipment must be thoroughly cleaned throughout between each let.

#### Quality Indicators

##### Mark 1 (Acceptable):

- All surfaces and equipment clean and free from dust.
- All carpets vacuumed and floors cleaned.

##### Mark 2 (Quite Good) – Mark 4 (Very Good):

- Evidence of attention to detail, particularly high and low level.
- Clean and fresh surfaces. All areas smelling fresh and clean for guests arrival.
- Particular attention given to cooker, fridge and inside of cupboards, crockery, cutlery and utensils.

##### Mark 5 (Excellent):

- Exceptional high level of cleanliness.
- Gleaming surfaces, no scratches or marks.
- Evidence of thorough cleaning and a high level attention to detail.
- Spotless flooring and kitchen equipment, including cooker and fridge.
- Particular attention given to vents or extractors.

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### 1.7.7 Inventory Of Equipment For Self-Catering Accommodation (Caravan Holiday Homes Chalets, Apartments)

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Layout of the facility, customer flow, ease of access to machines and equipment. Provision for customers comfort while using the facility.

#### Per Person

- Cereal/Soup Bowl
- Coat hangers

- Egg Cup
- Fork (table and dessert)
- Knife (table and side)
- Mug
- Plate (large and small)
- Spoon (dessert and tea)
- Tea Cup and Saucer
- Tumbler

#### Per Bed

- 2/3 blankets or 1 duvet and cover and 1 pillow (For winter lettings, or letting very early or late in the season the scale of bedding to be increased and adequate heating provided).

#### 2 Per Holiday Home/Chalet

- Ash trays (where smoking permitted)
- Duster
- Table spoons

#### 1 Per Caravan Holiday Home/Chalet/ Apartment

- Bread Container/bin
- Bread Knife
- Bread/chopping board
- Butter dish
- Carving knife and fork
- Casserole dish
- Colander
- Condiment Set (2 piece)
- Corkscrew/bottle opener
- Fish slice
- Floor Cloth
- Frying pan
- Grater
- Kettle
- Kitchen Scissors
- Ladle
- Milk jug
- Mixing bowl or basin
- Oven roasting tray
- Plastic/wooden spoon
- Potato masher
- Potato Peeler
- Saucepans and lids (large, med, small)
- Sharp Vegetable Knife
- Sugar bowl
- Broom
- Bucket
- Carpet sweeper or vacuum available
- Cleaning agents (washing up liquid etc.)
- Covered bin or open bin and sanitary bags in the bathroom
- Covered refuse kitchen bin

- Doormat
- Dustpan and brush
- Measuring jug
- Mirror
- Pan Scourer/dish mop
- Smoke alarm(s)
- Teapot
- Toilet brush and holder
- Toilet roll and holder
- Tray
- Tin Opener
- Washing up bowl
- Water jug
- Whisk
- Fire extinguisher (or fire fighting equipment as determined by risk assessment)

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### 1.7.8 Bedrooms – All Serviced And Self-Catering

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#### Decoration/Interior Finish

Relates to the quality and condition of wall coverings, ceilings, paintwork, woodwork etc.

#### Minimum entry requirements

- All the above must be in sound condition.

#### Quality Indicators

##### Mark 1 (Acceptable):

- Functional décor and limited co-ordination.

##### Mark 2 (Quite Good) – Mark 4 (Very Good):

- Good quality well maintained décor, free from marking.
- Well finished, good quality wall coverings. Wall and ceiling coverings well applied.
- Use of pictures etc., where appropriate, particularly on plain walls.

##### Mark 5 (Excellent):

- Excellent décor with high attention to detail.
- High quality wall coverings with professional finish to all aspects of decoration.
- Attractive use of pictures, prints and other decorative relief.

#### Lighting/Heating

##### Lighting

Relates to quality, range, type, provision, appearance and positioning of main and secondary lighting, provision and location of power points, lighting switches etc.

#### Minimum entry requirements

- All bedrooms must be adequately lit with electric lighting.

#### Heating

Relates to the range, type and quality of heating.

#### Minimum entry requirements

- There should be adequate means of heating each bedroom at all times, taking into account seasonal and geographical variations.

#### Quality Indicators

##### Mark 1 (Acceptable):

- Lights with appropriate shades of adequate quality for the style, size and shape of the bedroom.
- Adequate natural light.
- In caravan holiday homes heating may be borrowed from living areas, but nevertheless must be adequate. May include free standing heaters, but consideration must be given to safety.

##### Mark 2 (Quite Good) – Mark 4 (Very Good):

- Well positioned lights giving good levels of illumination for reading etc.
- Ample natural light.
- Well-positioned power points.
- Good level heating throughout with some degree of thermostatic control.

##### Mark 5 (Excellent):

- Variety of quality lights, well positioned and suitable for all purposes.
- Controls giving variable levels of light as appropriate.
- Excellent natural light.
- Good number of power sockets to allow flexibility.
- Effective levels of heating providing overall uniform temperature, and controllable by the guests.

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### 1.7.9 Furniture, Soft Furnishings And Fittings

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Relates to the quality, appearance, arrangement, size and condition of all fitments including heaters, light fittings, mirrors etc and all furnishings e.g. upholstery, curtains, blinds etc.

#### Minimum entry requirements

- All windows must be equipped with opaque curtains or blinds.
- In at least one adult bedroom a dressing table or equivalent with a mirror and a wardrobe or hanging space must be provided.
- Adequate drawer space in each unit and at least one adult double or twin room must be provided. Adequate shelf space is an acceptable alternative to drawers.

## Quality Indicators

### Mark 1 (Acceptable):

- A sparing but adequate provision of furniture furnishings and fittings in terms of quality and range, limited co-ordination.
- Adequate drawer or shelf space.
- All window coverings properly fitted.

### Mark 2 (Quite Good) – Mark 4 (Very Good):

- Good quality fittings, in a sound and useable condition.
- Size and amount of furnishings in proportion to the space available.
- Good use of co-ordination.
- Good drawer/shelf space.
- Substantial curtains with sufficient length and width to amply cover the windows.
- Good quality light fittings with appropriate shades.

### Mark 5 (Excellent):

- Excellent quality, modern furniture of sound construction, as well as very good shelf space. There should be very good storage i.e. for luggage.
- Excellent co-ordination of furniture and plush soft furnishings of high intrinsic quality.
- Window coverings denoting a degree of luxury, may have pelmets and tie backs.
- Quality linings fitted.
- Light fittings of the highest quality.

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## 1.7.10 Floor Coverings

Relates to the quality, type and condition of carpeting, rugs, vinyl covering, wooden flooring etc.

### Minimum entry requirements

- All rooms must have suitable floor finished or coverings. Except where there is fitted carpeting, there must be non-slip rugs beside beds.

## Quality Indicators

### Mark 1 (Acceptable):

- Adequate comfort to flooring, all in clean and functional order and free from wear and tear.

### Mark 2 (Quite Good) – Mark 4 (Very Good):

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

### Mark 5 (Excellent):

- Professionally fitted, high quality flooring in excellent condition.

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## 1.7.11 Beds And Bedding

Relates to the quality and condition of beds, mattresses, headboards, bedding, linen etc.

### Minimum entry requirements

- All beds and mattresses to be in a sound condition with sufficient bedding, if provided. All mattresses must be of sprung or foam or similar quality.
- Where linen is provided it must be changed on each change of occupier and as appropriate during first two weeks or more. **Nylon sheets are not acceptable.**
- Minimum bed sizes:

Adult, single or child size	6'x2"
Adult double	6'x4"
- There will normally be at least one adult bedroom without bunk beds. Where sleeping accommodation is all in bunk beds, this must be stated in all advertising and written details sent to prospective guests.
- Where sleeping accommodation includes the occasional use of bed settees in the lounge area, this must be clearly stated in the brochure and/or written booking information.

## Quality Indicators

### Mark 1 (Acceptable):

- Acceptable quality bed and mattress. Plastic or rubber mattress protectors tolerated but not encouraged on adult beds.
- Adequately presented beds with clean linen where provided and bed covers in good repair.
- Adequate range of bedding, including sufficient blankets/duvet. If additional bedding is provided, it should be clean and fresh, preferably wrapped.
- All the above requirements would equally apply to supplementary sleeping such as sofa beds.

### Mark 2 (Quite Good) – Mark 4 (Very Good):

- Good quality comfortable bed, firm mattress and sound base. Better quality mattress protectors.
- Well presented beds, with ample, good quality, freshly laundered, co-ordinated linen and bedding.
- Extra pillow and bedding available.

### Mark 5 (Excellent):

- Excellent quality bed, eg. sprung base and mattress; clean head-board offering a high degree of comfort. High quality mattress protectors.



- Co-ordinated 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.
- All of a high quality and co-ordinated with bedroom décor and other soft furnishings.
- Bed size above the basic minimum.
- Allergy-free pillows available.
- High standard of overall presentation.

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### 1.7.12 Cleanliness

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#### Quality Indicators

##### Mark 1 (Acceptable):

- All surfaces clean and free from dust. All areas smelling fresh and clean.
- All carpets vacuumed and clean.
- No evidence of mildew or marks to curtains or windows.

##### Mark 2 (Quite Good) – Mark 4 (Very Good):

- Attention to detail evident including drawers and wardrobes checked.
- Particular attention to areas at a high and low level e.g. window areas and under beds.

##### Mark 5 (Excellent):

- Exceptional high standards of cleanliness.
- All areas cleaned daily in serviced accommodation.
- Gleaming surfaces – evidence of thorough cleaning and a high level of attention to detail.

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### 1.7.13 Bathrooms And Wc's – All Serviced And Self-Catering

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#### Decoration/Interior Finish

Relates to the quality and condition of wall coverings, ceilings, tiled areas, paintwork, woodwork etc.

##### Minimum entry requirements

- All must be maintained in sound condition.

#### Quality Indicators

##### Mark 1 (Acceptable):

- Functional décor in good order.
- Tiling to be in sound condition.

##### Mark 2 (Quite Good) – Mark 4 (Very Good):

- Well maintained, practical décor. Wall and ceiling covering well applied. All in good condition. Sealant and grouting to be clean.

##### Mark 5 (Excellent):

- Excellent interior design. Professional finish to all aspects of decoration.
- High quality décor, with sealant and grouting in excellent condition.
- Attractive use of decorative enhancements, where appropriate.

#### Lighting/Heating

##### Lighting

Relates to the quality, range, type, provision appearance and positioning of main and secondary lighting, the provision and the location of light switches etc.

##### Minimum entry requirements

- Bathrooms/shower rooms and WC's must be adequately lit by electric lighting.
- Razor point or adaptor by mirror in bathroom or bedroom.

##### Heating

Relates to the range, type and quality of heating.

##### Minimum entry requirements

- There must be an adequate means of heating available at all times, taking into account seasonal and geographical variations.

#### Quality Indicators

##### Mark 1 (Acceptable):

- Adequate covered lighting for practical use and appropriately positioned.
- Adequate heating for size of room.
- Effective ventilation.

##### Mark 2 (Quite Good) – Mark 4 (Very Good):

- Well positioned lighting, giving good levels of illumination e.g. over mirrors and in showers.
- Towel rail or panel heater in main bathroom.

##### Mark 5 (Excellent):

- Excellent illumination levels in all areas.
- Heating provided in both shared and en-suite bathrooms.

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### 1.7.14 Fixtures And Fittings

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Relates to quality, appearance, condition, and ease of use etc of all fittings e.g. heaters, light fittings, mirrors etc and all furnishings e.g. curtains, blinds, etc.

##### Minimum entry requirements

- There must be a means of providing hot water at all times.
- Opening window and/or adequate means of ventilation.

- All windows must be equipped with opaque curtains or blinds.
- All accommodation must have at least one bathroom equipped with bath and/or shower, towel rail, WC's, toilet roll and holder and washbasin with mirror adjacent.
- Where not en-suite a lock or bolt must be provided to bathroom and WC doors.
- Surface of shower and/or bath base to be non slip or non slip bathmat to be provided.

#### Quality Indicators

##### Mark 1 (Acceptable):

- Fittings of an acceptable quality.
- Adequate water pressure and satisfactory drainage.
- Correctly fitted, appropriate window covering.
- Adequate shelf space for guest belongings.

##### Mark 2 (Quite Good) – Mark 4 (Very Good):

- Solid, matching, good quality and well fitted appliances.
- Co-ordinated sanitary ware.
- Shaver point close to a mirror, if not in bedroom.
- Good shelf space for guest belongings.
- Light fittings of the highest quality with appropriate shades.

##### Mark 5 (Excellent):

- Provision of bath and/or shower, with high quality fixtures and fittings, e.g. larger baths, shower cubicles or shower screens. Full size washbasin. Easy to use appliances.
- Use of ceramic sanitary ware rather than plastic.
- High quality and well fitted window covering with ample drape and width.
- Ample and convenient shelf space for guest belongings.
- Fittings of the highest quality including switches and pull cords.

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#### 1.7.15 Flooring

Relates to the quality, type and condition of carpeting, rugs, vinyl covering, wooden flooring etc.

##### Minimum entry requirements

- All bathrooms must have suitable floor finishes or coverings.

#### Quality Indicators

##### Mark 1 (Acceptable):

- Correctly fitted flooring. Flooring in sound condition, practical, non-slip.

##### Mark 2 (Quite Good) – Mark 4 (Very Good):

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

##### Mark 5 (Excellent):

- Professionally fitted, high quality flooring, in excellent condition.

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#### 1.7.16 Cleanliness

##### Mark 1 (Acceptable):

- All surfaces clean and free from smears.
- Carpet/flooring clean and fresh.

##### Mark 2 (Quite Good) – Mark 4 (Very Good):

- Evidence of attention to detail including areas behind toilets etc.
- Flooring spotlessly clean, shower curtains free from discolouration.

##### Mark 5 (Excellent):

- Evidence of highest standards of housekeeping.
- Equipment and tiled wall surfaces, shining and fresh.
- High level of attention to detail, especially extractor fans.

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## 1.8 Public Areas (Serviced Only)

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### 1.8.1 Decoration/Interior Finish

Relates to the quality and condition of wall coverings, tiled areas paintwork, woodwork etc.

#### Minimum Entry Requirements

- All paintwork, woodwork, wall coverings etc., must be maintained in sound condition.

#### Quality Indicators

##### Mark 1 (Acceptable):

- Functional décor including walls and ceilings; limited co-ordination.

##### Mark 2 (Quite Good) – Mark 4 (Very Good):

- Pleasing interior, with evidence of co-ordinated design.
- Well finished, good quality wall coverings.
- Use of pictures etc., where appropriate, particularly on plain walls.

### **Mark 5 (Excellent):**

- Excellent standard of décor all very well co-ordinated.
- High quality wall coverings and tiling in excellent condition, professional finish to all aspects of decoration.
- Attractive use of pictures, prints and other decorative relief.

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## **1.8.2 Lighting/Heating**

### **Lighting**

Relates to the quality, range, type, provision appearance positioning of main and secondary lighting, the provision and the location of power units, light switches etc.

### **Minimum Entry Requirements**

- There must be electric lighting.

### **Heating**

Relates to the range, type and suitability of any heating – floor standing, wall or ceiling panels or central heating.

### **Minimum Entry Requirements**

- There must be an adequate means of heating available at all times, taking into account seasonal and geographical variations.

### **Quality Indicators**

#### **Mark 1 (Acceptable):**

- Adequate levels of covered lighting appropriately positioned.
- Adequate levels of heating for all areas.

#### **Mark 2 (Quite Good) – Mark 4 (Very Good):**

- Well positioned lights, giving good levels of illumination and creating ambience. Easy to use means of controlling lights.
- Particularly well lit stairs, landings and corridors.
- Ample natural light.
- Effective levels of heating providing overall uniform temperature with thermostatic controls.

#### **Mark 5 (Excellent):**

- Well positioned, good quality lights giving good levels of illumination for various purposes e.g. reading, eating. Will include both ceiling and supplementary lighting, which is easily adjustable. May include direct lighting to dining tables if appropriate.
- Excellent levels of heat provided allowing for flexibility and comfort.
- Double-glazing to conserve heating.

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## **1.8.3 Fixtures, Furniture, Soft Furnishings And Fittings**

### **Living/dining areas**

Relates to quality, appearance, condition, arrangement, size etc of all fittings e.g. heaters, TV's etc, and all furnishings e.g. easy seating and upholstery, dining tables and seating, cupboards, shelves, cushions, curtains, blinds. Light and window fittings are also taken into account.

### **Minimum Entry Requirements**

- All windows must be equipped with opaque curtains or blinds.
- Adequate dining facilities for the maximum number of guests.
- Easy chairs and/or sofa seats should be provided sufficient for the maximum of advertised occupants in lounge and/or bar.

### **Quality Indicators**

#### **Mark 1 (Acceptable):**

- May be limited provision of furniture, furnishings and fittings, in terms of quality and quantity.
- Limited co-ordination. Curtains of sufficient width and length to cover windows.

#### **Mark 2 (Quite Good) – Mark 4 (Very Good):**

- Good quality furniture. Greater range of sofas and/or armchairs with sprung bases.
- Good use of co-ordination. Substantial lined curtains at all windows.
- Good quality light fittings with appropriate shades.

#### **Mark 5 (Excellent):**

- High quality furniture. High degree of comfort. Spacious dining and bar facilities for the maximum number of people.
- Excellent co-ordination of furniture and fabrics.
- Light fittings of the highest quality.

---

## **1.8.4 Flooring**

Relates to the quality, type and condition of carpeting, rugs, vinyl covering, wooden flooring etc. Consider the suitability of the floor covering with accessibility in mind.

### **Quality Indicators**

#### **Mark 1 (Acceptable):**

- Correctly fitted flooring.
- Practical non-slip.

### **Mark 2 (Quite Good) – Mark 4 (Very Good):**

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

### **Mark 5 (Excellent):**

- Professionally fitted, high quality flooring, in excellent condition.

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## **1.8.5 Cleanliness**

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### **Minimum Entry Requirements**

- Furnishings and equipment must be thoroughly cleaned throughout between each let.

### **Quality Indicators**

#### **Mark 1 (Acceptable):**

- All surfaces and equipment clean and free from dust.
- All carpets vacuumed and floors cleaned.
- Evidence of attention to detail, particularly high and low level.

#### **Mark 2 (Quite Good) – Mark 4 (Very Good):**

- Clean and fresh surfaces or marks.
- All areas smelling fresh and clean for guests arrival.
- Exceptional high level of cleanliness.

#### **Mark 5 (Excellent):**

- Gleaming surfaces, no scratches.
- Evidence of thorough cleaning and a high level of attention to detail.

## **2.0 Code Of Conduct**

The proprietor/management is required to undertake and observe the following Code of Conduct:

- To have Public Liability insurance or a comparable arrangement and to comply with all applicable planning, safety and other statutory obligations in force.
- To maintain acceptable standards of guest care and service appropriate to the type of establishment.
- The business must achieve a high standard of cleanliness which must be consistent throughout all areas of the property.
- To accurately describe in any advertisement, brochure or other printed or digital marketing content/media the facilities and services provided.
- To make clear to guests exactly what is included in all processes and procedures quoted including taxes and any other

surcharges. Details of charges for additional services/facilities must also be made clear at time of booking.

- To give a clear statement of policy on cancellations to guests at the time of booking i.e. by telephone, 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, entry fees and other services.
- To advise guests 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 guests on request details of payments due and a receipt, if required.
- To deal promptly and courteously with all enquiries, requests, bookings and correspondence from guests.
- Ensure complaint handling procedures are in place and that complaints received are investigated promptly and courteously and that the outcome is communicated to the guests.
- To give due consideration to the individual requirements of guests with disabilities and to make suitable provision where applicable.

## **3.0 Conditions for Participation**

Establishments participating in Visit Wales schemes are required to:

- Observe the Visit Wales Code of Conduct.
- To allow a representative from or on behalf of Visit Wales to have reasonable access to the business, on request, to ascertain that the requirements of "Assessed" status and "Code of Conduct" are being fully observed.
- Provide an access statement/accessibility guide.
- All businesses must meet their Statutory Obligations.
- Any business offering accommodation to Department for Work and Pensions residents or operating as a refuge hostel cannot participate in the scheme.

## 4.0 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.

## 5.0 Signage

Signage, Certificates and Electronic Logos.  
Where an establishment, for whatever reason, ceases to participate in the Visit Wales Quality grading scheme applicable to their type of business, then all relevant display signs/ certificates and Visit Wales associated logos and text on printed material must be removed immediately. Failure to observe these conditions will result in the establishment becoming ineligible to display or use the Visit Wales endorsement in anyway whatsoever.

## 6.0 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 03000 622418 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  
Aberystwyth  
Ceredigion, SY23 3UR

Tel enquiries: 03000 622418

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E-mail: [quality.tourism@gov.wales](mailto:quality.tourism@gov.wales)