



Visit
Wales

A Guide to the
Star Grading Scheme for
**Serviced Guest
Accommodation**



Llywodraeth Cymru
Welsh Government

Welcome to the **Visit Wales** Star Grading Scheme for Serviced Guest Accommodation

Is This The Right Guide For You?

If you offer serviced tourist accommodation on a less formal basis than is usually expected at a hotel, then you probably have the right book to explain how your business can get to one of the five levels of Star rating from us.

If however, you feel that you offer the guest the facilities of a hotel, and particularly if your business trading name has the word 'hotel' in it, then you need to look at our other publication, 'Visit Wales – a Guide to the Star Grading Scheme' for Hotels because your business will be quality graded on the basis of that book's contents. See contact details on inside back cover for details on how to obtain a copy. A Common Standard agreed scheme also exists for Budget Accommodation- the roadside, budget style accommodation which has limited services. Please note that a Star rating is not awarded to this type of accommodation.

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1.0 General Introduction

1.1 Introduction

1.1.1 Common Standards Across Britain

Since 2006, Visit England, Visit Scotland, Visit Wales and the AA have worked together with the support of the Government to implement a Common Standard for assessing the quality of serviced accommodation throughout Britain. Now in 2010, the existing common standard partners have been joined by the Northern Ireland Tourist Board and have updated the original common standard criteria for Hotels and Guest Accommodation.

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

1.1.2 The Requirements

We have based the requirements for the star ratings on the existing standards of all the organisations plus extensive research into the needs and expectations of visitors. We have also consulted widely with the hospitality industry.

The feedback we received from the industry shows strong support for a common quality standard for serviced accommodation throughout the countries where we operate the schemes. Our aim for this revised common quality standard is to work continually with the industry and to strive together to raise quality standards in line with the ever-evolving expectations of consumers.

1.1.3 Dispensations

Dispensations for certain individual requirements within the quality standards may be given as long as all the remaining requirements and quality levels for that rating are met or exceeded. This flexibility will be on a case-by-case basis and will have to be agreed by the SRG Working Group, which represents all the five organisations who operate the Common Standards – AA, Visit England, Visit Scotland, Visit Wales and the Northern Ireland Tourist Board. Any exceptions will need a proportional increase in quality in other areas to compensate for the area where an exception is sought.

1.1.4 How does the assessment system work?

Briefly, there are three elements to the process

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

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

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

Step 1

The visit begins with our Quality Advisor carrying out an objective, qualitative assessment of every aspect of your business from the condition of the building itself, the furniture, furnishings etc. to the services offered to the guests. Essentially, a numerical score is given to every aspect assessed and that score equates to a quality level description. A scale of 1 to 5 is used, so if something is of an Excellent quality, it gets 5 points; if it's considered to be Acceptable a score of 1 is given. In order to remove any bias, our Quality Advisors are trained and follow set guidelines. The different points value signify ascending levels of quality, like this:

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

(Please see section 3.1.5. for guidance on the above terminology).

Once the report form is complete and scores have been allocated, they are totalled, and a percentage score for the quality of the whole business is calculated. By looking at the star banding percentage range, the Quality Advisor gets an indication at this stage of what the overall Star rating might be.

Star Rating	Entry Level Percentages
1 Star	30 – 46%
2 Star	47 – 54%
3 Star	55 – 69%
4 Star	70 – 84%
5 Star	85 – 100 %

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

Step 2

The QA must now check for consistency of quality, using what we refer to as 'Sectional Qualifiers'. The purpose of this approach is to ensure that one aspect of the business has not been scoring high marks, driven up the overall percentage mark into the next Star rating level giving a false impression to the guest of the overall quality, and research has shown to us that the quality of certain Guest accommodation is particularly important to guests. If these aspects fall below guests' expectations at any given Star rating, they are likely to be disappointed customers. It is therefore very important that the quality of these critical areas match the overall grade of the business.

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

Below are the minimum percentage score at each level.

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

Step 3

Finally, a check must be made to ensure that any additional facilities/services required at each particular level are present and available, as well as those required at all preceding Star levels. Research has shown that the higher the rating, the more facilities and services are expected by the consumer. Now the QA can tell you the Star rating!

1.2 Categories/Designators

1.2.1 Type of Designators

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

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

1.2.2 General Description

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

Designator	General Description
Bed and Breakfast	Accommodation provided in a private house, run by the owner and with no more than six paying guests.
Guest House	Accommodation provided for more than six paying guests and run on a more commercial basis than a B&B. Usually more services, for example dinner, provided by staff as well as the owner.
Farmhouse	B&B or guesthouse accommodation provided on a working farm/smallholding.

Designator	General Description
Inn	An inn is an establishment with a full on licence. Open to residents and non-residents, the food and beverage is a significant part of the operation, with bar/restaurant available at lunchtimes and evenings. Accommodation will be a relatively minor part of the operation by comparison. The facilities/services provided for the guests will have more in common with B&B style operations. Those 'inns' which provide traditional hotel style accommodation and service will qualify for the 'Hotel' designation.
Restaurant with Rooms	Destination restaurant offering overnight accommodation with the restaurant being the main business and open to non residents. The restaurant should offer a high standard of food and restaurant service at least 5 nights per week. A liquor licence and a maximum of 12 bedrooms are necessary.
Guest Accommodation	Any establishment that meets the minimum entry requirements is eligible for this general sub category.

1.3 Key Requirements At Each Rating Level

1.3.1 Minimum Entry Requirements

To be recognised within the Guest Accommodation' standard you must meet all the Detailed Requirements listed between page 8 and page 19 of this document.

1.3.2 Key Minimum Entry Requirements

The key minimum entry requirements for achieving Guest Accommodation.

One Star

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

1.3.3 Additional Key Facility Requirements at 3 Stars and Above

- Two Star – Bathrooms and shower rooms cannot be shared with the owners.
- Three Star – Washbasin in every guest bedroom for those bedrooms which do not have an en-suite or private facilities.
- Four Star – 50% of guest bedrooms to be en-suite or with private facilities.
- Five Star – All guest bedrooms to be en-suite or with private facilities.

1.4 Quality

1.4.1 Quality Assessments for Guest Accommodation

There are five levels of quality ranging from One to Five Star. To obtain a higher Star rating you will need to provide enhanced quality standards across all areas with particular emphasis in five key areas namely; cleanliness, hospitality, breakfast, bedrooms and bathrooms. Our research shows that quality, above all, is very important to visitors. For further details see Quality Grading (page 19).

1.4.2 Rating Assessments for the Guest Accommodation Standard

If you are participating in the Guest Accommodation scheme, and you want to move up the rating scale, you will need to meet progressively higher quality standards. At the highest level of quality, offering some additional and appropriate facilities and service plus the very best in guest care is expected.

We use phrases such as ‘quite good’, ‘good’ or ‘very good’ etc. to signify ascending levels of quality in broad terms only. They are deliberately non-specific because we recognise the wide variety of quality elements that can be included.

2.0 Detailed Requirements

2.1 Overall Standards

2.1.1 Statutory Obligations

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

Access	Ensure the fire evacuation procedures consider emergency egress for disabled people. Remember guests with hearing impairment may not hear knocking at the door. Record room location and any specific requirements.
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Comply with all relevant statutory requirements including:

- **Fire Risk Assessment:** to comply with the Regulatory Reform (Fire Safety) Order 2005.
- **Food Safety/Hygiene:** register with the local Environmental Health department.
- **Guest Register:** provide a register of all guests; record passport number of all overseas guests.
- **Health & Safety:** operate safely with due regard to health and safety legislation and with evidence of consideration for the safety of guests and security of guests’ property; supply clear information on how to contact proprietor/manager in case of emergency.
- **Planning:** comply with all local planning regulations.
- **Licensing:** comply with all local licensing regulations (if applicable).
- **Hotel Proprietors Act:** comply with this Act (if applicable).
- **Data Protection Act:** comply with this Act.

- **Prices & Payment:** make clear to guests exactly what is included in all prices quoted for accommodation including taxes and any other surcharges; adhere to and not exceed prices quoted at the time of booking.
- **Cancellation Policy:** communicate clearly the cancellation policy to guests at the time of booking i.e. by telephone, fax or email.
- **Consumer Protection from Unfair Trading Regulations 2008:** comply with these Regulations by describing accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided.
- Advise visitors at the time of booking and subsequently, of any change, if the accommodation offered is in an unconnected annexe or similar, and indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the main property.
- **Equality Act 2010 (replaces the Disability Discrimination Act 1995):** Comply with this Act. Welcome all guests courteously and without discrimination in relation to gender, sexual orientation, disability, race, religion or belief. Make 'reasonable' adjustments to improve service for disabled customers. Produce an Access Statement – a description of facilities and services offered.
- Provide guests with clean, hygienic, safe and well-maintained accommodation at all times.

N.B. It is unlikely that any establishment offering accommodation to DSS residents or operating as a refuge hostel for homeless people will be eligible to participate in the scheme.

2.1.2 Cleanliness

Sustainable	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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As cleanliness at every star rating is of paramount importance to the consumer, consistent standards of cleanliness are essential. Particular attention should be given to bathrooms, shower rooms and toilets especially items involving direct contact with guests, including:

- Bedding, linen and towels.
- Baths, showers, washbasins and WCs.
- Flooring and seating.
- Crockery, cutlery and glassware.
- All bedrooms, bathrooms and shower rooms cleaned daily and checked to ensure appropriate standards of cleanliness.

Bathrooms and shower rooms clean and fresh smelling. Particular attention paid to WCs, plugholes, shower curtains, mirrors and extractor fans.

2.2 Service and Efficiency – Hospitality and Friendliness

2.2.1 Bookings and Pre-Arrival Information

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

2.2.2 Guest Arrival, Welcome and Access

- The proprietor or staff should be on duty during the main arrival and departure periods and during meal times. It is acceptable that the entrance may be locked and the guest may have to ring or knock for access.
- Registration of all guests on arrival.
- Once guests have registered, they should have access to the establishment and to their bedrooms at all times unless they were previously told about any restrictions. A key or security code may be given for the main entrance.
- You should provide service that is appropriate to the style of accommodation, and deal promptly with all enquiries, requests, reservations, correspondence and complaints from guests.
- There must be an effective means for guests to call for the attention of the proprietor or staff, who need to be available at all reasonable times (as above). If the proprietor or staff are temporarily off-site or live away from the property, guests must be provided with a means to call for personal assistance 24 hours a day, without the need to use their own mobile phone. If mobile phone coverage is poor or non-existent, proprietors should be able to provide a reliable alternative. Operators (or their designated representative) must be available to attend promptly in case of emergency.

2.2.3 Guest Departure

- You should provide written details of payments due and a receipt to any visitor who requests it. You need to clearly identify the VAT element of the bill where applicable.

2.3 Breakfast

2.3.1 General Requirement

- Full cooked breakfast, or continental should be available (see 2.6.1 for details).

2.4 Bedrooms

2.4.1 Bedroom Size and Spaciousness

- All bedrooms should have sufficient space for guests to move easily around the room.

N.B. – All bedrooms that are smaller than the following sizes are unlikely to meet the minimum requirements

- Single 5.6sq.m/60sq.ft
- Double 8.4sq.m/90sq.ft
- Twin 10.2sq.m/110sq.ft

When we assess bedroom size we take into account the usable space available around furniture and fittings. For a higher quality rating, rooms will be expected to be spacious.

- The ceiling height for the major part of the room needs to be sufficient for a person of 6ft to move around without stooping. Sloping eaves and ceilings are acceptable as long as they do not restrict guests' movement to an unacceptable degree.
- It should be possible to fully open doors and drawers without having to move other furniture.
- Rooms for family occupation need to be significantly larger.

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

2.4.2 Beds and Bedding – Size and Quality

Minimum bed sizes:

- Single 190 x 90cm/6ft 3ins x 3ft
- Double 190 x 137cm/6ft 3ins x 4ft 6ins

Beds of 183 x 75 cm/6ft x 2ft 6ins will only be acceptable for children and can only be used as part of a family room. Beds of 190 x 122 cm/6ft 3ins x 4ft beds will be acceptable for single rooms only.

- Rooms with bunk beds only are not acceptable for adult use. *Bunk beds should have a minimum of 75cm/2ft 6ins clear space between the mattress of the bottom bed and the underside of the top bed (Bunk Bed Regulations 1997).*
- All mattresses should be comfortable and have mattress protectors, a sprung interior or be made of foam or similar. All mattresses should have a protector. Plastic or rubber mattress protectors are not acceptable except when used for small children.

- All beds and mattresses should be of sound condition with a secure headboard or equivalent.

2.4.3 Bedding – Quality and Provision

- All beds should be made daily.
- All bedding should be clean and in sufficient quantity, according to the season and the needs of guests.
- As a guide each bed should have either: a: two sheets, two blankets and a bedspread or b: a duvet with duvet cover and one or two sheets.
- There should be two pillows in individual pillowcases per person (one pillow is acceptable at one-star). If feather pillows or duvets are provided, a non-allergenic alternative should be available on request.
- All bed linen (sheets, pillow cases and duvet covers etc.) should be fresh for each new guest. It should be changed at least once in every week for staying guests.
- Spare blankets and pillows should be available on request.

For best practice, we suggest that you also use pillow protectors and that any spare pillows and bedding are clean, fresh and preferably wrapped.

2.4.4 Furniture, Furnishings and Fittings

Each bedroom should have:

- A bedside table, cabinet or shelf for each bed although twin beds may share and 75cm/2ft 6ins bunk beds are exempt.
- A dressing table, writing desk, small table or equivalent, with a mirror adjacent.
- A chair or a stool.
- If a lounge is not available, a comfortable easy chair should be provided in the bedroom for guests to use whilst reading etc. (Dispensations may be available for individual rooms, where lack of space precludes this).
- A wardrobe or clothes hanging space with sufficient coat hangers. (Wire hangers are not acceptable.)

An alcove with a rail is acceptable but coat stands, hooks on walls or behind doors are not.

- Adequate drawer or shelf space. The drawers should run freely.
- Opaque curtains, blinds or shutters on all windows, including glass panels to doors, fanlights and skylight windows so that guests have privacy and can exclude any light from outside the room.

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

2.4.5 Windows and Ventilation

- Every bedroom must have at least one opening window with clear glass to provide natural light and adequate ventilation. Rooms without windows are generally not acceptable. (Dispensations may be available for specific rooms, but only if air conditioning is installed.) If windows are sealed, a Local Planning Authority approved ventilation system should be provided.

- Windows should be well fitted, easy to shut and open and remain open.
- Security fittings installed on all bedroom windows where, when open, access could be gained from outside – for example, patio or French doors, ground floor windows and windows overlooking fire escapes.
- You should make an effort to insulate against external noise.
- You should provide a pole for opening high “Velux”-style or skylight windows, where these are the only opening windows.

2.4.6 Lighting

- Bedrooms should be well lit and there should be adequate natural light.
- The control switch for the main lights should be near the door.
- There should be adequate bedside lighting controllable from each bed and from each side of a double bed. It is acceptable for twin beds to share a centrally situated light. 75cms/2ft 6ins bunk beds are exempt from providing a light. All bulbs, unless decorative, should have a shade or cover.

2.4.7 Heating

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

2.4.8 Flooring

- Bedrooms should have fully fitted carpets or hard flooring.

2.4.9 Beverage Making Facilities

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

2.4.10 Telephones in Bedrooms

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

Sample call charges required, but not per unit.

- The cost of one 5 minute local call at peak rate.
- The cost of one 5 minute local call at off peak rate.
- The cost of one 5 minute long distance call at peak rate.
- The cost of one 5 minute long distance call at off peak rate.
- The cost of one 5 minute international call at peak rate.
- The cost of one 5 minute international call at off peak rate.

N.B. – There needs to be a clear explanation of what constitutes a local and long distance call and a clear indication of what constitutes peak and off peak.

2.4.11 Miscellaneous Requirements

Each bedroom should have:

- A means of securing bedroom doors from inside and out, and a key should be available.

N.B. – Those properties which may older or are architecturally listed properties may be awarded a dispensation if bedroom doors do not allow for the fitting of a lock: Guests need to be advised of this during the time of booking and a strong box or a lockable and secure facility needs to be in situ within the bedroom.

- A waste paper container. It should be non-flammable if smoking is permitted.
- An ashtray if smoking is permitted.
- A drinking tumbler per guest. This should be glass or a wrapped disposable.
- Sufficient, conveniently situated, power sockets to allow for the safe use of all electrical equipment provided.
- Printed advice on how to obtain emergency assistance at night. This needs to be clearly displayed somewhere within the bedroom.
- Iron and ironing board available on request and advertised in the bedroom.
- Early morning calls available on request or an alarm clock provided.
- For bedrooms without en-suite or private bathroom, a towel rail or equivalent should be provided with one hand towel and one bath towel per person. There should be fresh soap for each new letting. If you provide liquid soap dispensers, you need to pay particular attention to their cleanliness and hygiene.

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

2.5 Bathrooms, Shower Rooms and En-Suite Facilities

2.5.1 General

All establishments must provide:

- Hot water at all reasonable times.
- At least one bath or shower room with wash basin for every six guests.
- At least one WC for every six guests, separate from a bath or shower room.

When an establishment has four or less bed spaces for paying guests, it is acceptable for a bath or shower room be combined with a washbasin and WC.

- If there are any guest bedrooms without washbasins, there should be a hand washbasin in the WC.
- Additionally, where the maximum number of guest's resident within an establishment, including proprietors, is no more than six, it is acceptable that facilities are shared between guests and proprietors. However this will limit the achievable rating to Two Star.
- Where a shared arrangement exists, proprietors and their family should avoid prolonged use of the bathroom during the early to mid morning period. They should also remove their personal belongings from the bathroom.

2.5.2 En-Suites

What is an en-suite?

An en-suite facility consists of a bath or shower, WC and washbasin **in a separate room**, connected to a bedroom and entered directly from it.

The WC must always be in its own properly ventilated room. If the shower cubicle is situated in the bedroom then additional ventilation should be added to take account of this.

It is acceptable for the washbasin and shower to be in the bedroom, as long as the WC is contained within a room of its own, within the bedroom. Accommodation with shower cubicles sited in the bedrooms are unlikely to achieve a high quality rating.

If the bath or shower cubicle is located in the bedroom, guests must be told when they book. **This should not be described as en-suite facilities.**

2.5.3 En-Suite Provision

- **One to Three Star** – there is no minimum requirement for en-suite facilities. However, where they are provided their quality will be assessed as part of the bathroom quality assessment.
- To achieve a **Four Star** rating, you will need to provide at least 50% of bedrooms with an en-suite or a private bath/shower facility.
- To achieve a **Five Star** rating, every bedroom must have an en-suite or a private bath and/or shower facility.

2.5.4 Private Bathroom and Shower Room Facilities

What is a private facility?

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

What is a public facility?

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

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

All bath and/or shower rooms should have:

- A bath or shower. If a shower is provided a screen or curtain should be provided, unless designed in such a way that this is not required.
- A lidded WC. A toilet roll holder with toilet paper.
- Fresh soap provided for each new guest. *If liquid soap dispensers are used, you need to pay particular attention to their cleanliness and hygiene.*
- A covered bin/open bin with sanitary disposal bags.
- An internal lock/bolt. Separate private bathrooms need a lock and key so that the guest has sole use and can confidently leave their belongings in the bathroom.

N.B. – An internal lock is not needed for en-suite doors.

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

2.5.6 Public/Shared Bathrooms

- Access to bath/shower rooms from a bedroom through a lounge; dining room etc. is not acceptable.

In addition to the requirements listed before under 2.5.5 Fixtures and Fittings for all Bath/Shower Rooms, all public bathrooms and/or shower rooms should have:

- Heating.
- A bathmat that is changed daily.
- Soap as well as the soap provided in the bedrooms.
- Hand drying facilities.
- All public bathrooms need to be well lit.

2.5.7 Guest Toilets (Shared)

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

Fixtures and Fittings

All guest toilets need to have:

- A lidded WC.
- A toilet roll holder and toilet paper.
- A covered bin/open bin with sanitary disposal bags.
- A hand washbasin (not necessarily a washbasin) and hot water, soap and hand towel/drying facilities if all guest bedrooms do not have a washbasin.
- A covered light.

- An extractor fan for adequate ventilation or a window that opens.
- An opaque window curtain or blind for privacy and comfort.
- An internal lock or bolt.

2.5.8 Washbasins in Bedrooms

N.B. To achieve a Three Star rating all bedrooms require a washbasin – either free standing or in a vanity unit.

Fixtures and Fittings

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

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

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

2.6 Guest Meals

2.6.1 Breakfast

- All food must be properly cooked and carefully prepared and presented.
- A cooked or continental breakfast should be available. If a cooked breakfast is not available, you must make guests aware at the time of booking and highlight on property website and on third party websites.

To achieve the higher star ratings, a greater choice and quality is expected.

- A proprietor and/or staff should be available at breakfast for responding to guest's needs, e.g. clearing of dishes, replenishing buffet and offering top-ups of tea and coffee.
- Where breakfast is served in the bedrooms, service should be of an equivalent or better level than if it was to be served in a breakfast room. this includes service of beverages.
- It is acceptable to offer a buffet style cooked breakfast.

2.6.2 Dinner – Where Provided

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

2.7 Public Areas

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

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

2.7.2 Safety and Security

Accessibility	Ensure the fire evacuation strategy details emergency exit procedures for disabled people. Remember guests with hearing impairment may not hear knocking at the door. Record room location and any specific requirements and pass to staff at change of shift.
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- The main entrance should be clearly identified and the doorway illuminated.
- You should maintain a high degree of general safety and security. All information on emergency procedures should be kept up to date.
- In every bedroom there must be printed details explaining to guests how to summon help if there is an emergency during the night. If the proprietor or staff are temporarily off-site or live away from the property, guests must be provided with a means to call for personal assistance 24 hours a day, without the need to use their own mobile phone. If mobile phone coverage is poor or non-existent proprietors should be able to provide a reliable alternative. Operators (or their designated representative) must be available to attend promptly in case of emergency.
- You should take adequate measures to protect the security of guests and their property. In particular you need to consider the safety and security of guests staying in bedrooms on the ground floor.
- For the safety of guests, all car parks should be adequately lit.

2.7.3 Exterior and Condition of Buildings and Equipment

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

2.8 Annexes

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

3.0 Quality Guidance

3.1 General

3.1.1 What is Quality?

When we are assessing quality we take into account the following:

- Intrinsic quality – the inherent value of an item.
- Condition – the maintenance and appearance of an item. Is it fit for the purpose?
- Physical and personal comfort – does the quality of an item detract in any way from the comfort of the user?
- Attention to detail – the evident care taken to ensure that the guest experience is special and of the same high standards for all.
- Guests choice and ease of use – the guest experience is enhanced through choice – be it the choice of beverages in his/her room or the choice of room temperature. This is further improved by how usable the guest finds the room and its contents.
- Presentation – the way the room and its contents are presented for guests' arrival and during their stay.

3.1.2 Grading – Assessment for a Quality Rating

Assessed establishments will be given an overall quality rating on a scale of **One** to **Five Star**.

Consumer research into the comfort of guests shows that cleanliness, hospitality, friendliness and the quality of breakfast, bedrooms and bathrooms are most important. Our quality assessments are based mainly on these factors. When our assessors visit your property, they will evaluate all the aspects of the accommodation and service you provide.

3.1.3 Grading – Assessing the Quality Score

During our assessment we will give a quality score equivalent to a Star rating for every aspect of your business that we evaluate, as outlined in the following sections.

This establishes an overall percentage score for quality. We determine your quality rating by using this percentage against a series of Quality Grading Bandings as listed below. This will be your Star rating as long as you meet the relevant standard in the key quality areas: cleanliness, hospitality, bedrooms, bathrooms and breakfast. All other relevant Minimum Entry Requirements must also be met. So, for example, to achieve a rating of Four Star, all of the key areas must meet a Four Star quality level and the overall total percentage must be between 70% and 84%.

3.1.4 Grading Bands

Star Rating	Entry Level Percentages
1 Star	30 – 46%
2 Star	47 – 54%
3 Star	55 – 69%
4 Star	70 – 84%
5 Star	85 – 100 %

3.1.5 Quality Indicators

Examples are given of the level of quality expected to achieve a quality level of **One to Five Star** for each area of Assessment.

We use phrases such as ‘acceptable’, ‘good’, and ‘very good’ to signify ascending levels of quality in broad terms only. They are deliberately non-specific because we recognise the wide variety of quality elements that can be included. The Quality Indicators represent typical expectations for condition and intrinsic quality. **They are neither definitive nor exhaustive.**

3.2 Cleanliness

Sustainability	<p>If it is policy to prepare guests’ rooms in anticipation of their arrival by leaving lights on, consider completing this activity much later in the day or not at all.</p> <p>Use could be made of towel and laundry agreement notices, whereby guests are asked to indicate if they wish their bed linen and towels to be laundered less frequently. Signs could be made in-house or sourced externally.</p>
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Access	Do not move furniture and personal items in the bathroom or bedroom as in most cases they have been placed in positions that are accessible to the guest. Ensure housekeeping equipment does not obstruct hallways.
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • All room surfaces throughout the establishment to be clean and free from dust. As cleanliness at every star rating is of paramount importance to the consumer, consistent standards of cleanliness are essential. • All rooms to be vacuumed daily. • Public areas kept tidy.
Two Star	<ul style="list-style-type: none"> • A quite good standard overall, although some areas may be overlooked.
Three Star	<ul style="list-style-type: none"> • Some evidence of attention to detail particularly at high and low level dusting and areas which may come into contact directly with guests e.g. bedding and crockery, WC’s and baths. • Soft furnishings and carpets well maintained. • All areas free from clutter. • All areas smelling fresh and clean.

Four Star	<ul style="list-style-type: none"> • Clean and freshly polished surfaces. • Soft furnishings and carpets regularly deep cleaned. • Greater attention to detail with high overall standards. • Hygienically stored spare blankets and pillows in bedrooms.
Five Star	<ul style="list-style-type: none"> • Clearly a pristine finish. • Gleaming surfaces. No smears or marks. • Evidence of thorough cleaning. • Spotless soft furnishings and carpets. • Bedding visibly crisp and clean.

3.3 Hospitality and Friendliness

Access	<p>Ask if the guest has any access needs. Welcome assistance dogs [legal obligation]. Many disabled people rely on assistance dogs to provide independence. See the dog as being part of the person.</p> <p>Ensure guests identifying themselves as being disabled e.g. visual impairment are offered a familiarisation tour.</p> <p>Provide a vibrating alarm clock for hearing impaired guests.</p> <p>Provide information in a range of formats e.g. large print, Braille, photographs, MP3 downloads and audio description on websites.</p>
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Limited guest contact and interaction.
Two Star	<ul style="list-style-type: none"> • All guests dealt with promptly and in a courteous and helpful manner.
Three Star	<ul style="list-style-type: none"> • A positive and friendly attitude from cleanly attired proprietors and staff. • Good first and last impression with a welcoming smile.
Four Star	<ul style="list-style-type: none"> • Attentive, more personalised service with very good levels of customer care such as use of guest's name. • Pro-active approach to guests with effort made at social interaction and conversation. • Guests made to feel very much at home with a warm cheerful welcome on arrival.
Five Star	<ul style="list-style-type: none"> • Guests personally greeted on arrival. • Awareness and anticipation of individual guest's needs with nothing being too much trouble. • An offer of additional services such as fresh milk, use of the telephone, information on the locality and recommendations for eating out etc. • Excellent first and last impression.

3.4 Service and Efficiency

3.4.1 Booking and Arrival

Sustainability	<p>Include public transport options in promotional material and booking information.</p> <p>Ensure all staff are fully briefed and updated on the hotel's sustainable tourism policy, particularly reception, concierge and dining room staff.</p>
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Access	<p>Offer your guests a choice of how to contact you e.g. telephone, fax, letter, email and find out about Text Relay used by people with a hearing impairment at www.textrelay.org</p> <p>Provide a vibrating alarm clock for hearing impaired guests. Provide hotel information in a range of formats e.g. large print, Braille, photographs, MP3 downloads and audio description on websites.</p> <p>Always ask if the enquirer or any of the guests in the party have any specific access requirements. Promote your Access Statement.</p> <p>Specific training is available on how to welcome all types of guests e.g. Welcome All and WorldHost Customers with Disabilities. Consider learning to communicate in basic British Sign Language (BSL).</p>
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Basic guest details recorded on booking. • Access on arrival may be restricted. • Ad hoc registration of guests. • Guests directed to their rooms.
Two Star	<ul style="list-style-type: none"> • Competent telephone manner when taking bookings with a better range of details taken, e.g. guest names, addresses, telephone number, dates of stay, number of single/double rooms required etc. • Guests made aware of any access restrictions when they are booking. • Sound registration procedures.
Three Star	<ul style="list-style-type: none"> • Organised approach for dealing with guest enquiries, reservations, correspondence, complaints etc. • Willingness to help guests on arrival.
Four Star	<ul style="list-style-type: none"> • Competent and efficient booking procedure with directions offered. • Escort to the bedrooms and indication given of public areas. • Offer made of assistance with luggage.
Five Star	<ul style="list-style-type: none"> • Usually no more than five rings before telephone is answered. • Bookings handled in a professional manner that makes the guest feel welcome and gives confidence that details have been accurately recorded. • Confirmation letter and directions sent by post/email/text. • Guests shown to rooms with luggage assistance. Explanation of accommodation and bedroom facilities. • Appropriate use of guest's name. • Offer of refreshment on arrival.

3.4.2 Dinner (where served) and General Services

Access	<p>Try to be flexible with meal times to help diabetic people regulate their blood sugar.</p> <p>Offer guests assistance with self-service buffet where appropriate.</p>
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Adequate social and service skills. • Tables laid appropriately for the meal being served.
Two Star	<ul style="list-style-type: none"> • Competent service with helpful attitude. • Reasonable food and drink knowledge.
Three Star	<ul style="list-style-type: none"> • Prompt response to requests for additional services such as iron and ironing board, fresh milk etc. • In larger establishments, all requests and any contact with reception or bars efficiently handled in a timely and professional manner. • Where an evening meal is not served, help is provided, on request, to find a place to eat/drink. • Where an evening meal is served, verbal or written explanation of dinner dishes available. • Good food and drink knowledge. • A well-paced meal service.
Four Star	<ul style="list-style-type: none"> • A willingness to provide additional services such as providing fresh milk on request or on the tea tray. • Spontaneously offered help in finding a place to eat or drink. • A high standard of food and drink knowledge. • More attentive service such as offering bread and water, prompt table clearing and satisfaction checks.
Five Star	<ul style="list-style-type: none"> • Where an evening meal is not served, detailed information and/or menus about local dining options provided. • Pro-active offer of additional services e.g. warming and lighting a bedroom in winter before a guest arrives. • Efficient service with high levels of technical skills and anticipation of guests' needs. • Comprehensive descriptions of dishes available and good judgement in timing of serving the different courses. • Proprietors and staff able to provide guests with advice on menu and wine list (where provided).

3.4.3 Breakfast

Access	Try to be flexible with meal times to help diabetic people regulate their blood sugar.
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Adequate social and service skills. • Tables laid appropriately for the meal being served.
Two Star	<ul style="list-style-type: none"> • Competent service with helpful attitude, timely awareness of guests' arrival in the breakfast room. • Reasonable knowledge about what is on offer.
Three Star	<ul style="list-style-type: none"> • Breakfast buffet items kept topped up. • Verbal or written explanation of available breakfast choices. • Good product knowledge. • A well-paced meal service.
Four Star	<ul style="list-style-type: none"> • The choosing of standard breakfast items in the morning at the breakfast table and not the day before. • A high standard of food knowledge. • More attentive service e.g. the offer of hot drinks and toast. • Prompt table clearing and satisfaction checks.

Five Star	<ul style="list-style-type: none"> • Clean and well-presented menus. • Efficient service with high levels of technical skills and anticipation of guests' needs. • Comprehensive descriptions of dishes available and good judgement in timing of serving the different courses. • Highly attentive service with the offer of fresh hot drinks, toast etc.
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3.4.4 Departure

Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Adequate service on departure with limited guest contact. • Bill provided upon request.
Two Star	<ul style="list-style-type: none"> • No undue delays for the guest on departure. • Proprietors and staff willing to assist if bill is unclear or inaccurate.
Three Star	<ul style="list-style-type: none"> • Efficient procedures for handling guest departure. • Accurate bill prepared in advance of guests' departure.
Four Star	<ul style="list-style-type: none"> • Prompt attention when summoned. • Proprietors and staff well versed in all methods of payment where appropriate. • Exchange of pleasantries upon departure.
Five Star	<ul style="list-style-type: none"> • Awareness that departing guests are ready to pay, and that proprietors or staff make themselves available. • Bill correct in all details and clearly presented and explained. • Guests asked if they enjoyed their stay. • Offer of assistance with luggage, and offer of directions to next destination.

3.5 Exterior

3.5.1 Buildings, Appearance and Condition

Sustainability	<p>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.</p> <p>If possible and where available, provision should be made in the car park for a clearly marked public transport pick-up and drop-off point for taxis, buses and/or coaches.</p>
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Access	<p>Provide within the grounds of the property or identify nearby a free run/spend area for assistance dogs. 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.</p>
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Exterior of buildings maintained in a sound, clean condition. • Adequately maintained property, overall.

Two Star	<ul style="list-style-type: none"> • Overall tidiness, including window boxes, hanging baskets, tubs etc. where appropriate. • Signs of ageing and defects limited to a small number of areas. • Neat appearance of outbuildings.
Three Star	<ul style="list-style-type: none"> • Well-maintained property and outbuildings. Some natural weathering may be present. • Attractive use of window boxes, hanging baskets and tubs where appropriate. • Where displayed, signs maintained in good condition.
Four Star	<ul style="list-style-type: none"> • Very good maintenance of stonework and paintwork, although some natural weathering is acceptable. • Some additional external features to enhance the appearance. This includes window boxes, especially in properties without a garden.
Five Star	<ul style="list-style-type: none"> • Excellent standards of external maintenance including outbuildings and signs, allowing for the age of the building. • Fresh, well-maintained paintwork in a new building. No unsightly staining and stonework in older buildings. • Addition of features such as flower tubs and window boxes where appropriate. • Attractive architectural features and decorations. • Well illuminated and clearly signed.

3.5.2 Grounds/Gardens/Frontage

Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • An adequate first impression, e.g. refuse bins and storage areas discreetly positioned and tidily kept. • Safe pathways. • Adequately maintained driveway.
Two Star	<ul style="list-style-type: none"> • Refuse bins and storage areas kept discreetly positioned. • Evidence of more effort made to make gardens more attractive, tidy and litter free. • Pathways without trip hazards.
Three Star	<ul style="list-style-type: none"> • Well-maintained and tidy grounds, driveways, footpaths etc. • Attractive overall appearance. • Effective lighting and signage where required e.g. long driveway. • Easy access. Well-maintained surface.
Four Star	<ul style="list-style-type: none"> • Dustbin area not visible and preferably screened. • High standards of maintenance in the garden. Generally tidy flowerbeds, pathways and hedges with all trees and shrubs well tended. • Evidence of some attention to detail e.g. well-surfaced, pothole-free driveways, colourful borders and wide level pathways.
Five Star	<ul style="list-style-type: none"> • Attractively maintained, well tended borders or shrubs, tidy pathways and edges, lawns in good condition and well-cut, hedges trimmed and an overall attempt to maintain an attractive appearance throughout the year. • Good attention to detail, including landscaping, driveways, the provision of garden furniture or architectural features e.g. gazebo, pergola, summerhouse etc. • Excellent, well-positioned lighting and signage.

3.5.3 Car Parking (where provided)

Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> Reasonably easy, safe and adequately maintained parking. In a B&B, a less formal provision of parking might be appropriate.
Two Star	<ul style="list-style-type: none"> Some attempt to manage parking arrangements.
Three Star	<ul style="list-style-type: none"> Good, easy access with signage as appropriate. Adequate lighting. A more structured approach to parking for establishments who receive non-residents.
Four Star	<ul style="list-style-type: none"> Clear definition of parking area or spaces. Signage prevents confusion for guests on arrival. This may be informal.
Five Star	<ul style="list-style-type: none"> Ample car parking spaces, clearly signed. Good, well-positioned lighting. Consideration given to the security of the guests' cars. Paths and steps well lit at night.

3.6 Other Public Areas

3.6.1 Reception – Quality and Condition

Stairs, Corridors, Hallways and Landings – Quality and Condition

Recreation/Public WCs, etc. – Quality and Condition

Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> The decoration, furniture, furnishings, fittings and flooring of an acceptable quality and condition. A sparing but adequate provision of appropriate furniture, furnishings and fittings in terms of quality. Adequate space for guests' comfort. Acceptable environment for guests without disturbing levels of noise, music, smells, pets etc. Any recreational facilities in an acceptable condition.
Two Star	<ul style="list-style-type: none"> The decoration, furniture, furnishings, fittings and flooring of a quite good quality and condition. Sufficient space allowing for guests to register and settle bills. Any recreational facilities in a well-maintained condition.
Three Star	<ul style="list-style-type: none"> The decoration, furniture, furnishings, fittings and flooring of a good quality and condition. Good-quality furniture, substantial, lined curtains, good use of coordination and well-fitted, good-quality flooring. Particularly well-lit stairs, landings and corridors. Good space to allow a good degree of comfort for guests. Some personal touches, e.g. books, magazines, local historical information etc. Public WCs kept clean and well ventilated.
Four Star	<ul style="list-style-type: none"> The decoration, furniture, furnishings, fittings and flooring of a very good quality and condition. Very good quality wall coverings and paintwork. Use of pictures where appropriate, particularly on plain walls. Space to allow for a small reception desk/area where guests can register and pay their bills easily. Recreational facilities, if any, to be in a very good condition.

Five Star	<ul style="list-style-type: none"> • The decoration, furniture, furnishings, fittings and flooring should be of an excellent quality and condition. Attractive use of pictures, prints and other decorative relief as appropriate. • High degree of comfort with generous flat surface for guests to register and pay their bills. • Excellent coordination of furniture and fabrics. • Excellent levels of lighting in all areas. • Fresh and clean atmosphere in the area where guests are received. • Public WCs and recreational facilities, where provided, in excellent condition.
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3.7 Bedrooms – Quality and Condition

Access	Try to provide a ground floor bedroom.
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3.7.1 Decoration

Access	Consider having the door frames a contrasting colour to the wall and avoid high gloss finishes to assist visually impaired guests.
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Functional decoration and limited coordination. • Limited pictures and wall hangings.
Two Star	<ul style="list-style-type: none"> • Decoration may be old, but not damaged, scratched or torn.
Three Star	<ul style="list-style-type: none"> • Coordinated interior decoration. • Well-finished, good quality wall coverings and paint work. • Wall and ceiling coverings well applied. • Use of pictures etc. where appropriate, particularly on plain walls.
Four Star	<ul style="list-style-type: none"> • Very good standard of decoration with use of high quality pictures and prints where applicable. • Some effort made to hide surface-mounted pipes and wires.
Five Star	<ul style="list-style-type: none"> • Excellent interior design, with high attention to detail. Thoughtful coordination of patterns, colours and textures. • High quality wall coverings with professional finish to all aspects of decoration. • Attractive use of pictures, prints and other decorative relief. • Consideration may be given to historic properties and listed buildings.

3.7.2 Furniture, Furnishings and Fittings

Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • A limited range of furniture, furnishings and fittings in terms of quality and range. • Limited coordination of furniture, furnishings and fittings. • Light and heating fittings of adequate quality and safety for the style, size, and shape of the bedroom. All window coverings correctly fitted, with sufficient width and height to draw completely across the window.

Two Star	<ul style="list-style-type: none"> • A greater provision of furniture, which may be dated but will be sound and fit for the purpose. Alternatively, furniture may have been excellent quality, but now showing signs of age, wear and tear. • No great degree of comfort for the guest. • Better quality curtains that are clean and easy to draw. • Lighting and heating fittings of quite good quality and in a quite good condition.
Three Star	<ul style="list-style-type: none"> • Good quality furniture, in a sound and usable condition. • Good use of coordination. • Size and amount of furnishings in proportion to the space available. • Well-positioned lights giving good levels of illumination. • Good quality light fittings with appropriate shades. • Substantial, lined curtains.
Four Star	<ul style="list-style-type: none"> • High quality furniture, furnishings and fittings. Not necessarily new, but furniture still offering substantial comfort. • Full curtains, possibly with additional embellishments such as tiebacks.
Five Star	<ul style="list-style-type: none"> • Excellent quality, modern reproduction or antique furniture. Some excellent antique furniture may show distress which does not detract from its excellence (depending on the degree of deterioration). • A more extensive range of furniture offering greater comfort and higher quality including, at least, two comfortable chairs. • Excellent coordination of soft furnishings of high intrinsic quality with additional features. • Curtains denoting a degree of luxury with pelmets and tiebacks, ample drape and width. Curtains to be fully lined to retain heat and keep out light. • Excellent quality light fittings. Shades add to overall theme of the decoration. • Heating fittings such as radiators should be in excellent condition and may be disguised by painting or radiator covers.

3.7.3 Flooring

Access	Avoid deep pile carpets that may cause trips or make it difficult for a wheelchair to manoeuvre.
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Adequate comfort to flooring. Some signs of wear and tear may be evident. • Not necessarily professionally fitted.
Two Star	<ul style="list-style-type: none"> • Quite good quality flooring, but carpets may have a high man-made fibre content.
Three Star	<ul style="list-style-type: none"> • Well-fitted, good quality flooring in sound condition and comfortable under foot. • Wooden floors in good condition. • Some underlay for carpeting.
Four Star	<ul style="list-style-type: none"> • High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition. Normally professionally fitted.

Five Star	<ul style="list-style-type: none"> • Professionally fitted, high quality carpeting, (e.g. high percentage wool content, in excellent condition,) with substantial underlay. • Polished floorboards or high quality laminate.
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3.7.4 Beds/Bedding

Sustainability	Spare bedding does not need to be wrapped in plastic bags; it can be placed in a reuseable cotton or fabric bag.
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Access	Provide hypoallergenic bedding.
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Acceptable quality, but mattresses may be thin and bases shallow. Clean, secure headboards or equivalent. • Adequately presented beds with clean linen and bed covers in good repair. • Adequate range of bedding, including sufficient blankets.
Two Star	<ul style="list-style-type: none"> • Beds and bedding of a quite good quality. Well-maintained beds and mattresses. • Bedding may be faded, but some attempt at coordination.
Three Star	<ul style="list-style-type: none"> • Good quality, comfortable bed. Firm mattress and sound base. • Bed frames may be of older style, but in good condition. • Well-presented beds with good quality, freshly laundered, coordinated linen and bedding. • Clean and fresh additional bedding, preferably wrapped, provided in guest rooms.
Four Star	<ul style="list-style-type: none"> • Very good firm/deep mattresses and sound bases. Headboards offer a degree of comfort. • Very good quality linen coordinated with bedding and decoration theme. Possibly a choice of pillows e.g. hollow fibre or feather. • The presentation of some styles of bed may benefit from the presence of a valance. • Additional bedding provided in guest rooms to be wrapped.
Five Star	<ul style="list-style-type: none"> • Excellent quality bed e.g. sprung mattress and high quality base. Clean headboard offering a high degree of comfort. • Coordinated and crisply laundered linen changed at least every two days. A choice of bedding available e.g. thickly quilted or similar quality bedspreads and blankets, or duvets with appropriate tog rating. • Beds and bedding all of a high quality and coordinated with bedroom décor and other soft furnishings. • High standard of overall presentation. Appropriate use of valances, pillows and cushions.

3.7.5 Lighting/Heating/Ventilation – Quality of Provision

Sustainability	<p>Increased use should be made of energy saving light bulbs. Greater use can also be made of natural light.</p> <p>Signs could be used to request guests to switch off lights when not in use.</p>
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Access	<p>Enable lighting levels to be adjusted using a dimmer switch and/or make available additional bedside/dressing table lamps.</p> <p>Ensure windows and curtains can be reached by your guests and are easy to open and close.</p>
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Adequate lighting levels for the style, size, and shape of the bedroom. • Effective heating in rooms at all reasonable times. • Heating levels appropriate to the size of bedroom possibly may not be automatic or fixed.
Two Star	<ul style="list-style-type: none"> • Quite good levels of lighting. Possibly a main light and one bedside light. Wattage higher than the cumulative minimum of 160/220 watts. Heating may be free standing, but might be automatic or thermostatically controlled.
Three Star	<ul style="list-style-type: none"> • Well-positioned lights giving good levels of illumination which is easily controllable at night. • Ample natural light. • Effective levels of heating providing overall uniform temperature. • Properly fitted, thermostatically controlled heating.
Four Star	<ul style="list-style-type: none"> • Very good levels of light with easy access to controls. Different types of lighting may be used for practical or aesthetic reasons e.g. halogen downlights, standard lamps or picture lights. • Properly fitted automatic heating which may be thermostatically controlled.
Five Star	<ul style="list-style-type: none"> • Variety of quality lights, well-positioned and effective for all purposes, e.g. reading and at the dressing table. • Controllable lighting, giving variable levels of light as appropriate. This may include main bedroom light controlled by door and bed. • Individual thermostatically controlled heating. Some older storage heaters might not meet this requirement. • Fans for guests' comfort available on request in hot weather.

3.7.6 Bedroom Accessories

Sustainability	<p>Items on hospitality trays, such as sugar and biscuits, do not need to be individually wrapped – use can be made of airtight containers for dried goods and wherever possible, locally produced goods or Fair Trade products could be sourced. Assessors will look at the quality of the contents and style of presentation.</p>
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Access	<p>Ensure hospitality trays are at a height accessible to all guests. Kettles should be cordless and a variety of drinking cups/mugs either provided or available on request.</p> <p>Ensure TVs can provide subtitles (Teletext page 888, digital (DVB), Sky subtitles), to benefit hearing impaired and foreign language speaking guests.</p> <p>Ensure all information is in clear print at a height accessible to all guests. Consider providing door notices for hearing impaired guests as part of your emergency evacuation procedures.</p>
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General

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

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

Minimum Entry Requirements	
One Star	• Very limited in range and quality.
Two Star	• Small range of quite good quality.
Three Star	• Good range and quality.
Four Star	• A substantial range of very good quality accessories.
Five Star	• Excellent range of high quality accessories.

3.7.7 Space, Comfort, Ease of Use

Sustainability	<p>Provide zip and link beds so that a guest and partner or a guest and carer can be accommodated particularly in accessible bedrooms.</p> <p>Provide blocks so that bed heights can be adjusted.</p>
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Doors and drawers should be able to be fully opened, without having to move other furniture. • Room large enough to contain all necessary furniture, but little thought given to layout. • Provides reasonable free movement not unduly restricted by intrusive low beams. Large furniture possibly dominating the room, making it less usable. • Reasonable sound insulation with minimal intrusive noise from plumbing, corridors etc.
Two Star	<ul style="list-style-type: none"> • Room sizes will need to be larger with significantly more usable space around furnishings and fittings. • Uncluttered rooms. • Satisfactory seating for style of accommodation.

Three Star	<ul style="list-style-type: none"> • Sufficient space to allow free movement and a good degree of comfort. • Easy use of all bedroom facilities. • Convenient layout of furniture for practical use. • TV, where provided, visible from sitting area or bed. • Good access to both sides of a double bed. • Practical, comfortable chairs. • Ample socket provision for all provided equipment. <p>N.B. Where 4ft 6” double beds have access to only one side only; a maximum rating of three stars can be awarded.</p>
Four Star	<ul style="list-style-type: none"> • Well-planned layout of furniture to maximise use of the free space. Rooms could be smaller, but considered planning means free space is just as useable. • Very good access to both sides of a double bed. • One chair per guest possibly provided. • Spare and accessible sockets that are well placed for all uses. • Minimal noise.
Five Star	<ul style="list-style-type: none"> • A spacious, well-planned room with furniture in suitable convenient places to allow a high degree of comfort. Area available for luggage storage without cluttering the room and obstructing access. • Easy and convenient use of facilities, e.g. use of surfaces without moving tea tray or TV (where provided), access to power points etc. • Comfortable easy chairs. • Appropriate levels of flat, clear surface to suit the market e.g. establishments attracting business people may need to provide working space. • Generous access to both sides of a double bed. • No intrusive noise.

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

3.8.1 Decoration

Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Functional decoration and tiling. No real coordination.
Two Star	<ul style="list-style-type: none"> • Decoration possibly old, but not damaged, scratched or torn.
Three Star	<ul style="list-style-type: none"> • Well-finished, good quality wall coverings and paint work. • Wall and ceiling coverings well applied.
Four Star	<ul style="list-style-type: none"> • Very good standard of decoration, possibly recently re-decorated but not of highest quality. Or excellent quality with some slight ageing. • Some effort made to hide surface-mounted pipes and wires.
Five Star	<ul style="list-style-type: none"> • Excellent interior design, with considerable attention to detail and everything in pristine condition. • Professional finish to all aspects of decoration with high quality décor and tiling. Sealant and grouting immaculate. • Attractive use of pictures, prints and other decorative relief, where appropriate.

3.8.2 Fixtures and Fittings

Sustainability	<p>Use thermostatically controlled settings for hot water.</p> <p>Use could be made of water saving devices such as ‘Hippos’ in toilet cisterns.</p> <p>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.</p> <p>There is no need for the spare drinking cup/glass to be either plastic, or wrapped.</p> <p>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.</p>
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Access	<p>Hot water supply should have at each fitting a mixer valve controlled to a maximum 41C to prevent scalding.</p> <p>Provide a selection of equipment such as bath seats, toilet seat height raisers and shower chairs. Provide a support rail by the shower attachments.</p>
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Fittings of an acceptable quality. • Correctly fitted, appropriate window covering. • Provision of flat surface for guest belongings. • Adequate quality lighting and heating fittings. • Adequate, but sparing towel rail provision.
Two Star	<ul style="list-style-type: none"> • Fittings of a quite good quality, but may be dated or worn. • Sanitary ware may not be matching and may include plastic washbasins, shower trays etc.
Three Star	<ul style="list-style-type: none"> • Solid, matching, good quality and well-fitted appliances. • Coordinated sanitary ware. • No small baths or undersized showers with awkward access. • Good quality light fittings. • Well-fitted window covering, with sufficient width and height to draw completely across the window. • Good shelf space for guests’ belongings.
Four Star	<ul style="list-style-type: none"> • Good sized bath and washbasin. Shower screen or high quality shower curtain. • Very good quality bath and shower trays – probably ceramic/enamel or composite. • Generally high quality fittings throughout with only slight wear. All sanitary ware in good order, no cracks, crazing or dull finishes. • High quality taps and showers with strong and refreshing flow of water, easy to control.

Five Star	<ul style="list-style-type: none"> • High quality, solid, well-made fittings in excellent order, all in matching style. • Sturdy cast iron or steel and enamel bath. High quality shower cubicles or screens. • Power showers or high quality fittings which are responsive, thermostatically controlled and easy to use. • Plenty of hot water at all times. • Generous amount of towel rail space. • Heated towel rail, or towel rail fitted above radiator.
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3.8.3 Flooring

Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Adequate comfort to flooring, Some signs of wear and tear may be evident. • Possibly not fitted professionally. <i>Best practice suggests that washable flooring is more hygienic than carpeting.</i>
Two Star	<ul style="list-style-type: none"> • Quite good quality flooring, but any carpets may have a high man-made fibre content. • Vinyl flooring or tiles should have little damage.
Three Star	<ul style="list-style-type: none"> • Well-fitted, good quality flooring in sound condition and comfortable under foot. • Wooden floors in good condition. • Some underlay for carpeting.
Four Star	<ul style="list-style-type: none"> • High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition. • Normally professionally fitted.
Five Star	<ul style="list-style-type: none"> • Professionally fitted, high quality carpeting, tiles, vinyl or laminate. • Polished floorboards or high quality laminate with rugs. • Where the flooring is tiled, grouting and sealant is in excellent order.

3.8.4 Lighting, Heating and Ventilation

Sustainability	Use of thermostatically controlled radiators helps to manage your energy consumption.
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Adequate lighting levels for the style, size, and shape of the bathroom. • Adequate heating for size of room at all reasonable times, may not be automatic, but should be fixed for safety. • Effective ventilation. Possibly window only.
Two Star	<ul style="list-style-type: none"> • Quite good levels of lighting. Possibly main light only. • Heating offering a good level of heat which might be automatic or thermostatically controlled.
Three Star	<ul style="list-style-type: none"> • Well-positioned lights giving good levels of illumination particularly by the mirror. Ample natural light. • Comfortable heating levels, appropriate to the room size and providing overall uniform temperature.

Four Star	<ul style="list-style-type: none"> • Very good levels of light especially over or next to the mirror. • Different types of lighting possibly used for practical or aesthetic reasons, e.g. halogen down lighters. • Properly fitted, automatic, thermostatically controlled heating.
Five Star	<ul style="list-style-type: none"> • Well-positioned, good quality lights giving good levels of illumination for various purposes, e.g. shaving, applying make-up etc. • Responsive, thermostatically controlled, automatic heating. Some older storage heaters possibly don't meet this requirement. Heating source possibly a heated towel rail or under-floor heating. • Where there is a window, an extractor fan as well as the window will be expected.

3.8.5 Towels and Toiletries – Quality, Range and Presentation

Sustainability	Use could be made of towel agreement signs.
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Access	Provide towels that contrast in colour to the walls and floor to assist visually impaired guests.
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Satisfactory quality, with minimum range and size of towels. • Soap only provided. Possibly unwrapped or in a dispenser of acceptable quality. • No evidence in public/shared bathrooms of proprietors' personal belongings.
Two Star	<ul style="list-style-type: none"> • Towels possibly slightly thicker and matching. • Soap may be of average quality, but possibly wrapped. Additional accessories – if any – possibly of a basic quality and presentation.
Three Star	<ul style="list-style-type: none"> • A better range of good quality absorbent towels. • Towels changed at least every three days except where, as part of an environmental policy, guests are invited and agree to a less frequent change. • Good quality toilet paper and a range of quality toiletries including wrapped soap, shampoo etc. Large bottles of proprietary brands are acceptable but should be kept topped up.
Four Star	<ul style="list-style-type: none"> • High quality, soft and fluffy towels, smelling clean and fresh. Face cloth may be included. • Toiletries of a higher quality with better packaging and presentation – perhaps all part of the same range.
Five Star	<ul style="list-style-type: none"> • Greater range of quality towels, e.g. bath sheets, bathrobes and flannels. • Towels changed every two days, except where, as part of an environmental policy, guests are invited and agree to a less frequent change. • Luxury toilet paper and a very good range of well presented, excellent quality toiletries, e.g. high quality soap, shampoo, shower gel, conditioner, tissues, cotton wool balls, cotton buds etc.

3.8.6 Space, Comfort and Ease of Use

Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Adequate space with satisfactory layout and sufficient free movement. • Adequate water pressure and satisfactory drainage. • Flat surface available for guests' belongings.
Two Star	<ul style="list-style-type: none"> • Quite good levels of comfort. Possibly limited space but guests should be able to use facilities, 21 comfortably with convenient access to bath, shower and WC.
Three Star	<ul style="list-style-type: none"> • Sufficient space to allow easy access to the facilities.
Four Star	<ul style="list-style-type: none"> • Well-planned layout of sanitary ware and fittings to maximise convenience and ease of use. • Very good provision of shelf space for guests' toiletries etc.
Five Star	<ul style="list-style-type: none"> • Ample space to allow easy access to the facilities. • Plenty of provision for laying out toiletries, shaving equipment and hanging up clothes. Convenient layout. • Minimal noise from plumbing.

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

3.9.1 Decoration

Sustainability	Décor – use could be made of local artist's work, prints and/or photographs of images depicting local scenes and historical and heritage related images – it all adds to a visitor's enhanced sense of place.
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • A sparing but adequate provision of furniture, furnishings and fittings in terms of quality and quantity. • Functional décor and limited coordination. Limited pictures and wall hangings.
Two Star	<ul style="list-style-type: none"> • Decoration may be old, but not damaged, scratched or torn. • More attempt at coordination.
Three Star	<ul style="list-style-type: none"> • Coordinated interior decoration. • Well-finished, good quality wall coverings and paint work. • Wall and ceiling coverings well applied. • Use of pictures etc. where appropriate, particularly on plain walls.
Four Star	<ul style="list-style-type: none"> • Very good standard of decoration with use of high quality pictures and prints where applicable. • Some effort made to hide surface-mounted pipes and wires.
Five Star	<ul style="list-style-type: none"> • Excellent interior design with high attention to detail. Thoughtful coordination of patterns, colours and textures. • High quality wall coverings with professional finish to all aspects of decoration. • Attractive use of pictures, prints and other decorative relief.

3.9.2 Furniture, Fittings and Furnishings

Access	Provide a variety of seating: low high firm soft with and without arms.
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Furniture, furnishings and fittings of limited quality, range and coordination.
Two Star	<ul style="list-style-type: none"> • A greater provision of furniture, which may be dated, but will be sound and fit for the purpose. Or furniture possibly once excellent, but now showing signs of age and wear and tear. • Curtains to be a better quality, clean and free from stains.
Three Star	<ul style="list-style-type: none"> • Good quality, functional furniture in a sound condition. • Range of good quality sofas and/or armchairs in lounges. • Good quality light fittings with appropriate shades. • Substantial, lined curtains with good use of coordination. • Some personal touches e.g. books, magazines, local historical information etc. available in lounges.
Four Star	<ul style="list-style-type: none"> • High quality furniture, furnishings and fittings – not necessarily new, but still offering substantial comfort. Or good quality furniture in excellent, new condition. • Light fittings varied and of very good quality and condition. • Curtains to be full and may have additional embellishments such as tie backs.
Five Star	<ul style="list-style-type: none"> • Comfortable lounge, generally separate from dining room. • All furniture in excellent quality and condition. This could be modern, reproduction or antique furniture. • A more extensive range of furniture offering a greater choice of seating. • Excellent coordination of soft furnishings of high intrinsic quality with additional features such as scatter cushions. • Curtains denoting a degree of luxury with good use of pelmets and tie backs, ample drape and width. Curtains to be fully lined so as to retain heat and keep out light. • Excellent quality light fittings of various types. Shades add to overall theme of the decoration. • Heating fittings such as radiators should be in excellent condition and may be disguised by painting or radiators covers.

3.9.3 Flooring

Access	<p>On each step or change of level provide a nosing strip that contrasts in colour to the floor.</p> <p>Provide at least one continuous handrail on steps and where changes in levels occur. Provide clear signage, see Sign Design Guide www.signdesignsociety.co.uk</p>
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Adequate quality flooring. Some signs of wear and tear may be evident. • Possibly not professionally fitted.

Two Star	<ul style="list-style-type: none"> • Quite good-quality flooring, but carpets may have a high man-made fibre content.
Three Star	<ul style="list-style-type: none"> • Well-fitted, good quality flooring in sound condition and comfortable under foot. • Wooden, stone or tiled floors in good condition. • Some underlay for carpeting.
Four Star	<ul style="list-style-type: none"> • High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition. Normally professionally fitted.
Five Star	<ul style="list-style-type: none"> • Professionally fitted, high quality carpeting, e.g. high percentage wool content in excellent condition with substantial underlay. • Polished floorboards or high quality laminate with high quality rugs or mats where appropriate.

3.9.4 Lighting and Heating – Quality of Provision

Sustainability	<p>Lighting – increased use should be made of energy saving light bulbs throughout the hotel. Greater use can also be made of natural light.</p> <p>Heating – improved insulation and greater use of thermostatically controlled and zoned heating will save on energy use.</p>
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Access	<p>Provide a well lit and uncluttered area allowing ease of access to the reception facility with seating for guests. A hearing loop or clip board and pen will assist communication with hearing impaired guests.</p>
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Adequate lighting levels for the style, size, and shape of the room. • Effective heating in rooms at all reasonable times. • Heating levels appropriate to the size of the room. Possibly not automatic or fixed.
Two Star	<ul style="list-style-type: none"> • Quite good levels of lighting. • Heating may be free standing, but might be automatic or thermostatically controlled.
Three Star	<ul style="list-style-type: none"> • Well-positioned lights giving good levels of illumination. • Effective levels of heating providing overall uniform temperature. • Properly fitted, thermostatically controlled heating.
Four Star	<ul style="list-style-type: none"> • Very good levels of light where different types of lighting may be used for practical, aesthetic and ambience reasons e.g. halogen downlights, standard lamps or picture lights. • Properly fitted, automatic heating which may be thermostatically controlled.
Five Star	<ul style="list-style-type: none"> • Variety of types of lighting giving good levels of illumination for all practical purposes such as reading menu and wine list in bars etc. • A positive effort made to ensure that heating meets the guests' needs. Likely to be automatic, thermostatically controlled heating. Some older storage heaters may not meet this requirement. Backup source for heat for very cold weather, which may include open fires where appropriate, or coal/gas/log effect fires.

3.9.5 Space, Comfort and Ease of Use

Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Room large enough to contain all necessary furniture. Little thought given to layout but adequate space for guest comfort. • Large furniture possibly dominating a room, making it less usable. • Acceptable environment for guests without disturbing levels of noise, music, smells, smoke, pets etc.
Two Star	<ul style="list-style-type: none"> • Room sizes will need to be greater with significantly more usable space. • Uncluttered rooms. • No great degree of comfort for the guest.
Three Star	<ul style="list-style-type: none"> • A lounge shared with the owners should be clutter free for comfortable use by guests. • Sufficient space to allow a good degree of comfort for guests.
Four Star	<ul style="list-style-type: none"> • Public areas, including lounge where provided, possibly designated for guest use. • Well-planned layout of furniture to maximise use of the free space. Rooms possibly smaller but considered planning means free space is just as usable. • Minimal intrusive noise.
Five Star	<ul style="list-style-type: none"> • A spacious, well-planned room with furniture in suitable, convenient places allowing a high degree of comfort. Easy and convenient use of facilities. • Comfortable easy chairs. Ample space. • Fresh and airy atmosphere.

3.10 Dining Room or Restaurant – Quality and Condition

3.10.1 Decoration

Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Functional decoration and limited coordination. • Limited pictures and wall hangings.
Two Star	<ul style="list-style-type: none"> • Decoration possibly old but not damaged, scratched or torn. Free from food splashes.
Three Star	<ul style="list-style-type: none"> • Coordinated interior decoration. • Well-finished, good quality wall coverings and paint work. • Wall and ceiling coverings well applied. • Use of pictures etc. where appropriate, particularly on plain walls.
Four Star	<ul style="list-style-type: none"> • Very good standard of decoration with use of high quality pictures and prints where applicable. • Some effort made to hide surface-mounted pipes and wires.
Five Star	<ul style="list-style-type: none"> • Excellent interior design, with high attention to detail. Thoughtful coordination of patterns, colours and textures. • High quality wall coverings with professional finish to all aspects of decoration. • Attractive use of pictures, prints and other decorative relief.

3.10.2 Furniture, Furnishings and Fittings

Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Furniture and furnishings adequate in terms of quality and range. Limited coordination. Dining furniture possibly not matching. • Light and heating fittings of acceptable quality and safety for the style, size, and shape of the room. • All window coverings correctly fitted, with sufficient width and height to draw.
Two Star	<ul style="list-style-type: none"> • Furniture, furnishings and fittings of quite good quality, sound and fit for the purpose. Alternatively, furniture may have been excellent quality but now showing signs of age, wear and tear. • Better quality curtains which are clean and easy to draw. • Lighting and heating fittings of a quite good quality and in a quite good condition.
Three Star	<ul style="list-style-type: none"> • Furniture of good quality and condition. Size and amount of furnishings in proportion to the space available. • Good use of coordination. • Good quality light fittings and shades, free from scorch marks. • Substantial, lined curtains.
Four Star	<ul style="list-style-type: none"> • High quality furniture, furnishings and fittings in very good condition. Furniture not necessarily new but still offering substantial comfort. • Full curtains, possibly with additional embellishments such as tiebacks.
Five Star	<ul style="list-style-type: none"> • All furniture in excellent quality and condition. Modern, reproduction or antique furniture. Some excellent antique furniture may show signs of distress that does not detract from its excellence. • Excellent coordination of soft furnishings of high intrinsic quality. • Lined curtains of ample drape and width. Looking luxurious. Possibly with pelmets and tiebacks. Excellent quality light fittings of various types. Shades add to overall theme of the decoration. • Heating fittings in excellent condition. Radiators possibly disguised by radiator covers or painting.

3.10.3 Flooring

Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Adequate comfort to flooring. Some signs of wear and tear possibly evident. • Possibly not professionally fitted.
Two Star	<ul style="list-style-type: none"> • Quite good quality flooring, but carpets may have a high man-made fibre content.
Three Star	<ul style="list-style-type: none"> • Well-fitted, good quality flooring in sound condition and comfortable under foot. • Wooden, stone and tiled floors in good condition. • Some underlay for carpeting.
Four Star	<ul style="list-style-type: none"> • High quality flooring, possibly not new and showing signs of wear. Or more moderate quality but in pristine condition. Normally professionally fitted.

Five Star	<ul style="list-style-type: none"> • Professionally fitted, high quality carpeting e.g. high percentage wool content, in excellent condition with substantial underlay. • Polished floorboards or high quality laminate etc. with rugs.
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3.10.4 Lighting and Heating – Quality of Provision

Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Adequate lighting levels for the style, size, and shape of the room. • Effective heating in rooms at all reasonable times. • Heating levels appropriate to the size of room. Possibly not automatic or fixed.
Two Star	<ul style="list-style-type: none"> • Quite good levels of lighting. • Heating may be freestanding, but might be automatic or thermostatically controlled.
Three Star	<ul style="list-style-type: none"> • Well-positioned lights giving good levels of illumination. • Ample natural light. • Effective levels of heating providing overall uniform temperature. • Properly fitted, thermostatically controlled heating.
Four Star	<ul style="list-style-type: none"> • Very good levels of light with easy access to controls. Different types of lighting may be used for practical, aesthetic or ambience reasons e.g. halogen downlighters, standard lamps or picture lights. • Properly fitted, automatic heating which is possibly thermostatically controlled.
Five Star	<ul style="list-style-type: none"> • Variety of quality lights, well-positioned and effective for all purposes e.g. reading menu etc. • Individual thermostatically controlled heating. Some older storage heaters do not meet this requirement.

3.10.5 Table Appointment – Quality and Condition

Access	<p>Ensure tables are stable and provide support for people rising from their chairs. Ensure crockery contrasts with table linen or surface to assist visually impaired guests.</p> <p>Offer guests a choice of seating location. Provide a selection of chairs with and without arm rests.</p> <p>Provide a large print menu (minimum font size 14pt) in a clear font such as Arial.</p>
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Table appointments of an acceptable standard e.g. lightweight, stainless steel and single-ply paper napkins. • Menus, where provided, possibly hand-written on a card, but clean and giving basic information.
Two Star	<ul style="list-style-type: none"> • Crockery and cutlery generally matching and a better quality napkin. Basic breakfast items such as milk and sugar available on the table/s and in sufficient quantities for the numbers seated. • Full salt and pepper containers on tables at all meals.
Three Star	<ul style="list-style-type: none"> • Well-laid tables with matching cutlery and crockery. • Good quality paper napkins. • Menus, where provided, clean and well presented.

Four Star	<ul style="list-style-type: none"> • Very good quality of crockery, cutlery. Cloth or high quality paper napkins and tablemats and/or tablecloth. • Flowers or other appropriate decoration on tables.
Five Star	<ul style="list-style-type: none"> • Table appointment of the highest standard, quality accessories and glassware. • High quality cloths and napkins or well-presented wood tables with mats. • Table enhancements of high quality, e.g. candles or fresh flowers as appropriate. • Attractively presented menus etc. using clear, informative layout and helpful descriptions.

3.10.6 Space, Comfort and Ease of Use

Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Room large enough to contain all necessary furniture, but little thought given to layout. • No intrusive noise. • Tables adequate size with acceptable circulation space. • Convenient positioning of tables and chairs.
Two Star	<ul style="list-style-type: none"> • Room size will need to be larger with significantly more usable space around tables and other furniture. Room possibly smaller but considered planning means free space is just as usable. • Uncluttered rooms.
Three Star	<ul style="list-style-type: none"> • Good layout and adequate circulation space to allow staff and customers to pass without inconvenience. • Appropriate table and chair heights. Practical, comfortable chairs.
Four Star	<ul style="list-style-type: none"> • Well-planned layout of furniture to maximise use of free space.
Five Star	<ul style="list-style-type: none"> • A spacious, well-planned room with furniture in suitable, convenient places. • High degree of comfort, well-spaced chairs, spacious tables. • Table and seating arrangements show that the comfort of guests has been fully considered.

3.11 Food Quality

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

Sustainability	<p>Menus highlighting local specialities can really help differentiate your offering from that of your competitors. So highlight the connection with local producers wherever possible, and incorporate a little description of where ingredients are sourced, who the producer is and why you have chosen them.</p> <p>Where possible, source food and drink products locally. Build up relationships with local producers and traders.</p> <p>Staff dealing with food and drink service should be fully briefed on the source, characteristics and significance of local food and drink products</p>
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Access	<p>Provide for different dietary requirements e.g. dairy free, wheat free, lactose free, nut free.</p> <p>Provide a large print menu (minimum font size 14pt) in clear font such as Arial.</p>
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Possibly a set menu but with an alternative available on request. • Limited garnishes or decoration. Buffet and carvery simply presented.
Two Star	<ul style="list-style-type: none"> • Food served at the correct temperature, on a hot or cold plate as appropriate. • Limited choice available. • Meals prepared with a quite good level of care.
Three Star	<ul style="list-style-type: none"> • Well-presented food freshly cooked from good quality ingredients. Evidence of some fresh ingredients being used. • Particular attention to food quality rather than an extensive choice.
Four Star	<ul style="list-style-type: none"> • Obvious use of fresh ingredients cooked with a high level of care and attention to detail.
Five Star	<ul style="list-style-type: none"> • Excellent cooking with an emphasis on fresh, seasonal, local ingredients and cooked with skill. • Strong emphasis on consistent food quality. • Obvious care and attention to detail and appearance with attractive garnishes and decorations as appropriate, making the food look appetizing.

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

Sustainability	<p>Menus highlighting local specialities can really help differentiate your offering from that of your competitors. So highlight the connection with local producers wherever possible, and incorporate a little description of where ingredients are sourced, who the producer is and why you have chosen them.</p>
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Access	<p>Provide for different dietary requirements e.g. dairy free, wheat free, lactose free. nut free.</p> <p>Provide a large print menu (minimum font size 14pt) in clear font such as Arial.</p>
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Minimum Entry Requirements	
One Star	<ul style="list-style-type: none"> • Possibly a set menu with, for example, juice, cereal, bacon and egg, toast, coffee and tea. • All hot food properly cooked and presented. • Care taken to ensure that juices are chilled, toast is crisp and tea and coffee are freshly made.
Two Star	<ul style="list-style-type: none"> • Food served at the correct temperature, on a hot or cold plate as appropriate. • Limited choice available. • Food prepared with a quite good level of care.

Three Star	<ul style="list-style-type: none"> • A choice of good quality items available, e.g. fruit, choice of cereals, sausage, tomato, brown or white toast and a range of preserves. • An attractive buffet (if provided). • Freshly cooked items served at the correct temperature. Eggs cooked to order. • Particular attention to food quality rather than an extensive choice.
Four Star	<ul style="list-style-type: none"> • Greater choice of items available, possibly including 'house specials' such as smoked fish. • Obvious use of fresh ingredients cooked and presented with a high level of care and attention to detail.
Five Star	<ul style="list-style-type: none"> • High quality, fresh ingredients and a wide choice of items, e.g. fresh fruit juices, freshly-ground coffee, choice of teas, cheeses and cold meats, high quality bakery items and home-made preserve. • Regional specialities and/or home-made items. • Good use of fresh local/home-grown produce where available.

4.0 Code of Conduct

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

- To maintain standards of guest care, cleanliness and service appropriate to the type of establishment.
- To accurately describe in any advertisement, brochure or other printed or electronic media, the facilities and services provided.
- To make clear to visitors exactly what is included in all process quoted for accommodation, including taxes and any other surcharges. Details of charges for additional services/facilities should also be made clear.
- To give a clear statement of policy on cancellations to guest at the time of booking i.e. by telephone, fax, email as well as information given in a printed format.
- To adhere to, and not to exceed prices quoted at the time of booking for accommodation and other services.
- To advise visitors at the time of booking and subsequently of any change, if the accommodation is offered in an unconnected annex or similar and to indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the establishment.
- To give each visitor on request details of payments due and a receipt, if required.
- To deal promptly and courteously with all enquiries, requests, bookings and correspondence from visitors.
- Ensure complaint handling procedures are in place and that complaints received are investigated promptly and courteously and that the outcome is communicated to the visitor.
- To give due consideration to the requirements of visitors with disabilities and visitors with special needs, and to make suitable provision where applicable.
- To provide Public Liability insurance or comparable arrangement and to comply with all applicable planning, safety and other statutory obligations in force.
- To allow a Visit Wales representative reasonable access to the establishment, on request, to confirm that the Code of Conduct is being fully observed.

5.0 Conditions for Participation

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

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

6.0 Change of Ownership

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

7.0 Signage

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

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

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

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

8.0 What To Do If You Disagree With The Star Rating Given

If you feel you have reason to disagree with the Star rating given to your property, or disagree with certain aspects of the Quality Assessor's report, then please get in touch with us as soon as possible after you receive your written report.

You can telephone our Aberystwyth team on **0845 0108020** or email us at **quality.tourism@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.

The information in this publication is given in good faith and every effort has been made to ensure its accuracy. Visit Wales can accept no responsibility for any error or misinterpretation. All liability for loss, disappointment, negligence or other damage caused by reliance on the information contained in this publication is hereby excluded.



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