



Visit
Wales

**A Guide to the
Self-Catering
Accommodation
Star Grading Scheme**



Llywodraeth Cymru
Welsh Government

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1 Welcome to the Visit Wales Quality Assurance Standards

Since 2006 Visit England, Visit Scotland and Visit Wales have worked together with the support of the Government to implement a Common Standards for assessing the quality of tourist self catering properties. The existing partners have now been joined by the Northern Ireland Tourist Board and the AA.

Visit Wales will now use these common standard requirements to determine the Star rating for your property.

Improving quality standards

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

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

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

The benefits

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

By joining, you get promotional opportunities such as:

- Listing on **www.visitwales.com** web site, as well as access to Visit Wales publications and marketing campaigns.
- Detailed assessment debrief and follow up report from experienced Quality Assessors*.
- Entry into the Tourist Information Centre network*.
- Display certificate showing your Star rating.
- Signs if you want them.
- Regular communication from Visit Wales.

* Different arrangements may apply if you let your property via an Agent – please check with him/her.

2 How to use this guide

We want this book to give you a good idea of what's involved in a Visit Wales Star grading of a self-catering property. We start by explaining briefly what grading is and then go into some detail about the procedure we go through to arrive at a final Star rating for your property (Page 3-5).

Having explained the steps, we provide a reference grid (Pages 6-9) that gives you a snapshot of the scores and facilities expected at each Star grading level.

The visit our Quality Assessor carries out also involves checking that the necessary facilities required by each Star grade is present, the details can be found from page 38 onwards.

Complying with the Visit Wales Code of Conduct is a necessary part of having a Star rating, and we list the details here for you on page 50.

We want you to be completely happy with the whole process of quality assessment, but if you are not, on page 52 we tell you what you should do.

So...

3 What is Visit Wales Star Quality Grading?

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

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

Terminology

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

4 How does Quality Grading work?

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

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

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

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

Step 1

The visit begins with our Quality Assessor (QA) carrying out an objective, qualitative assessment of every aspect of your property, starting with the exterior of the building, including the grounds and any parking, before assessing the entire interior.

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

- Excellent to Exceptional quality – 5 points
- Very Good to Excellent quality – 4 points
- Good to Very Good quality – 3 points
- Fair to Good quality – 2 points
- Acceptable quality – 1 point

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

Star Rating	Overall % required	Cleanliness* must be at least
1 Star	34 – 47	40%
2 Star	48 – 59	50%
3 Star	60 – 74	65%
4 Star	75 – 86	80%
5 Star	87 – 100	90%

* See Step 2 for explanation.

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

Step 2

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

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

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

The key areas are

- Cleanliness
- Living and Dining Areas
- Bedrooms
- Bathrooms
- Kitchens

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

The same process applies to all levels.

If the individual quality score for any of these five areas falls below the overall grade indicated at Step 1 then the final grade awarded will be lowered accordingly. For example, following the previous example, if the Bathrooms achieved a score of 62% only, then this would mean the property as a whole could only achieve 3 Stars.

Step 3

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

5 Exemptions

Visit Wales is aware that there are a small minority of types of buildings that simply cannot provide all facility requirements by virtue of their size or because they are “listed”. Under such circumstances, a certain amount of flexibility will be allowed, as long as the quality of the Star grade sought is provided and all sectional qualifier requirements are met. All dispensations will have to be agreed by the S R G Working Group which represents the organisations who operate the Common Standards. With any dispensations the missing facility must be clearly advertised in all media. Any serious consumer complaints will bring the dispensation under review. Your Quality Assessor will be happy to advise.

Once all three steps are complete, the property will have its own Star rating!

6 Quick Reference Grid To Star Rating*

Star	Minimum Overall Score	Minimum quality score on Cleanliness	Description of Quality	Key Facilities Required
1	34%	40%	Acceptable overall quality where everything is of a satisfactory standard. Everything must be safe, clean, in full working order, not needing immediate repair.	Please see Section on “Facilities Standards Applicable to all Star Rating Levels” for full details of minimum entry requirements.
2	48%	50%	Fair to Good quality overall. Items may be limited in range but offer a good standard of cleanliness and be in good working order.	All requirements of 1 Star as well as: <ul style="list-style-type: none"> • No more than one non-self contained** unit per floor. • Full size beds for adults.
3	60%	65%	Good to Very Good quality. At this grade while there could be some evidence of wear and tear, generally all facilities and decoration will be well maintained.	All requirements for 1 and 2 Stars as well as: <ul style="list-style-type: none"> • Bed linen available with or without extra charge. • Bedside table and light for each occupant (light required for each bunk bed occupant but table or shelf only required for bottom bunk bed). • Shower is required if more than 6 persons accommodated.

Star	Minimum Overall Score	Minimum quality score on Cleanliness	Description of Quality	Key Facilities Required
3	60%	65%	Good to Very Good quality. At this grade while there could be some evidence of wear and tear, generally all facilities and decoration will be well maintained.	<ul style="list-style-type: none"> • Double beds must have access from both sides. (A dispensation may be sought at the 3 star level where double beds are in awkward shaped rooms and the overall quality of the bedroom is to a 3 star standard. Dispensations will not be given where double beds have been placed in 'single' rooms in order to increase occupancy.) • Non-self contained** units where there is only one unit and guests have sole use of upper floor acceptable up to 3 Star level.
4	75%	80%	Very Good to Excellent quality with no obvious signs of wear and tear in the facilities provided.	<p>All requirements for 1, 2 and 3 Stars as well as:</p> <ul style="list-style-type: none"> • All units must be totally self contained. • Extra WC and washbasin if unit sleeps more than 6 persons. Bathroom ratio of 1:8 guests to be maintained. • Towels to be available with or without extra charge. • Access to freezer, ratio of 1:5 guests on multi unit sites. • Access to washing machine. E.g. laundry room or owner's own machine. • All advertised sleeping spaces to be in bedrooms only (exception for gallery bedrooms in 2 person unit). • Bed linen available and beds made up for guests. • Each occupant to have use of an easy chair within the main lounge(s).

Star	Minimum Overall Score	Minimum quality score on Cleanliness	Description of Quality	Key Facilities Required
5	87%	90%	Excellent to Exceptional quality. The overall standard internally and externally will be very high, together with excellent standards of management.	<p>All the requirements of 1, 2, 3, and 4 Stars as well as:</p> <ul style="list-style-type: none"> • Bath and shower available in main bathroom (an exception may be made for level entry showers, where properties have been adapted for wheelchair use). Dispensations can now also be given for the lack of a bath when an overall high percentage at the 5 star level is achieved within a property and all other key sections are of high 5 star quality. It will be expected that where there is no bath that, for example only, a large cubicle with high quality drench shower with hand shower is in situ. • Extra bath or shower, WC and washbasin, if more than 6 accommodated. Ratio to be maintained, e.g. 12 guests need two bath or shower rooms with WC and basin (one may be en-suite). We recommend that operators should be working towards a ratio of 1:4 wherever possible. • Towels provided and included in hire cost.

Star	Minimum Overall Score	Minimum quality score on Cleanliness	Description of Quality	Key Facilities Required
5	87%	90%	Excellent to Exceptional quality. The overall standard internally and externally will be very high, together with excellent standards of management.	<ul style="list-style-type: none"> • All advertised sleeping spaces to be in bedrooms only, full size beds for all except for temporarily installed children's beds. • Freezer within the property. • Dishwasher provided within the property • Washing machine. provided where space allows – otherwise washing machine available 24 hrs (not owner's own machine). • Visit Wales requires that at least 2 of the following 15 items listed below are in the unit and owners should be working to provide at least 5 of these. This list is not exhaustive and other items may be considered, if they are deemed 'special'.) Tumble dryer, Telephone, DVD/(Video), Sound/music system, Docking station, Games consoles, Internet access/Wi-fi, PC/laptop and possibly printer for guests' use, Sauna (in unit), Spa bath, Hot Tub (not shared), Outdoor cooking facility, Additional TVs in some/all bedrooms, Extensive library/ local reference material, Binoculars/telescope

*N.B This table is for general guidance only and should not be used in isolation from the description of the grading process as described on pages 4 to 5. ** For definition of self contained, see page 43.

7 Guidance on quality expected for achieving a specific Star Rating

Quality Grading

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

The sections in this part of the guide follow the order of the grading form and it tells you about what the Quality Assessor marks under each item on the form. It provides you with an indication of what is expected at the various levels of quality (level 1 equates to the minimum level, i.e. acceptable quality, level 5 – Excellent to Exceptional quality), as it applies to that aspect of the property. It should help you to understand what guides our Quality Assessor to give a particular score.

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

Advice

At the end of some sections, you'll see a paragraph is included, giving overall advice on that aspect of the property. Its purpose is to offer suggestions on how quality can be improved and enhanced, to help you either achieve or maintain a rating, but following it will not in itself guarantee a higher quality grade. Our Quality Assessors can if necessary, offer further advice, specific to your own property either during your grading inspection or in the follow-up report. The Quality Assessors are trained to not consider their personal tastes in style or design.

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

1 Exterior	<ul style="list-style-type: none"> • Appearance of buildings. • Grounds, gardens and parking. • Environment and setting.
2 Cleanliness	<ul style="list-style-type: none"> • Living and Dining areas (including hallways, stairs and corridors). • Bedrooms. • Bathrooms. • Kitchen.
3 Management efficiency	<ul style="list-style-type: none"> • Pre- arrival guest information including brochure. • Welcome and arrival procedure. • In-unit guest information and personal touches.
4 Living and Dining areas (including hallways, stairs and corridors)	<ul style="list-style-type: none"> • Decoration. • Flooring. • Furniture, furnishings & fittings. • Lighting and heating. • Space, comfort & ease of use.
5 Bedrooms	<ul style="list-style-type: none"> • Decoration. • Flooring. • Furniture, furnishings & fittings. • Lighting and heating. • Beds. • Bedding and linen. • Space, comfort & ease of use.
6 Bathrooms & WCs	<ul style="list-style-type: none"> • Decoration. • Flooring. • Fixtures, fittings, sanitary ware. • Lighting, heating & ventilation. • Space, comfort & ease of use.
7 Kitchen	<ul style="list-style-type: none"> • Decoration. • Flooring. • Fittings & furniture. • Lighting, heating & ventilation. • Electrical equipment. • Crockery, cutlery & glassware. • Kitchenware, pans & utensils. • Space, comfort & ease of use.

8 Additional Facilities*	<ul style="list-style-type: none"> • Laundry. • Recreation. • Reception, shop, bar, restaurant.
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* It is not a requirement of the Visit Wales Star grading scheme that any facilities in this section be provided, but, if they are offered to guests, then they will form part of the grading assessment. There will be no penalty for non-provision.

A guide to “Quality Indicators” Levels

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

7.1 Exterior

Appearance of Buildings

The décor, maintenance and repair of the building will be assessed under this section. This includes stonework, woodwork, paintwork, gutters, fall pipes, external plumbing, chimneys and roofs. External signage attached to the building (clarity & maintenance) and lighting is taken into account here. Any outbuildings and storage areas e.g. refuse areas will be assessed here as well. Window boxes, tubs and hanging baskets attached to the building will also be assessed under this heading.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Exteriors maintained in a sound, acceptable & clean condition, overall. • Some signs of ageing may be present & small defects to stone or brickwork. • Overall tidiness of immediate area including storage buildings/areas.

Level 2	<ul style="list-style-type: none"> • Signs of ageing and defects should be limited to a small number of areas.
Level 3	<ul style="list-style-type: none"> • Well maintained – weathering might be present. • No obvious structural defects. Where displayed, signs to be maintained in good condition.
Level 4	<ul style="list-style-type: none"> • High quality maintenance of stonework and paintwork, some natural weathering may be present. • Some additional external features to enhance appearance, this includes window boxes, especially in properties without a garden.
Level 5	<ul style="list-style-type: none"> • Excellent standards of external maintenance including: outbuildings and signs e.g. fresh well maintained paint work, no unsightly staining to stonework. Addition of features such as flower tubs and window boxes where appropriate. • Attractive architectural features may be in evidence. • Well illuminated and clearly signed.

7.1.1 Grounds, Gardens and Parking

If the property has no grounds, gardens or parking this section is not assessed. Assessment of this area will include garden areas, hedges, paths, driveways, parking and all other areas within the boundaries of the property and which are visible from the property or guests have access to and which are under control of the owner.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • An acceptable first impression, e.g. refuse bins discreetly positioned. • Immediate surroundings maintained so as not to detract from overall appearance e.g. lawns and borders not overgrown. • Reasonably easy access, safe and adequately maintained parking. If parking not available, information provided for potential guests on where to park. • Consideration given to control wild & domestic animals access around the property.
Level 2	<ul style="list-style-type: none"> • Evidence of more effort made to make gardens more attractive and tidy & litter free. • Pathways without trip hazards. • Some attempt to define parking area.
Level 3	<ul style="list-style-type: none"> • Well maintained and tidy overall appearance of grounds, gardens driveways & footpaths etc. • Easy access to parking with well-maintained surface and clear definition. • Effective lighting where required e.g. long driveway or path to the property. Parking area may also require light. • Parking to be on a better surface and pothole free.
Level 4	<ul style="list-style-type: none"> • High standards of garden maintenance. Generally tidy beds, pathways and hedges and all trees and shrubs, well tended. • Dustbin areas not visible, preferably screened. • Evidence of some attention to detail e.g. well surfaced, pothole free driveways, colourful borders and wide level pathways. • Parking area to be weed free, on well maintained surface and preferably close to the property.

Level 5	<ul style="list-style-type: none"> • Maintained to an excellent standard e.g. well tended borders or shrubs, tidy pathways and edges in good condition and well cut, hedges trimmed and an overall attempt to maintain the appearance throughout the year. • Attention to detail, including landscaping, driveways, the provision of garden furniture or architectural features, e.g. gazebo, pergola, summer house etc. • Ample car parking spaces adjacent to unit to accommodate likely number of guests. • Good, well positioned lighting. • Consideration given to the security of guests' cars.
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Advice

First impression is important, so grounds, gardens & parking should be kept as weed free and tidy as possible. Consider the market your property serves; for families, formal flowerbeds and ponds may not be suitable and grass may need to be a more resilient variety. Couples however, may appreciate colourful, well-stocked gardens. Where properties are close together or close to the owner's property, guests may prefer some kind of screening in an attempt to provide privacy. Where wild & domestic animals are free to wander, guests may enjoy this aspect, but may not enjoy the mess they leave behind.

Sustainability	For grounds, gardens and frontages, establishments could consider the use of materials which are in keeping with the local environment and physical characteristics of the local geography, geology and age of the buildings. Consider using local varieties of flowers, plants etc.
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7.1.2 Environment and First Impression

A reflection of the positive or negative aspects of the location of the property and surrounding area that could affect the guests' comfort. Personal preference is avoided. Consideration will be given to efforts made to overcome a poor environment by screening or banking to reduce any unsightly outlook and noise e.g. double-glazing. The approach to the property from the road is also taken into account.

Quality Indicators	
Level 1	• Acceptable first impression. • Minimal excessive noise levels from traffic or industrial sources.
Level 2	• Units may be close together. • Some attempt at noise insulation e.g. double-glazing.
Level 3	• Satisfactory first impression. • No excessive noise levels.
Level 4	• Maybe in an excellent location, but in close proximity to other units. • In secluded location, but access may be difficult.
Level 5	• Establishment is inviting. • Attractive surroundings. • Often a secluded situation in extensive grounds perhaps by a river or in an elevated position in an area of outstanding natural beauty. • In a city close to centre with excellent access to facilities.

Access	Ensure paths are kept clear of obstacles, debris, moss, ice and fallen leaves and have firm well-maintained surfaces. Ensure that any permanent features en route are securely fixed – e.g. flower pot arrangements, statues.
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7.2 Cleanliness

Living and Dining Areas

Assessment includes the cleanliness of: Windows, flooring and skirting boards, stair treads, dado/picture rails & pictures, under seat cushions, inside and outside of furniture, power points and light switches, light fittings ceiling edges and electrical goods.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • All surfaces and equipment clean and generally free from dust but there may be limited signs of neglect. • All carpets vacuumed and floors cleaned. • All areas smelling fresh and clean for guests' arrival.
Level 2	<ul style="list-style-type: none"> • Fair to good standard overall although some areas overlooked e.g. cobwebs.
Level 3	<ul style="list-style-type: none"> • Evidence of attention to detail, particularly high and low level. • Clean and fresh surfaces. • Soft furnishings and carpets deep cleaned on a regular basis or as required.
Level 4	<ul style="list-style-type: none"> • Greater attention to detail, with high overall standards evident.
Level 5	<ul style="list-style-type: none"> • Excellent level of cleanliness. • Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail. • Pristine soft furnishings and carpets.

Advice

It is anticipated that any metal ware is polished and tarnish free. Where pets are accepted, particular attention should be paid to removing pet smells and stale smoke smells where smoking is permitted, but beware overpowering perfumed air fresheners, which can be equally offensive.

Particular attention should be paid to room corners, under sofa/chair cushions, light fittings, curtain valances and electrical equipment, where static attracts dust. Check curtain linings for staining.

7.2.1 Bedrooms

Assessment of this area includes cleanliness of the inside and outside of furniture (tops and inside of wardrobes), light fittings and ceiling edges, flooring and skirting boards, under beds, windows, bed heads, frames and mattresses.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • All surfaces and equipment clean and free from dust. • All carpets vacuumed and floors cleaned. • All areas smelling fresh and clean for guests' arrival. • Limited signs of neglect.
Level 2	<ul style="list-style-type: none"> • Fair to good standard overall although some areas overlooked e.g. cobwebs.

Level 3	<ul style="list-style-type: none"> • Evidence of attention to detail, particularly high and low level. • Clean and fresh surfaces. • Soft furnishings and carpets deep cleaned on a regular basis or as required.
Level 4	<ul style="list-style-type: none"> • Greater attention to detail, with high overall standards evident.
Level 5	<ul style="list-style-type: none"> • Excellent level of cleanliness. • Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail. • Pristine soft furnishings and carpets.

Advice

Special attention should be given to tops and insides of wardrobes, insides of drawers, bed heads, underneath beds & mattresses, underneath furniture, curtain valances etc.

By moving hangers to one end of the wardrobe, it indicates to guests that attention has been given in this area.

7.2.2 Bathrooms

Assessment of this area includes the cleanliness of the wall finishes, flooring, equipment, shower curtains, light fittings, extractor fans, plugholes, taps and toilet brushes.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • All surfaces and equipment clean and free from dust. • All carpets vacuumed and floors cleaned. • All areas smelling fresh and clean for guests' arrival. • Limited signs of neglect.
Level 2	<ul style="list-style-type: none"> • Fair to good standard overall although some areas overlooked e.g. cobwebs.
Level 3	<ul style="list-style-type: none"> • Evidence of attention to detail, particularly high and low level. • Clean and fresh surfaces. • Soft furnishings and carpets deep cleaned on a regular basis or as required.
Level 4	<ul style="list-style-type: none"> • Greater attention to detail, with high overall standards evident.
Level 5	<ul style="list-style-type: none"> • Excellent level of cleanliness. • Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail. • Pristine soft furnishings and flooring.

Advice

Consider when guests are seated in the bath, they can see everything at a lower level, therefore do not forget areas not normally seen at standing height e.g. behind washbasin pedestals, and behind WC and soil pipe.

Areas above head height often mistakenly get missed in the normal cleaning routine, so tops of shower rails or cubicles, Venetian blinds and extractor fans should be added to that routine. Showerheads and taps may need more regular de-scaling in hard water areas during periods of constant use.

Plugholes need to be checked at every change over and baths/shower drainage pipes should be regularly checked also to ensure they drain freely. A change of shower curtains will allow laundering on a regular basis and prevent mildew build up, as most can be machine-washed at low temperatures.

Old toiletries or bars of soap should be removed. Toilet brushes and holders require thorough and regular cleaning and replacement.

7.2.3 Kitchen

Assessment of this area includes the cleanliness of the inside and outside of furniture, fixture and fittings, wall finishes, flooring and surfaces, ceiling edges, electrical and gas equipment, light fittings, power points, extractor fans and sinks.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • All surfaces and equipment clean and free from dust. • Any carpets vacuumed and floors cleaned. • All areas smelling fresh and clean for guests' arrival. • Limited signs of neglect.
Level 2	<ul style="list-style-type: none"> • Fair to good standard overall although some areas overlooked e.g. cobwebs.
Level 3	<ul style="list-style-type: none"> • Evidence of attention to detail, particularly high and low level. • Clean and fresh surfaces. • Soft furnishings and carpets deep cleaned on a regular basis or as required.
Level 4	<ul style="list-style-type: none"> • Greater attention to detail, with high overall standards evident.
Level 5	<ul style="list-style-type: none"> • Excellent level of cleanliness. • Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail. • Pristine soft furnishings and flooring,

Advice

Areas that require regular attention include:

Cookers	<ul style="list-style-type: none"> • Cooker hoods, inside of ovens, grill pans, area around controls, underneath of hobs, inside & especially upper surface of microwaves and splash backs.
Freezers & Fridges	<ul style="list-style-type: none"> • Seals, defrost iceboxes, door trays. Best to leave doors open when turned off and not in use to avoid mould & odours.
Dishwashers	<ul style="list-style-type: none"> • Clean filter & seals.
Washing Machines & Tumble Dryers	<ul style="list-style-type: none"> • Fluff and powder residue.
Other	<ul style="list-style-type: none"> • Food storage cupboards including removal of left over food, strip light diffusers, (dead flies & grime) extractor fans and inside of drawers.

Sustainability	Consider using low impact and chlorine-free cleaning products, such as microfibre cloths that reduce the amount of cleaning liquid required.
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7.3 Management Efficiency

Pre-arrival – Guest Services

The procedures for dealing with guests during booking, pre-arrival, arrival and information provision for the guests to make the most of their stay are assessed here.

Pre-arrival Guest Information including Brochure

This covers the information sent prior to booking which aims to inform the guest about the property and the locality. This may also include the operators and/or agents website for the property.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Brochure may be a simple, typed sheet with basic information. • Map/ directions clear and easy to follow after booking. • Confirmation letter sent by post/fax.
Level 2	<ul style="list-style-type: none"> • Brochure may include more details but could still be a single side.
Level 3	<ul style="list-style-type: none"> • Including one picture or sketch (may be black and white) with more detailed information. • A letter of introduction may be included.
Level 4	<ul style="list-style-type: none"> • Brochure would contain photographs and usually be in colour, but may not be professionally produced. • Well laid out informative brochure on quality paper.
Level 5	<ul style="list-style-type: none"> • Produced to a professional standard with extensive, clear information. • Detailed, easy to follow directions sent after booking. • Personal letter of introduction with accompanying tourist information.

Advice

A good web site is now expected and consideration to an on line booking facility would meet guests expectation.

Colour photographs speak volumes to guests, particularly of the setting and/or interior. Remember guests will often obtain several brochures before making a decision and so your brochure needs to have impact.

A general indication of the property's location should be given, but detailed directions should be sent after booking, for security reasons.

Sustainability	Booking and promotional information could contain details on public transport options where appropriate and details of where to buy local food and drinks goods, so that guests can plan their purchasing ahead of arrival.
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Access	<p>Ask guests if they have any access needs. Welcome assistance dogs (legal obligation). Many disabled people rely on assistance dogs to provide independence. See the dog as part of the person.</p> <p>Ensure guests identifying themselves as being disabled e.g. visual impaired guests are offered a familiarisation tour.</p>
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7.3.1 Welcome and Arrival Procedure

This is the procedure used to welcome guests including arrangements for access e.g. key collection.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • It may not be possible to welcome guests personally. • A key may be left for new arrivals.

Level 2	<ul style="list-style-type: none"> • Key could be obtained from key holder, but limited additional welcome information or provisions.
Level 3	<ul style="list-style-type: none"> • Welcome beverages provided e.g. tea and coffee, perhaps set on a tray. • Welcome card inviting guests to contact owners or caretaker at any time during stay. • Where bed linen is provided beds should be made up.
Level 4	<ul style="list-style-type: none"> • Where no personal welcome given, a tea tray with welcome letter or a phone call or visit, some time after arrival to check all is well. • “Welcome pack” may include tea coffee, milk, fresh flowers and cake etc.
Level 5	<ul style="list-style-type: none"> • Guests greeted on arrival and/or satisfaction check after 24 hours. • Welcome pack provided with e.g. fruit, flowers, gift etc.

Advice

It is important to ensure that if no personal welcome can be provided that guests are fully aware of a local contact, should the need arise. A “welcome pack” will make guests feel welcome and at home. On a simple level it can be tea, coffee and milk but may also include some of the following: wine, fresh flowers, fresh fruit, bread, eggs, home-baking or preserves, starter meal or seasonal gifts, e.g. Easter eggs.

Sustainability	Welcome and hospitality packs do not need to include individually wrapped items such as sugar, biscuits etc. Use can be made of airtight containers for dried goods and wherever possible locally produced goods could be sourced.
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7.3.2 In-Unit Guest and Tourist Information

In-unit guest information and personal touches – this includes the provision and presentation of tourist information e.g. attractions leaflets and household information e.g. how to use the equipment. Personal touches are those aspects which make the property more homely and welcoming such as plants, books, videos, ornaments etc.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Selection of Tourist Information for local and surrounding area. No real presentation. • Limited range of personal touches. • Details provided of how to operate all equipment in the unit and refuse collection.
Level 2	<ul style="list-style-type: none"> • Reasonable selection of tourist information and not too out of date. • Small range of items, e.g. ornaments, books.
Level 3	<ul style="list-style-type: none"> • Extended range of Tourist Information including places to eat, etc and normally up to date. • Good standard of presentation for household information. Wider range including books, games and magazines. Detailed guest information e.g. local shops, pubs, leisure facilities, churches etc.
Level 4	<ul style="list-style-type: none"> • A wide selection of tourist information for local area and further afield. Some organisation of leaflets would be expected. • Additional information compiled by owners more than commercially produced leaflets. This could include information on local sporting and leisure activities, locality of banks, shops etc. particularly those selling local produce. This should be displayed in a loose leaf binder or in a rack. • Very good range of personal touches including books, games, mending kit, barbecue, plants and magazines.

Level 5	<ul style="list-style-type: none"> • Comprehensive information may include local interest books, Ordnance Survey maps, walking information etc. • Excellent range of items, could include e.g. toiletries, bathroom scales, cookbooks, telephone directories, CDs, Videos. • Comprehensive details presented to highest standard.
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Advice

Think what you would like to know if you were a stranger in the area and list your personal recommendations for things such as restaurants, pubs, shops, walks etc. Tourist Information leaflets could be indexed, e.g. child-friendly, rainy day activities etc. You need to let the guest know it will be worth them returning, as there is so much to see and do. Start a book of guest recommendations so they can record where they went and where they ate, this helps keep knowledge up to date.

It is wiser to photocopy only the relevant sections from manuals for electrical/gas equipment etc as they may otherwise be lost or damaged. These can be put into plastic wallets in a loose-leaf binder for convenience.

Guests will appreciate a pleasant, homely atmosphere, which for many will be achieved through the provision of homely touches that guests may be used to in their own homes.

Where a DVD or CD player is provided then a selection of CD's and DVD's could be included. If a video recorder is provided then some entertainment videos could be available. In some areas it may be possible to purchase DVDs on the local area and attractions, which guests may enjoy.

Sustainability	<p>Visitor information folders could include: details of nearby outlets supplying good quality, local food, drink and gift products, good quality local visitor attractions, local heritage, culture and language information, including details of special events, options for car free travel such as walking & cycling routes, public transport timetables and contact numbers and/or suggestions for a series of car free days out, the establishment's environmental policy if there is one, or details about any green scheme with which they are affiliated, if the business is part of a visitor payback scheme information regarding this scheme should also be included.</p>
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7.4 Living & Dining Areas

Includes halls, stairs and landings as well as lounges, conservatories and separate dining rooms.

Where bars and restaurants are on site these will be marked under Additional Facilities.

7.4.1 Decoration

As well as wall and ceilings, the provision and quality of pictures and prints and all wall decorations are assessed here. The assessment of the decoration of walls, ceilings and woodwork looks at the quality, application and condition. The assessor's personal tastes of style or design are not considered.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Functional décor and limited co-ordination. • Limited relief and adornment.
Level 2	<ul style="list-style-type: none"> • Competently applied décor of a quite good quality. • Limited obvious blemishes.
Level 3	<ul style="list-style-type: none"> • Good interior, with evidence of co-coordinated design. • Well finished, good quality wall coverings and paintwork. • Use of pictures etc., where appropriate, particularly on plain walls.
Level 4	<ul style="list-style-type: none"> • A professional standard of finish in very good condition with appropriate level of adornment as befits the style.
Level 5	<ul style="list-style-type: none"> • Excellent interior design and overall impression. • High quality wall coverings in excellent condition; professional finish to all aspects of decoration. • Attractive use of pictures, prints and other decorative relief where appropriate. • Interesting architectural features, objects of interest, artwork, and objects d'art.

Sustainability	Décor – use could be made of local artists work, prints and/or photographs of images depicting local scenes and historical and heritage related images – it all adds to a visitor's enhanced sense of place.
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Access	Consider having door frames a contrasting colour to walls and avoid high gloss finishes to assist visually impaired guests.
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7.4.2 Flooring

This includes all types of flooring such as carpets, laminate, ceramic, natural wood or vinyl. Assessment covers quality, condition & fitting.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Acceptable comfort to flooring, some signs of wear & tear may be evident. • May not be professionally fitted.
Level 2	<ul style="list-style-type: none"> • Fair to good quality, but carpets may have a high man made fibre content. • Tiling should have little damage.
Level 3	<ul style="list-style-type: none"> • Good quality flooring in sound condition and comfortable under foot. • Tiling to have clean grouting. • Wooden floors in good condition.
Level 4	<ul style="list-style-type: none"> • High quality flooring, but not necessarily new, may show signs of wear or more moderate quality, but in pristine condition. Normally professionally fitted. • High quality rugs would be anticipated on wood or laminate flooring.
Level 5	<ul style="list-style-type: none"> • High quality flooring in excellent condition, No real signs of wear and professionally fitted.

7.4.3 Furniture, Furnishings and Fittings

This includes the quality and condition of dining and lounge furniture including seating, scatter cushions, curtain poles, curtains, light fittings, heating appliances, televisions, etc.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • A sparing but adequate provision of furniture, furnishings and fittings, in terms of quality and quantity. • Limited co-ordination. • Curtains may be unlined, but should meet in the middle, blinds should run free.
Level 2	<ul style="list-style-type: none"> • A greater provision of furniture that may be dated or have wear but will be sound. • No great degree of comfort for the guest. • Curtains to be a better quality, clean and run freely.
Level 3	<ul style="list-style-type: none"> • Good quality furniture. • More substantial, lined curtains. They should not be watermarked. • Good use of co-ordination. • Where separate dining area is provided, provision for maximum number of guests to dine in comfort.
Level 4	<ul style="list-style-type: none"> • High quality furniture, not necessarily new, but which offers substantial comfort. • Curtains to be full and may have additional embellishments such as tiebacks.
Level 5	<ul style="list-style-type: none"> • High quality modern, reproduction or antique furniture. Where drop leaf table provided, able to be used with minimum inconvenience. • Excellent co-ordination of furniture and fabrics. • Excellent quality and well-fitted window covering with ample drape and with high degree of comfort. • High quality soft fabrics.

Access	Avoid deep pile carpets that may cause trips or make it difficult for a wheelchair to manoeuvre.
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7.4.4 Space, Comfort and Ease of Use

This takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guests. Can guests all sit and watch TV in comfort? Is there enough rooms for the maximum number of guests to all dine together? Does furniture have to be moved for the facilities to be used? The use of sofa beds will be taken into account here as this affects the comfort and ease of use.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Acceptable comfort and range of furniture. • Space for reasonably free movement. • Large or over provision of furniture may mean it dominates the room and normal usage should be free from disturbing external noise, smells etc. • Minimal intrusive noise from plumbing, corridors etc. • Little thought given to layout.
Level 2	<ul style="list-style-type: none"> • Quite good levels of comfort and a limited range of seating. • Environment free from disturbing external noise, smells etc. • Easy use of facilities.
Level 3	<ul style="list-style-type: none"> • Range of sofas and/or armchairs. • Ample space for freedom of movement. • Convenient layout of furniture for practical use. • Fresh and airy atmosphere.

Level 4	<ul style="list-style-type: none"> • Well planned layout of furniture to maximise use of free space. Guests should be able to dine together in comfort in one location. • Generous free space. • Where there is an open plan kitchen/living area, there should be adequate ventilation e.g. forced extraction to ensure minimal intrusion in the living area from steam and cooking odours.
Level 5	<ul style="list-style-type: none"> • Lounge generally separate from dining room or lounge/dining room with excellent spacious layout. • Excellent range of comfortable seating. • Large amount of free space, which may include more than one sitting room. • Easy and convenient use of facilities, e.g. use of surfaces and access to power points etc. • No intrusive noise.

7.4.5 Heating, Lighting and Ventilation

This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the unit and the number of guests accommodated. There should be a balance of natural and artificial light where appropriate.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Adequate levels of lighting, appropriately positioned (including stairs, landings and corridors). • Heating levels appropriate to size of rooms, may not be automatic or fixed.
Level 2	<ul style="list-style-type: none"> • Quite good levels of lighting, may be main light and one other light. • Heating might be free standing and may be automatic or thermostatically controlled.
Level 3	<ul style="list-style-type: none"> • Good levels of controllable lighting in all areas including stairs, landing and corridors etc. • There is likely to be more than one source of lighting e.g. wall, standard lamps. Ample natural light. • Effective levels of heating providing overall uniform temperature. • Properly fitted, automatic fixed heating which may be thermostatically controlled.
Level 4	<ul style="list-style-type: none"> • Very good levels of controllable lighting which may include use of dimmers in rooms. There should be several forms of alternative lighting e.g. table lamps wall lights, picture lights etc. • Automatic heating will be fixed and thermostatically controlled.
Level 5	<ul style="list-style-type: none"> • Excellent lighting that creates a good effect and shows off rooms to best advantage. • Light should be practical for all purposes such as reading etc. • Heating levels fully controllable at all times of day/night by the guest. Some older storage heaters may not meet this requirement.

Sustainability	<p>Lighting – increased use should be made of energy saving light bulbs throughout the property. Greater use can also be made of natural light. Heating – improved insulation and greater use of thermostatically controlled and zoned heating will save on energy use.</p>
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Access	Ensure that lighting levels can be adjusted using a dimmer switch and/or additional occasional lamps. Ensure windows curtains and doors can be reached by your guests and are easy to open and close.
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Conversion Table for Energy Saving Lightbulb

Ordinary Lightbulb	Energy Saving Lightbulb
100 watt	20 – 23 watt
75 watt	15 – 18 watt
60 watt	11 – 13 watt
40 watt	9 watt

7.5 Bedrooms

7.5.1 Decoration

As well as wall and ceilings, the provision and quality of pictures and prints and all wall decorations are assessed here. The assessment of the decoration of walls, ceilings and woodwork looks at the quality, application and condition. The assessor's personal tastes in style or design are not considered.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Functional décor and limited co-ordination. • Limited relief and adornment.
Level 2	<ul style="list-style-type: none"> • Competently applied décor of a quite good quality. • Limited obvious blemishes.
Level 3	<ul style="list-style-type: none"> • Good interior, with evidence of co-ordinated design. • Well finished, good quality wall coverings and paint work, applied to a professional standard. • Use of pictures etc., where appropriate, particularly on plain walls.
Level 4	<ul style="list-style-type: none"> • A professional standard of finish in very good condition with appropriate level of adornment as befits the style.
Level 5	<ul style="list-style-type: none"> • Excellent interior design and overall impression. • High quality wall coverings in excellent condition; professional finish to all aspects of decoration. • Attractive use of pictures, prints and other decorative relief. • Interesting architectural features, objects of interest, artwork, objects d'art, floral arrangements.

7.5.2 Flooring

This includes all types of flooring such as carpets, laminate, ceramic, natural wood or vinyl.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Acceptable comfort to flooring. • Finishes may include carpets, solid flooring, wood, vinyl etc.
Level 2	<ul style="list-style-type: none"> • Fair to good quality, but carpets may have a high man made fibre content. • Tiling should have little damage.

Level 3	<ul style="list-style-type: none"> • Good quality flooring in sound condition and comfortable under foot.
Level 4	<ul style="list-style-type: none"> • High quality flooring, but not necessarily new, may show signs of wear or more moderate quality, but in pristine condition. • Normally professionally fitted. High quality rugs would be anticipated on wood or laminate flooring.
Level 5	<ul style="list-style-type: none"> • High quality flooring in excellent condition. No real signs of wear and professionally fitted.

Advice

High quality underlay for carpet is encouraged even a high quality underlay under a lesser quality carpet can help comfort and prolong life.

7.5.3 Furniture, Furnishings and Fittings

This includes fitted and freestanding furniture, curtains and rails, scatter cushions, heating appliances and light fittings.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • A sparing but adequate provision of furniture, furnishings and fittings in terms of quality and range; limited co-ordination. • Curtains may be unlined, but should meet in the middle, blinds should run free. • Lighting and heating fittings could be lacking intrinsic quality.
Level 2	<ul style="list-style-type: none"> • A greater provision of furniture, which may be dated or have wear but will be sound. • No great degree of comfort for the guest. • Curtains to be a better quality clean and run freely. • Light and heating fittings of a quite good standard.
Level 3	<ul style="list-style-type: none"> • Ample provision would include dressing table and stool, drawers, etc., in each room. • Clothes hanging space within a wardrobe or designated curtained area in each bedroom. • Good quality fittings, in a sound and useable condition. • Good use of co-ordination. • The amount of furniture in proportion to the space available.
Level 4	<ul style="list-style-type: none"> • Dressing table facility, wardrobe and drawer space should be available in each bedroom. • High quality furniture, not necessarily new, but which offers substantial comfort and space. • Curtains to be full and may have additional embellishments such as tiebacks. • Very good quality lighting and heating fittings maintained in a very good condition.
Level 5	<ul style="list-style-type: none"> • Excellent quality modern, reproduction or antique furniture of sound construction. • Excellent co-ordination of furniture and soft furnishings of high intrinsic quality. • Additional features e.g. scatter cushions etc. • Excellent quality and well-fitted window covering with ample drape and width. • High quality lighting and heating fittings in pristine condition.

7.5.4 Beds

This includes the quality and condition of headboards or equivalent, bed bases, mattresses and frames.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Acceptable quality bed and mattresses. • All beds should have a headboard or equivalent.

Level 2	<ul style="list-style-type: none"> • Beds of quite good quality but mattresses may be thin and bases shallow.
Level 3	<ul style="list-style-type: none"> • Good quality comfortable bed, firm mattresses and sound base. • Headboards and bed frames may be of older style, but in good condition.
Level 4	<ul style="list-style-type: none"> • Very good quality firm mattresses with quality sprung base. • Headboard and frame in very good condition.
Level 5	<ul style="list-style-type: none"> • Excellent quality bed e.g. sprung mattress and high quality base. • Clean headboard, perhaps offering a high degree of comfort.

Advice

Sagging mattresses should be replaced. It is advisable to turn and rotate mattresses in order to prolong their life.

Galleried Bedrooms

A galleried bedroom must be advertised as such in the brochure.

Where a property with a galleried bedroom accommodates only two people, then potentially, any Star grade is achievable. Where a property accommodates more than two guests and there is a galleried bedroom, this must be clearly advertised in the Brochure and all forms of advertising, and the highest grading that could be achieved then is 4 Stars. This is due to lack of privacy, smells, light exclusion and noise interruption.

7.5.5 Bedding and Linen

This looks at the quality and condition of pillows, duvets, blankets and sheets, pillow and mattress protectors, valances and bedspreads.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Beds presented with acceptable quality, clean linen where provided and bed covers in good repair. • Adequate range of bedding, including sufficient blankets and/or duvets. • If additional bedding is provided, it should be clean and fresh, preferably wrapped to retain cleanliness. Pillows may be flatter and man made fibre filled.
Level 2	<ul style="list-style-type: none"> • Bedding may be faded but some attempt made to match it. • Pillows to be unstained and plumper.
Level 3	<ul style="list-style-type: none"> • Well presented beds, with ample, good quality, pressed, co-ordinated linen and bedding. • Valances may be present on divans. • Extra pillows and bedding available. • Pillows should be substantial.
Level 4	<ul style="list-style-type: none"> • Very good quality linen co-ordinated with bedding and room. Choice of pillows may be offered e.g. feather or hollow fibre. Pillow protectors may be anticipated at this level. • Valances may be high quality and pleated.

Level 5	<ul style="list-style-type: none"> • Co-ordinated and crisply laundered linen. 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. • Where duvets are used, then generosity of size should be considered, e.g. single beds having double duvets. • Quality padded mattress covers and pillow protectors would be anticipated.
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Access	Provide hypoallergenic bedding.
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7.5.6 Lighting, Heating and Ventilation

This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the room and requirements e.g. reading in bed, making up, and using a hairdryer at a dressing table. There should be a balance of natural and artificial light where appropriate. Heating needs to be sufficient for the size of the room and to cope with different guests' requirements.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Adequate lighting appropriately positioned for practical use. • Heating levels appropriate to size of room, may not be automatic or fixed.
Level 2	<ul style="list-style-type: none"> • Fair to good levels of lighting, may be main light and one side light. • Heating might be free standing and may be automatic or thermostatically controlled.
Level 3	<ul style="list-style-type: none"> • Well positioned lights giving good levels of illumination that is easily controllable at night. • Effective levels of heating providing overall uniform temperature.
Level 4	<ul style="list-style-type: none"> • Very good levels of light with easy access to controls. Different types of lighting may be used e.g. wall lights and lamps. • Properly fitted automatic fixed heating which may be thermostatically controlled.
Level 5	<ul style="list-style-type: none"> • Well positioned, excellent quality lighting, giving excellent levels of illumination for various purposes, e.g. reading and at the dressing table. • Would be desirable to have main light controlled from door and bed. • Heating levels fully controllable at all times of day and night by the guest. Some older storage heaters may not meet this requirement.

Advice

Bedside lamps with hidden controls could prove difficult to locate in the middle of the night, as could small shades with restricted space to reach the switch. If beds are heavily draped e.g. four poster beds, then the light from the bedside lamp could be obscured, so more thought may need to be given to positioning.

Higher marks will be given where care had been taken to provide light in every part of the room where it may be needed, e.g. at the dressing table and by or inside the wardrobe.

Lights for bunk beds should be hard wired for safety.

7.5.7 Space, Comfort and Ease of Use

This takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guests. Does furniture have to be moved for the facilities to be used? Is there somewhere to store luggage?

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Reasonable free movement not to be unduly restricted by intrusive low beams and ceiling. • Large furniture may dominate a room and make it less usable. • Little thought given to layout. • Minimal intrusive noise from plumbing, corridors etc.
Level 2	<ul style="list-style-type: none"> • Quite good levels of comfort and a limited range of furniture. • Easy use of facilities with an uncluttered appearance.
Level 3	<ul style="list-style-type: none"> • Sufficient space to allow free movement and a good degree of comfort. • Easy use of facilities. • Convenient layout of furniture for practical use. • Good access to both sides of double beds.
Level 4	<ul style="list-style-type: none"> • Well planned layout of furniture to maximise use of generous free space. Rooms may be smaller than for Level 5, but well-planned positioning of furniture would make this acceptable. • Very good access to both sides of double bed.
Level 5	<ul style="list-style-type: none"> • Bedroom should be of a sufficient size to allow the provision of all appropriate bedroom furniture and still allow an easy access when using these facilities. • Area available for luggage storage without cluttering the room and obstructing access. This need not be in a bedroom. • Easy and convenient use of facilities, e.g. access to power points etc. • Generous access to both sides of a double bed. • No intrusive noise.

Advice

When planning a bedroom, consider carefully whether installing too many beds will compromise the space for the guests. Perhaps by taking fewer guests overall, you create a higher quality experience, as they can fully use the rooms in comfort. Cramped, overpopulated rooms will invariably score lower for this section in the assessment.

Consider that guests may not always unpack and/or may need somewhere to store their suitcases.

Galleried bedrooms in units for more than 2 occupants are unlikely to score highly in this section due to lack of privacy and intrusive noise, light and smells.

Bedrooms with 'sleeping platforms' with limited headroom and mattresses on the floor are also unlikely to score highly in this section. There should be plenty of sockets strategically placed for all possible uses. This will include power points for lights, bedside alarm clocks and one located by a mirror for use with hairdryers etc. These should be easily accessible and negate the use of adapter plugs and extension leads, which could be a safety hazard.

Lights for bunk beds should be hard wired for safety.

Sustainability	Increased use should be made of energy saving light bulbs. Greater use can also be made of natural light. Signs could be used to request guests to switch off lights when not in use. Spare bedding does not need to be wrapped in plastic bags; it can be placed in a re-useable cotton or fabric bag.
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7.6 Bathrooms and WCs

7.6.1 Decoration

This refers to the quality and condition of décor of the walls and ceilings, including tiling, grouting and sealant.

Quality Indicators	
Level 1	• Functional décor with limited co-ordination.
Level 2	• Fair to good quality and condition of décor but may have some signs of wear.
Level 3	• Well maintained, practical décor; wall and ceiling covering well applied. All in good condition.
Level 4	• May be recently redecorated but not highest quality or excellent quality with slight ageing.
Level 5	• Excellent interior design. • Professional finish to all aspects of decoration. Highest quality finishes to wall coverings; well fitted, high quality tiles, grouting and seals. • Attractive use of decorative enhancements, where appropriate.

Advice

Walls do not have to be fully tiled (or equivalent), but areas likely to come into contact with water should be.

Always maintain grouting and sealant to stop it becoming discoloured and unsightly. Use of a sealant, which guarantees long-term mould resistance, is recommended. Pipes where possible should be boxed in for ease of cleaning and aesthetic reasons.

7.6.2 Flooring

This includes the quality and condition of carpet, vinyl flooring, wood flooring, laminate and ceramic tiles. Non-slip flooring is always advisable in bathrooms.

Quality Indicators	
Level 1	• Practical, non-slip flooring with adequate comfort under foot.
Level 2	• Fair to good quality flooring. Tiling should have little damage.
Level 3	• Good quality flooring in sound condition and comfortable under foot.
Level 4	• High quality flooring but not necessarily new. Some signs of wear or more moderate quality in pristine condition.
Level 5	• Excellent quality flooring, in excellent condition. No real signs of wear and professionally fitted.

Advice

Carpeting, while providing warmth underfoot, may not always be the best flooring for hygiene reasons and water damage may also occur.

7.6.3 Fixtures, Fittings, Sanitary Ware

This includes the taps, plugs, showerheads, mirrors, shower screen/curtains, towel rails, shaver points, lighting and heating fittings, extractor fans, sanitary ware (bath, shower, WC, basin and bidet), towels curtains & blinds.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Fittings of an acceptable quality. • Correctly fitted, appropriate window covering. • Sufficient water pressure and satisfactory drainage for practical use of facilities. • Flat surface available for guest belongings.
Level 2	<ul style="list-style-type: none"> • Fittings of fair to good quality but may be dated or worn.
Level 3	<ul style="list-style-type: none"> • Solid, matching, good quality and well-fitted appliances. • Co-ordinated sanitary ware and bath or shower tray. • Well fitted window covering, with sufficient width and height to draw completely across the window. • Good shelf space for guest belongings. • Fixed razor point and light adjacent to mirror.
Level 4	<ul style="list-style-type: none"> • Generally high quality fittings throughout, slight wear only. Good sized baths. Shower screen or heavy, high quality curtain. • All sanitary ware in good order, no cracks, crazing or dull finishes.
Level 5	<ul style="list-style-type: none"> • Bath or shower, with high quality fixtures and fittings, e.g. shower cubicles or shower screens, and thermostatically controlled showers. Full size bath and washbasin in bedroom or en-suite. Easy to use appliances. • Excellent quality and well fitted window covering with ample drape and width. • Ample and convenient shelf space for guest belongings.

Advice

Assessment of bathroom fittings will cover their intrinsic quality and condition. Flimsy plastic towel rails or shelves will score less than high quality wooden, metal or ceramic fittings. Matching or co-ordinated fittings will usually attract a higher score than a mixture of different styles.

A sturdy well-fitted shower screen will score higher than a thin plastic curtain that tends to “stick” to the guest when taking a shower. If a shower screen is ill fitting or awkwardly positioned so that access to the taps or shower controls, is difficult then the mark will be reduced accordingly. A sturdy cast iron bath would attract a higher score than a cheap plastic bath that creaks and moves about. If the bath surface is dull, scratched or stained it will score less.

Credit will be given in the assessment for the provision of good quality hooks on doors, shelves or other conveniently placed surfaces for toiletries and equipment. Thought must be given to shelf space and towel rail space where larger numbers are accommodated. Extra towel rail space can be provided in bedrooms. Position of mirrors should be appropriate for guests of most heights.

Where a shower is positioned over a bath, then the provision of a shelf/soap dish at standing height, as well as at bath sitting height is preferable.

Consider the size of shower cubicles and baths – can they accommodate larger guests?

Sustainability	Use thermostatically controlled settings for hot water. Use could be made of water saving devices such as 'Hippos' in toilet cisterns. There is no need for soaps and other complimentary products to be individually wrapped – these can be presented in suitable attractive dispensers. Assessors will assess the quality of the products offered and the style of presentation. There is no need for the spare 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.
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Access	Hot water supply should have at each fitting a mixer valve controlled to a maximum 41C 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.
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7.6.4 Lighting, Heating and Ventilation

This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the bathrooms. Lack of sufficient heating and/or ventilation will give rise to condensation. There should be a balance of natural and artificial light where appropriate.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Heating levels appropriate to size. This should be fixed for safety. • Adequate lighting appropriately positioned for practical use. • Window only may be provided for ventilation.
Level 2	<ul style="list-style-type: none"> • Heating to offer a good level of heat and may be automatically controlled. • Quite good levels of lighting.
Level 3	<ul style="list-style-type: none"> • Effective levels of heating providing overall uniform temperature. • Well positioned lights giving good levels of illumination to the face.
Level 4	<ul style="list-style-type: none"> • Properly fitted thermostatically controlled heating. • Normally an extractor and an opening window would be expected. • Very good levels of lighting, especially over or adjacent to a mirror. • Different types of lighting may be evident.
Level 5	<ul style="list-style-type: none"> • Heating levels fully controllable at all times. Some older storage heater may not meet this requirement. Additional heating in the form of a heated towel rail would be ideal. • Extractor fan fitted with a humidistat might be provided as well as window. • Well positioned excellent quality lighting, giving excellent levels of illumination.

Advice

It is important to have lighting in the right place; the area around the washbasin and mirror should be well illuminated. If the bathroom is an unusual shape then thought

should be given to placement of lights. Lighting over the bath and/or shower is extremely useful and adds to safety of use.

Combined light/heat bulbs are not encouraged for safety reasons. Bar heaters and circular radiant heaters will not score highly. For the highest marks heating should be automatic and thermostatically controlled.

Guests cannot be relied upon to open bathroom windows, particularly in colder weather; therefore the addition of an extractor fan is best. Condensation and mildew is caused by a combination of a lack of heat and ventilation, and the provision of background heating and an extractor fan will help overcome this, especially one with a built in humidistat (as the humidity rises the fan comes on).

Sustainability	Use of thermostatically controlled radiators helps to manage your energy consumption.
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7.6.5 Space, Comfort and Ease of Use

This takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guest's freedom of movement; with safety being a prime consideration. Ease of use is likely to be affected by too many guests sharing one bathroom, particularly where the WC is within the bathroom or where there is only a bath provided.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Adequate space and layout such as to allow for practical use of facilities. • Minimal noise from plumbing.
Level 2	<ul style="list-style-type: none"> • Quite good levels of comfort and a limited range of fittings. Easy use of facilities. • Convenient access to bath, shower and WC.
Level 3	<ul style="list-style-type: none"> • Sufficient space to allow easy access to, and use of the facilities.
Level 4	<ul style="list-style-type: none"> • Well planned layout of sanitary wear and fittings to maximise convenience and ease of use.
Level 5	<ul style="list-style-type: none"> • Ample space to allow free movement and easy access to the facilities. • Convenient layout with generous free space.

Advice

Thought should be given to planning of bathrooms e.g. heaters not too close to WCs and appropriate distance between facilities creating easy access and ease of use.

Consider the number of guests and their toiletries in relation to the amount of shelf space provided – is it adequate for the job. If the family market is being targeted then the provision of a bath may be desirable as it easier to wash small children in a bath, than a shower.

If a shower only is provided in a property catering for a larger number of guests, then consideration should be given to whether the hot water tank is sufficient in size for several of the guests to shower directly after one another. An electric shower or combination boiler may be a solution.

Access	Towels (if provided) that contrast in colour to the walls and floor to assist visually impaired guests.
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7.7 Kitchen

7.7.1 Decoration

The assessment of the decoration of walls, ceilings and woodwork looks at the quality of wall finishes, their application and condition. This includes splash backs, tiling, grouting and sealant. The provision and quality of pictures and prints and all wall decorations is also assessed here. In a kitchen, hygiene is of prime importance, and some account of appropriateness of materials and finishes will have to be taken into consideration. The assessor's personal tastes as to style or design are not considered

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Functional décor including walls and ceilings. • Minimal marks, splashing, grease or other signs of cooking.
Level 2	<ul style="list-style-type: none"> • Fair to good quality and condition of décor, but may have some signs of wear.
Level 3	<ul style="list-style-type: none"> • Well maintained, practical décor. • Well co-ordinated with suitable, durable finishes such as tiling in working areas, applied to a good standard.
Level 4	<ul style="list-style-type: none"> • May be recently redecorated but not of highest quality, or excellent quality with slight ageing.
Level 5	<ul style="list-style-type: none"> • Excellent standard of décor, professionally applied. • Co-ordinated interior design. • Highly durable surfaces, showing negligible wear and tear. • Freshly maintained grouting in tiled areas.

Advice

Use materials appropriate for a kitchen e.g. kitchen and bathroom paint that will resist stains & moisture. Splash-backs of some type are encouraged especially by cookers, sinks and to the rear of work surfaces.

7.7.2 Flooring

This includes the quality and condition of carpet, vinyl flooring, and wood flooring, laminate and ceramic tiles. Account will be taken of the quality of fitting especially around units and white goods.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Well fitted flooring. • Some signs of wear and tear may be evident. May not be professionally fitted.
Level 2	<ul style="list-style-type: none"> • Fair to good quality flooring. • May be carpet or solid finish, but should be free from tears, stains or burns.
Level 3	<ul style="list-style-type: none"> • Very good degree of maintenance even in heavy traffic areas. Very durable flooring. • Tiling to have clean grouting. • Wooden floor in good condition.
Level 4	<ul style="list-style-type: none"> • High quality flooring, but not necessarily new. May show some signs of wear or more moderate quality in pristine condition. • Normally professionally fitted.
Level 5	<ul style="list-style-type: none"> • Flooring of highest quality in excellent condition. • Easily cleaned and professionally fitted.

Advice

The practicality of carpets in kitchens is limited and may lead to problems with spillages or burns as well as general hygiene and cleanliness issues.

7.7.3 Lighting, Heating and Ventilation

This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the kitchen. There should be a balance of natural and artificial light where appropriate and it should be adequate for safe use of the cooker and work surfaces. Lack of sufficient heating and/or ventilation will give rise to condensation. Ventilation is an important aspect in kitchens and air change should be provided to ensure removal of steam and cooking odours particularly in open plan units. An opening window, if it operates satisfactorily, can provide adequate ventilation.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Practical levels of artificial and/or natural lighting for safety. • Heating may be borrowed where open plan, but nevertheless of a satisfactory level. • Adequate ventilation perhaps only opening windows.
Level 2	<ul style="list-style-type: none"> • Fair to good levels of lighting. • Heating to offer a good level of heat and may be automatically controlled.
Level 3	<ul style="list-style-type: none"> • Good overall lighting. May include lighting directly over work surfaces. • Good ventilation may include forced extraction.
Level 4	<ul style="list-style-type: none"> • Very good levels of lighting, especially over or adjacent to a mirror. • Different types of lighting may be evident. • Properly fitted, thermostatically controlled heating. • Extractor fans as well as opening windows might be anticipated.
Level 5	<ul style="list-style-type: none"> • Excellent lighting to all areas. • All areas well lit including work surfaces and hob/cooker. • Easily controllable heating e.g. thermostatic valve fitted to radiators. • Forced extraction may include a humidistat.

Advice

Guests cannot be relied upon to open kitchen windows, particularly in colder weather; therefore the addition of an extractor fan is best. Condensation and mildew is caused by a combination of a lack of heat and ventilation and the provision of a background heating and an extractor fan will help overcome this especially one with a built in humidistat (as the humidity rises the fan comes on).

7.7.4 Furniture and Fittings

This includes all kitchen fittings in terms of quality and condition to include kitchen units and cupboards, work surfaces, curtains & blinds, lighting and heating fittings, extractor fans and any free standing furniture such as kitchen table and chairs.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Work surfaces and storage may be limited but adequate, with at least one cupboard or shelving for food storage. • All surfaces sound and cupboard doors properly functioning.
Level 2	<ul style="list-style-type: none"> • Sufficient work surfaces and cupboards for practical use. • Units of fair to good quality.

Level 3	<ul style="list-style-type: none"> • More than adequate cupboard and work surface space. • Well fitted and co-ordinated units of good quality. • Where the dining area is part of the kitchen, tables and chairs of good quality with seat padding, where appropriate. • Provision for maximum number of guests to dine in comfort.
Level 4	<ul style="list-style-type: none"> • Very good amount of work surface free from clutter and equipment. • Very good quality and well maintained units. • Ample storage space for guest's food etc.
Level 5	<ul style="list-style-type: none"> • Generous work surfaces of high quality finish, plentiful storage space including floor and wall mounted units. • Professionally fitted units of excellent quality.

7.7.5 Electrical/Gas Equipment

All electrical and gas equipment provided in the kitchen will be assessed in this section including cookers, hobs, refrigerators etc. All small electrical equipment such as food mixers and hand whisks etc are also considered here. Appliances such as washing machines, freezers etc., which are not located in the kitchen, but in another part of the property such as a utility room or the owners property, will be included here.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Minimal or no provision beyond the basic requirement. • Although some items may be older, all should be in sound and working condition.
Level 2	<ul style="list-style-type: none"> • Some additional items of equipment may be provided, but may show signs of wear and tear or be dated.
Level 3	<ul style="list-style-type: none"> • All equipment in good order and very well maintained e.g. items free from signs of damage, marks, etc.
Level 4	<ul style="list-style-type: none"> • May be excellent quality, but not in pristine condition. A very good range of equipment provided.
Level 5	<ul style="list-style-type: none"> • Wide range of excellent quality items that may include food processors etc.. May include split-level cookers for ease of use. • Highest standards of equipment throughout.

7.7.6 Crockery, Cutlery and Glassware

This includes the quality, condition and range of crockery, cutlery and glassware for dining purposes. It does not include glass cookware for example.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Minimal provision of acceptable quality. • Crockery may be of heavy practical quality, all the same pattern. • Cutlery may be thin, low quality and mismatched. • Small range of glasses. May not be matching.
Level 2	<ul style="list-style-type: none"> • Crockery should have no signs of mismatch, chips, stains or crazing. • Cutlery may be lightweight but should all be matching.
Level 3	<ul style="list-style-type: none"> • Heavier styles of cutlery free from any signs of wear. • More than ample supply for the number of guests of cutlery, crockery and glassware. • A reasonable selection of glassware, of good quality.

Level 4	<ul style="list-style-type: none"> • Very good quality cutlery matching throughout. • Very good quality in pristine condition or excellent quality in less than perfect condition.
Level 5	<ul style="list-style-type: none"> • Excellent standard of china or other high quality pot or stoneware. • Highest quality stainless steel or silver-plate cutlery. • Well matched high quality glassware in a larger range of sizes. • Numbers of each item well in excess of the likely number of occupants. • A number of ancillary items, e.g. ramekins, coffee service.

7.7.7 Kitchenware, Pans and Utensils

This section looks at the quality, range and condition of pans, baking trays, cooking and serving bowls and dishes as well as utensils. Range and quantity at a basic level should be commensurate with the number of guests i.e. larger numbers will require larger pans and serving dishes etc.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Acceptable quality and limited range of pans. • Minimum range of mismatched utensils. Some items may be lighter weight or of more basic intrinsic quality.
Level 2	<ul style="list-style-type: none"> • Pans of a heavier quality. Handles all secure and well fitting lids. • May have wide range of utensils, but not all of matching design.
Level 3	<ul style="list-style-type: none"> • Pans in a range of sizes, all of good solid weight. • No old plastic utensils which are misshapen. • Wide range of knives, wooden spoons, etc.
Level 4	<ul style="list-style-type: none"> • Pans may be high quality but showing signs of age or wear and tear. • Greater range of utensils and cookware of various sizes and uses.
Level 5	<ul style="list-style-type: none"> • All cookware and pans of the highest quality standard. Range of pans should be greater than the minimum. • Wide range of additional items, all co-ordinated, e.g. wok, garlic press, kitchen scales, juicer, splatter guard, slotted spoon, etc. • Range of items suitable for microwave.

7.7.8 Space, Comfort and Ease of Use

This section will cover the design and layout of the kitchen taking into account the important aspect of space. It could be possible to have too much space to the detriment of the practical use of the kitchen e.g. the layout precludes ease of use. Account will be taken of the maximum occupancy of the unit and the space in the kitchen for that number especially if the dining area is located in the kitchen, with safety being a prime consideration.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Limited space throughout, which includes storage, work surfaces and free space. • Adequate space to wash and drain dishes.
Level 2	<ul style="list-style-type: none"> • Adequate space and layout such as to allow for practical use of facilities. • Convenient access to refrigerator, cooker/oven and hob. • Evidence of more thought given to the various tasks carried out in a kitchen.
Level 3	<ul style="list-style-type: none"> • Sufficient space to allow easy access to, and use of the facilities. • Good amount of storage space for foodstuffs.

Level 4	<ul style="list-style-type: none"> • Very good ease of use with plenty of space especially around dining tables if located in a kitchen. • Very good access to all units with thought given to the working triangle – cooker, fridge and sink. • Additional space would be anticipated where larger units may have more than one person using the kitchen at the same time.
Level 5	<ul style="list-style-type: none"> • Ample space to allow free movement and easy access to the facilities. • Very convenient layout with plenty of space. • There should be very generous space for storage, food etc.

Sustainability	<p>Recycling is traditionally seen as a behind the scenes process and not often dealt with in the quality schemes, but visitors can help with recycling and many are used to sorting and recycling waste products at home. There are plenty of opportunities to provide facilities that will assist visitors to help the owners with their recycling programme, and for the owners to communicate their recycling commitment. Waiting until a dishwasher is full before running a cycle saves energy, water and detergent. Possibly a notice, or advice card to this affect in the kitchen would help remind guests to follow this advice. Washing machines, tumble dryers, dishwashers, fridges and freezers ideally should carry EU energy ratings of either, A or B. If replacements are being sourced for broken down products please consider these options. Also, most Local Authorities should be able to advise on, or assist with the safe disposal of redundant white goods, please contact them for assistance.</p>
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7.8 Additional Facilities

These are facilities that may be provided as part of a self-catering package. Their provision is **optional** as far as the requirements of the Visit Wales Star grading scheme is concerned, **but if you choose to provide them for your guests** then the quality, presentation and ease of use will be taken into account in the assessment of the quality score. If they are not provided, there will be no negative effect on the Star rating awarded.

7.8.1 Laundry

This is where there is a specific laundry room located outside the property (includes owner's laundry room) itself with equipment for washing, drying and ironing clothes: it may be shared with the owners or other self-catering properties.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • All equipment to be in working condition. • Practical working environment. • Simple instructions for use of equipment. • Opening hours may be limited.
Level 2	<ul style="list-style-type: none"> • Some evidence of wear and tear may be noted. • Walls and floors finished to a reasonable standard. • Equipment of a more domestic quality. • Instructions may be more detailed.

Level 3	<ul style="list-style-type: none"> • Sufficient equipment for convenient use. • Premises in good decorative order. Good housekeeping and free from unsightly storage. • Equipment may be professional or domestic standard. • Opening hours appropriate to type of facility and functions e.g. size and style.
Level 4	<ul style="list-style-type: none"> • Very good and ample provision of equipment exceeding the ratios of machines to units. • Could include indoor hanging area for wet coats and boots. • May have 24-hour access – which may be via a key etc or extended opening hours to suit customer needs.
Level 5	<ul style="list-style-type: none"> • Well equipped premises in excellent decorative order and a high standard of cleanliness evident. • Well organised layout with consideration for ease of use of all equipment. • Provision of excellent quality equipment and clear instructions for use. Range of equipment may include: washing machine, tumble dryer, spin dryer, ironing facilities, hand wash facilities etc. • 24 hour access – which may be via a key etc.

7.8.2 Recreation

Examples might include a swimming pool, barbecue, table tennis, gym, nature trail or sauna. There is no requirement for any of these to be provided and operators will not be penalised for not having them, but where they are they will form part of the assessment.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Limited availability of recreational facilities and access. • All equipment maintained in safe condition.
Level 2	<ul style="list-style-type: none"> • Facilities should be of a fair to good quality and maintained in working order.
Level 3	<ul style="list-style-type: none"> • May specialise in one major type of activity to good standard. • All facilities and equipment in good order. • Opening hours appropriate to type of facility.
Level 4	<ul style="list-style-type: none"> • Wider selection of facilities. • Facilities of a very good standard, clean and well maintained. • May include changing rooms where appropriate.
Level 5	<ul style="list-style-type: none"> • Facilities provided to an excellent standard and equipment in excellent order. • Extended opening hours to suit customer needs.

7.8.3 Reception/Shop/Bar/Restaurant

Where they are provided e.g. self-catering properties located on caravan parks, they will form part of the assessment.

Quality Indicators	
Level 1	<ul style="list-style-type: none"> • Reception: may not be a dedicated room, but part of overall administration room/building. Opening hours may be limited. • Shop: opening hours to suit customer needs. May be a partial facility with reception. All in sound condition with a good standard of cleanliness. • Bar/restaurant: facility for purchase of meals/ snacks/drinks at specified times. May be limited seating. Limited range of food and drinks available.

Level 2	<ul style="list-style-type: none"> • Reception: décor, flooring and furnishings in sound condition of a fair to good quality. Opening hours may be restricted. • Shop: limited stock and size of shop. Quite good facility overall with a tidy appearance. • Bar/restaurant: sufficient seating to accommodate most guests. Fair to good overall condition and quality.
Level 3	<ul style="list-style-type: none"> • Reception: size sufficient for ease of use and comfort for number of guests. Good range of site and local information available. Fabric and décor in good order and good housekeeping standards. Opening hours appropriate to type of facility and functions e.g. Tourist Information, size and style. • Shop: generally well positioned, good stock of consumer items. Fabric and décor in good order and good housekeeping standards. Opening hours appropriate to type of facility & functions e.g. range and type of merchandise. • Bar/restaurant: good decorative & housekeeping standards. Sufficient seating to accommodate all likely number of users. Good range of food and drinks available. Opening hours appropriate to type of facility and function e.g. size and style.
Level 4	<ul style="list-style-type: none"> • Reception: very well decorated reception area with conveniently located desk. High levels of cleanliness with attention to detail evident. • Shop: very well kept interior and equipment. Evidence of attention to detail regarding cleanliness. • Bar/restaurant: well-designed, convenient premises. Decorated to very good standard and in sound condition. Very good housekeeping standards. Comfortable seating for all guests and appropriate height for dining. Very good choice of food/drinks available.
Level 5	<ul style="list-style-type: none"> • Reception: conveniently sited and well signed facility. Spotlessly clean, tidy and in excellent decorative order. Extended opening hours to suit customer needs. • Shop: shop well stocked with comprehensive range of goods, spotlessly clean, tidy and in excellent decorative order. Extended opening hours to suit customer needs. • Bar/restaurant: spacious, well-designed, convenient premises. Decorated to excellent standard and in excellent condition. Excellent housekeeping standards. Wide choice of food/drinks available. Extended opening hours to suit customer needs.

8 Facility Requirements applicable to all Star rating levels

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

Please note: As we said earlier in this guide on page 5, we are aware that there are certain kinds of accommodation which simply cannot meet all the requirements listed here. This small minority will be allowed dispensation, with Visit Wales permitting some flexibility where facility requirements compliance is concerned. Each property will be considered on its own merit and situation.

This section begins by giving the minimum entry level essentials relevant for all Star levels. It is necessary to meet or supply these to obtain at least a 1 Star rating. To obtain a rating higher than 1 Star, e.g. 5 Stars, all the minimum entry level essentials as well as those required for 2, 3 and 4 Stars should be met along with any additional requirements for 5 Stars. Such extra requirements are also listed in this section, and follow on after the relevant minimum requirement.

8.1 General Requirements

Where they are provided e.g. self-catering properties located on caravan parks, they will form part of the assessment.

Minimum Entry Requirements	
Statutory Obligations	<ul style="list-style-type: none"> • 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 (suggested minimum cover – £2million). • 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.
General Miscellaneous	<ul style="list-style-type: none"> • In assessing the acceptability of ‘enclosed’ floor area available, assessors will take account of usable space around furnishings and fittings. It is unlikely that the minimum requirements will be met where accommodation is less than the following: – 18.60 sq.m (200 sq. foot) for a 2-person unit plus 7.40 sq. (80 sq.ft.) for each additional person normally accommodated. Enclosed floor area includes living, sleeping, cooking and bathroom areas. • Consideration should be given to freedom of movement, the ceiling height for the major part of the room to be sufficient for a person of 183 cm (6 ft) to move around without stooping. Sloping eaves and roofs are acceptable providing these do not restrict guests’ movements to an unacceptable degree. • Additionally, for a Star Level higher than the base level of 1 Star, floor area available will need to be greater with significantly more usable space around furnishings and fittings. There must be reasonable space for movement in bedrooms/ sleeping and living room areas and for easy access to beds, doors and drawers. • Doors and drawers to be fully openable. Account should be taken of space needed for convertibles, e.g. bed settees. • All fixtures, furniture, furnishings, crockery and cutlery to be adequate for the maximum number of occupants, including any extra sleeping accommodation.

8.2 Maintenance

Minimum Entry Requirements	
Statutory Obligations	<ul style="list-style-type: none"> • All electrical and gas or oil fired equipment must meet all relevant statutory obligations (see General Requirements), be safely maintained, in good working order and serviced regularly, as appropriate. • Fixtures, furnishings, floor coverings and fittings must also meet all relevant statutory obligations, particularly in relation to fire safety. These must be maintained in a sound, clean condition and be fit for the purpose intended. • The exterior should be free from hazards on roads and pathways and the building itself.

8.3 Health, Safety and Security

Minimum Entry Requirements	
Statutory Obligations	<ul style="list-style-type: none"> • A high degree of general safety and security maintained, including Security information on procedures in the event of an emergency. • If the proprietor is not resident on the premises, his/her name, address and telephone number or that of his/her agent, who must have a set of keys, be prominently displayed, together with clear details of how to summon the assistance of the emergency services. • Prominently displayed printed details of how to summon the assistance of emergency services to be provided e.g. doctor, dentist, location of nearest payphone and casualty unit and vets (if pets accepted). • All units to be provided with suitable refuse disposal arrangements as required by the Local Authority. Dustbins, where provided, must have lids. Arrangements for refuse collection to be specified and prominently displayed. • Occupiers to be provided with a key to the entrance door of their unit, and where applicable a key giving access to the building and any other relevant facilities. • At least one smoke alarm to be provided in all units, situated appropriately within a hallway or landing area. • Adequate levels of lighting at night for safety and comfort in all public areas, including on stairways and landings and in car parks and paths/steps to the property at night, should be provided. • Electricity should be available (not necessarily mains supply). Where it is not, this must be stated. Voltage to be stated if not on mains. • Where electricity is available, an adequate number of power sockets to be provided, commensurate with the number of electrical appliances provided. • Some form of emergency lighting to be available, e.g. torch or night-lights. Candles are not acceptable. • First Aid Kit – No paracetamol or aspirin. Kit can be centrally located on a large site but must be available 24 hours a day and well advertised.

8.4 Exterior

Minimum Entry Requirements	
Appearance of buildings	<ul style="list-style-type: none"> • Buildings maintained in a sound, clean condition and fit for the purpose intended. Entrance adequately lit.
Grounds and Gardens	<ul style="list-style-type: none"> • Gardens and/or open areas that are part of the unit maintained in good order. • Where gardens are available then garden furniture should be provided. • If the property has ancillary areas, the facilities provided will be taken into account in the assessment of the establishment. They should be well surfaced, in good condition and adequately lit.

8.5 Cleanliness

Minimum Entry Requirements	
Cleanliness	<ul style="list-style-type: none"> • Cleanliness is of paramount importance to guests, so a high standard of cleanliness must be achieved and maintained throughout the property. Particular attention must be given to kitchens, bathrooms, shower rooms and toilets and items involving direct contact for guests, such as bedding, linen, towels, baths, showers, washbasins, WCs, flooring, seating, crockery, cutlery, glassware, kitchen utensils and equipment. • It is the proprietor's responsibility to ensure that all properties are thoroughly cleaned throughout, before each new let, irrespective of whether the guests have cleaned it prior to departure. Any broken or damaged items should be replaced.

8.6 Management Efficiency

Minimum Entry Requirements	
Bookings and Prices	<ul style="list-style-type: none"> • To make clear to guests exactly what is included in the prices quoted for the property including service charge, taxes and other surcharges, e.g. electricity, fuel, linen, towels, cots etc. • Where VAT is applicable all prices to be shown inclusive of VAT at standard rate. • Full details of accommodation, including sleeping arrangements and bathroom (whether it is equipped with a bath or a shower) provided in writing or printed form in advance of normal booking. Where sleeping accommodation is provided by means of bed settees, wall beds, 'Z' beds, camp beds etc., in addition to the bedroom accommodation, the type, size and number of bed spaces to be clearly indicated. • Details of any in-house policies, e.g. no smoking, no pets, must be communicated at the time of booking. If requested, allow guests to see the property before booking. If property is occupied, this may not be possible. • A website, printed (or type written) brochure or information leaflet to be available. A floor plan is encouraged. Arrangements for access communicated pre-arrival.

Bookings and Prices	<ul style="list-style-type: none"> • Prospective guests should be made aware, prior to booking, of charges for additional services or facilities available, including cancellation terms, housekeeping and/or breakage deposits. • Visitors advised at the time of booking or subsequently in the event of any change in booking details. • Prices quoted at time of booking not exceeded. • Visitors provided with details of payments due and a receipt if required. • The receipt to be clearly presented and well laid out. • The following information readily available prior to booking: Car parking arrangements near unit, Arrangements for pets, Distance of unit from nearest shop(s), etc., Distance of unit from nearest public transport, Water supply to meet all statutory regulations for drinking water, Types of energy supply if not electric, Electricity voltage, if not standard, A map and/or directions provided showing the location of the unit on booking or with brochure. (This may be provided in more detail after booking).
Welcome and Arrival	<ul style="list-style-type: none"> • An inventory of equipment to be available.
Guest and Tourist Information	<ul style="list-style-type: none"> • Tourist Information to be available. • See also section entitled Health, Safety & Security.

8.7 Interior – General

Minimum Entry Requirements

1 Star	<ul style="list-style-type: none"> • All facilities to be for the sole use of one unit, although at this level each unit let can be non self-contained*.
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Additional Requirements

2 Star	<ul style="list-style-type: none"> • There should be no more than one non self-contained* unit on each floor.
3 Star	<ul style="list-style-type: none"> • Non self-contained* units where there is only one unit and guests have sole use of the upper floor are acceptable up to a Three Star level, i.e. only guests and owners on the premises.
4 Star	<ul style="list-style-type: none"> • All units must be totally self-contained*.
5 Star	<ul style="list-style-type: none"> • No coin meters or smart card systems for fuel payment. However, meter readings are acceptable. • Visit Wales requires that at least 2 of the following 15 items listed below are in the unit and owners should be working to provide at least 5 of these. This list is not exhaustive and other items may be considered, if they are deemed 'special'. Tumble dryer, Telephone, DVD/(Video), Sound/music system, Docking station, Games consoles, Internet access/Wi-fi, PC/laptop and possibly printer for guests' use, Sauna (in unit), Spa bath, Hot Tub (not shared), Outdoor cooking facility, Additional TVs in some/all bedrooms, Extensive library/local reference material, Binoculars/telescope.

* What does Self-Contained mean?

A self-contained unit must have bedrooms, bathrooms, public areas and kitchen all contained behind one main door, where occupants have sole access. Non self-contained units can have bathroom and kitchen outside the main unit door but these rooms must still be allocated for the sole use of that unit's occupants.

8.8 Living & Dining Area

Minimum Entry Requirements	
General	<ul style="list-style-type: none"> • Dining table and seating facilities for the maximum number of occupants. • Where there is a functional open fireplace, a fireguard, poker, hearth brush, tongs, shovel, fuel container and ashes bucket provided. • Easy chair and/or sofa seats provided, sufficient for the maximum number of advertised occupants. • A colour TV to be provided where a TV signal is available, at no extra charge. Where terrestrial TV channels are not available every effort should be made to provide an alternative such as cable or satellite TV. • Non-flammable waste paper bins provided in living areas.

Additional Requirements	
4 Star	<ul style="list-style-type: none"> • All easy seating to be provided in the main lounge/lounges.

Minimum Entry Requirements	
Flooring	<ul style="list-style-type: none"> • All rooms/areas, passages and staircases must have suitable finishes or coverings.
Furniture, Furnishings and Fittings	<ul style="list-style-type: none"> • All exterior windows in living areas fitted with opaque curtains, blinds or shutters. Glass in exterior/interior doors will also require covering where the lounge is used for sleeping or where lack of privacy could be an issue. (The apex of an 'A' framed window and roof light windows need to be curtained only where the lounge is used as sleeping accommodation). • Where there is sleeping accommodation in living areas, there must be adequate storage for bedding and guests' clothes.
Heating and Ventilation	<ul style="list-style-type: none"> • Adequate means of heating must be available at all times which will mean heating will be provided in living areas. (Freestanding paraffin and Calor gas heaters are discouraged for safety reasons). • All living room areas to have at least one window opening directly into the open air.
Lighting	<ul style="list-style-type: none"> • All living areas must be adequately lit and lights must have shades (unless bulbs are decorative e.g. candle). Minimum levels of lighting should be provided for health and safety but the lack of illumination will affect the quality scores. Greater wattage and range of lighting will be expected in larger rooms.

8.9 Bedrooms

Minimum Entry Requirements	
Flooring	<ul style="list-style-type: none"> All rooms must have suitable floor finishes or coverings. Rugs on wooden/laminate floors are not a minimum requirement but their non-provision could affect quality scores depending on the quality of the flooring and the heating arrangements.
Furniture, Furnishings and Fittings	<ul style="list-style-type: none"> A bedside table/shelf & light for each permanent bed, including bunk beds (twin beds may share a table & light and top bunk to have light, but a shelf should be provided only where safe to do so). Non-flammable waste bins to be provided. A dressing table (or equivalent) with mirror, wardrobe or clothes hanging rail and adequate drawer space in each unit, in at least one double or twin room, to be provided. Hooks on backs of doors etc are not acceptable; garments should be able to hang free. Sufficient coat hangers required (assessors will take into account the quality and provision). Wire hangers are not acceptable. (Shelf space is an acceptable alternative to drawers).

Additional Requirements	
3 Star	<ul style="list-style-type: none"> Bedside table or shelf and light for each occupant (twin beds may share). For bunk beds a light per occupant is required and a shelf for the top bunk should be provided, except where it is not safe to do so.

Minimum Entry Requirements	
Beds and Bedding	<ul style="list-style-type: none"> Single beds – minimum size 183cm x 76 cm/6' x 2'6" Double beds – minimum size 183cm x 120cm/6' x 4'. At least one adult room without bunk beds. A headboard (or equivalent) should be provided with all permanent beds. All mattresses sprung or foam or similar quality and in sound condition. Bedding supplied in sufficient quantity i.e. bedspread and two blankets per bed, or one duvet of suitable tog rating, and two pillows per person. For winter, late or early season letting, the amount of bedding should be increased. Bedding clean and well aired. A mattress protector or under blanket fitted to all beds. (Plastic or rubber mattress protectors are not acceptable for normal use. Where a rubber cover is provided for children, it should be as an optional extra in addition to the normal mattress protector). Where linen is provided, it should be changed for all new occupants and weekly change offered during the letting period. Spare linen and bedding available on request. Sheets must be poly-cotton or cotton. We recommend that beds should always be made up when bed linen is provided. Where a bedroom is accessed via another bedroom, then this must be clearly advertised in the brochure. Where a bathroom is accessed via a bedroom, then these units must be so advertised.

Additional Requirements	
2 Star	<ul style="list-style-type: none"> All beds to be full size (except those clearly specified in brochures etc as being for children's use; or bed settees, unless this is the only bed for adults in the unit) – Adult single – minimum size 190cm x 90 cm/6'3" x 3 – Adult double – minimum size 190cm x 137 cm/6'3" x 4'6" – Child size – minimum size 183cm x 76 cm/6' x 2'6". We recommend that beds should always be made up when bed linen is provided.
3 Star	<ul style="list-style-type: none"> All double beds to have access to both sides, a dispensation may be sought at the 3 star level where double beds are against a wall in awkward rooms and the overall quality of the bedroom is to a 3 star standard. Dispensations will not be given where double beds have been placed in 'single' rooms in order to increase occupancy. Bed linen available with or without extra charge. (Cot bedding not included). We recommend that beds should always be made up when bed linen is provided. We recommend the provision of a hairdryer in the property
4 Star	<ul style="list-style-type: none"> All advertised sleeping spaces are to be in bedrooms only (Where studio flats for 2 are clearly advertised as such, an exemption will be made to this). Bed linen provided and included in the hire charge. Beds must be made up for guests' arrival.
5 Star	<ul style="list-style-type: none"> All beds are to be full sized beds including beds for children (excludes 'Z' beds used on a temporary basis for children only). It is unlikely that where a bedroom or bathroom is accessed via another bedroom that this would ever achieve Five Star. We recommend the provision of a hairdryer in each guest bedroom (children's rooms excluded).

Minimum Entry Requirements	
Galleried Bedrooms	<ul style="list-style-type: none"> Where a property accommodates only two people, any grade can, potentially be achieved. The galleried bedroom must be advertised as such in the brochure. Where the property accommodates more than two guests and there is a galleried bedroom, this must be clearly advertised in the brochure. The highest grading that could be achieved is 4 Star. This is due to lack of privacy, smells, light exclusion and noise interruption.
Heating and Ventilation	<ul style="list-style-type: none"> Means of heating must be available at all times which will, in most cases, mean heating to be provided in each bedroom. All bedrooms to have at least one window opening directly into the open air; windows to have opaque curtains, blinds or shutters.
Lighting	<ul style="list-style-type: none"> All bedrooms must be adequately lit and lights must have shades. Greater wattage and range of lighting will be expected in larger rooms.

8.10 Bathrooms and WCs

Minimum Entry Requirements	
General	<ul style="list-style-type: none"> • For non self – contained units, there must be at least one bath or shower for every eight guests in occupation, and one WC for every eight guests, readily accessible off a common landing, staircase or passage. The WC must be equipped with toilet paper and holder, toilet brush, and waste disposal bin. • The bathroom to be equipped with a bath or shower, bathmat, towel rail (pegs and hooks are not accepted), shelf or flat surface. Where the base of the bath or shower is not anti-slip then a non-slip mat must be available. Soap dish to be provided in showers. • There must be a means to provide hot water, available at all times. • A lock or bolt to be provided on all bathroom and WC doors. • All windows to have opaque curtains, blinds or shutters. (Glass doors to bathrooms and WC's must also have opaque curtain or blind). • Where no bath is available, this must be indicated in the brochure. • Each unit within the property must have a washbasin for personal washing with hot and cold water available at all times. A mirror must be above, or adjacent to, the washbasin. There must be a bath mat and towel rail. Shaver point adjacent to mirror, preferably with light. An adapter elsewhere in the unit is an acceptable alternative, providing it can be used close to a mirror.
General	<ul style="list-style-type: none"> • For self-contained units, each must have at least one bathroom and WC for every eight guests. The bathroom to be equipped with a bath or shower, bathmat, towel rail (pegs and hooks are not accepted), shelf or flat surface and wash basin. Where the base of the bath or shower is not anti-slip then a non-slip mat must be available. Soap dish to be provided in showers. • Where no bath is available, this must be indicated in the brochure. • If a (non en-suite) bathroom is accessed through a bedroom, this must be clear in all advertising. • Washbasin in main bathroom must be a minimum of 36cm x 24cm (14" x 9") internal, although a standard size washbasin is always recommended where space allows. (Additional basins offered in en-suites or separate WC's where basin in main bathroom complies, could be of a smaller dimension). • A mirror above or adjacent to the washbasin. • All units to have at least one WC equipped with toilet paper and holder, toilet brush, and disposal bin with sanitary bags, or a lidded bin. • All windows to have opaque curtains, blinds or shutters. (Glass doors to bathrooms and WC's must also have opaque curtain or blind). • There must be a means to provide hot water available at all times. • A lock or bolt to be provided on all bathroom/WC doors. • Shaver point adjacent to mirror, preferably with light. An adapter elsewhere in the unit is an acceptable alternative, providing it can be used close to a mirror.

Additional Requirements	
3 Star	<ul style="list-style-type: none"> • Where more than six guests are accommodated a shower should be available. This must be hands free, but can be fitted over a bath e.g. mixer tap.
4 Star	<ul style="list-style-type: none"> • Extra WC and washbasin (which may be in another bath/shower room) to be provided if the unit sleeps more than six. Bathroom ratio of 1:8 to be maintained. • Towels (one hand and one bath towel per person) available with or without extra charge.
5 Star	<ul style="list-style-type: none"> • Bath and shower available in the main bathroom. (An exception may be made for level entry showers built specifically for use by guests with mobility impairment.) This is a requirement at 5 stars although dispensations can now also be given for the lack of a bath when an overall high percentage at the 5 star level is achieved within a property and all other key sections are of high 5 star quality. It will be expected that where there is no bath that, for example only, a large cubicle with high quality drench shower with hand shower is in situ. • Extra bath or shower, toilet and washbasin, if more than six guests accommodated. Ratio to be maintained e.g. twelve guests require two bath or shower rooms with WC and basin (one may be en-suite). • We recommend that operators should be working towards a ratio of 1:4 if possible. • Towels provided and included in the hire cost.

Minimum Entry Requirements	
Flooring	<ul style="list-style-type: none"> • All bathrooms/WCs must have suitable floor coverings. Consideration should be given to the suitability of floor coverings for hygiene and housekeeping purposes.
Heating and Ventilation	<ul style="list-style-type: none"> • Heating to be provided in all bathrooms where there is an external window. A heated towel rail is acceptable. Heated light bulbs are discouraged. • All bathrooms and WCs to have an opening window or Local Planning Authority approved ventilation system.
Lighting	<ul style="list-style-type: none"> • All bathrooms/WCs must be adequately lit and all lights must have shades or be suitably protected.

8.11 Kitchen

Minimum Entry Requirements	
General	<ul style="list-style-type: none"> • A cooker with an oven, with at least two shelves, a grill & at least four boiling rings that may be used simultaneously with the oven or grill. For any larger numbers i.e. twelve or more, accommodated, it is anticipated that additional cooking facilities will be provided. If two people only are accommodated then two boiling rings plus oven and grill can be provided. • A microwave is an acceptable alternative for one boiling ring. A combination microwave (oven, grill and microwave) is acceptable as a grill or oven, provided that a three-ring hob is also available separately. • Cookers to be clean and in sound condition and functioning properly. • Microwave and compatible cookware/crockery. • A refrigerator with an ice-making compartment (unless a freezer is also provided). Larder fridges are not acceptable. • A sink equipped with a draining board, dish drying rack, hot water and cold drinking water supply to be provided. • At least one hygienic work surface. • An opening window or local Planning Authority approved ventilation system. Opaque curtains, shutters or blinds on external glass doors and windows. • A covered waste disposal bin to be provided, with liner. • Storage space suitable for food. • Vacuum cleaner provided in each unit, unless a daily cleaning service is provided. • Where a dishwasher is provided, crockery and utensils should be dishwasher safe. Extra crockery should also be provided, so dishwasher does not have to be operated at each mealtime. • Sufficient storage space for crockery, cutlery, kitchen and cleaning equipment provided.

Additional Requirements	
4 Star	<ul style="list-style-type: none"> • Access to washing machine if not in the unit. Ratio of 1 machine to every 5 units. 24 hour return laundry service also acceptable. • Access to Freezer if not available in unit (3*** icebox in a unit fridge is acceptable). Ratio of 1 large freezer to 5 units on a multi-unit site is acceptable. On multi-unit sites thought should be given to security of each property's food items. The freezer space should be assessed for the number of guests accommodated and consideration given to an additional freezer as appropriate.
5 Star	<ul style="list-style-type: none"> • Freezer provided within the unit (icebox not acceptable at this level). • Dishwasher provided within the unit (consider size for number the unit accommodates). • Washing machine provided in the unit (may be provided in an exterior purpose made laundry room on multi-unit sites, but must have 24 hour access). Ratio maximum of 1 machine to every 5 units. Use of property owner's washing machine is not acceptable.

Minimum Entry Requirements	
Flooring	<ul style="list-style-type: none"> All kitchens must have suitable floor finishes or coverings. Consideration should be given to the suitability of floor coverings for housekeeping and hygiene reasons.
Heating and Ventilation	<ul style="list-style-type: none"> Adequate means of heating must be available at all times which will, in most cases, mean heating provided in the kitchen, if large or separate. There should be an opening window or local planning authority approved ventilation system.
Lighting	<ul style="list-style-type: none"> Kitchens must be adequately lit and all lights must have shades or be suitably protected. Minimum levels of lighting should be provided for health and safety but the lack of illumination will affect the quality scores.

8.12 Kitchen Inventory

Minimum Entry Requirements	
Per Person	<ul style="list-style-type: none"> Matching crockery: – Bowl – Cereal or soup –Plate – large & small – Egg cup – Mug –Teacup & saucer –Tumblers – large & small –Wine glass – Knives* – table & side – Spoons – soup & dessert & tea –Forks* – table & dessert. <p>* Knives and forks: it is acceptable to provide double the amount i.e. 2 of each rather than table and side/dessert. Consideration should be given to the number of items provided in respect of guest's visitors and the minimum and maximum number of occupants.</p>

Per Unit	<ul style="list-style-type: none"> • The range of the present list of items will not be too rigidly assessed and the market catered for will be considered. There will be higher expectations at 5 stars. • Ashtrays – if smoking permitted. • Baking tray or tin. • Basic clothes drying facility – line or rack. • Biscuit or cake tin or storage container. • Bread board or chopping board. • Bread bin. • Bread knife. • Broom. • Bucket. • Butter dish. • Cafetiere or coffee mak • Casserole dish with lid. • Carving knife, fork and dish. • Cleaning agents including washing up liquid – appropriate to equipment supplied. • Clothes pegs – at least 24. • Colander. • Condiment set. • Corkscrew & bottle opener. • Cutlery box or drawer divider. • Dish cleaning cloths (Changed for each new let). • Door mat at exterior doors. • Duster. • Dustpan & brush. • Fish slice. • Floor cloth and/or mop. • Frying pan. • Grater. • Ice making tray. • Iron & ironing board (1:5 in multiple units & readily available). • Kettle – automatic electric. • Kitchen scissors. • Ladle. • Measuring jug. • Milk jug. • Mixing bowl – large & small. • Oven cloth or mitts. • Oven roasting tray. • Pie dish. • Potato masher. • Potato peeler. • Saucepans – large, medium, small with lids. • Two additional large saucepans if 8 or more guests are accommodated. • Serving dishes x 4 (to include salad bowl & vegetable dishes. • Sieve. • Spare light bulbs (at least one for each type used). • Sugar basin. • Table cloth (or one place mat per person). • Table spoon (a minimum of four). • Teapot. • Tea towels with hooks, rail or suckers. • Tin opener. • Toast rack. • Toaster. • Tray. • Vacuum cleaner. • Vegetable knife. • Washing up bowl with brush or sponge. • Water jug. • Whisk. • Wooden/plastic mixing spoon.
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9 Code of Conduct

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

- To maintain standards of guest care, cleanliness, and service appropriate to the type of establishment;
- To describe accurately in any advertisement, brochure, or other printed or electronic media, 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 the policy on cancellations to guests 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 offered is in an unconnected annex or similar and to indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the establishment;

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- 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 requirements;
 - To allow a Visit Wales representative reasonable access to the establishment, on request to confirm the Code of Conduct is being observed.

9.1 Dispensations

With any dispensations granted the missing facility must be clearly advertised in all media. Any serious consumer complaints will bring the dispensation under review.

10 Conditions For Participation

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

- Meet or exceed the Visit Wales minimum entry level requirements for a rating in the relevant accommodation sector.
- Observe the Visit Wales Code of Conduct.
- Be assessed, and in the event of complaints by authorised representative of Visit Wales.
- Pay an annual participation fee.
- Provide an Access Statement.

10.1 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 assessment scheme.

10.2 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 appropriate Visit Wales logo.

Any listing in a Visit Wales publication/web site and within the Tourist Information Centre network are conditional on continued participation in the Visit Wales grading assessment scheme.

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

11 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@wales.gsi.gov.uk** and we will try to resolve your concerns.

Alternatively, you may wish to write to us at:

Quality Assurance Dept,
Visit Wales,
Welsh Government,
Rhodfa Padarn,
Llanbadarn Fawr,
Aberystwyth,
SY23 3UR.

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