

Hotel Quality Standards

AA Hotel Services

14th Floor, Fanum House, Basing View,
Basingstoke, RG21 4EA

General Enquiries

Tel: 01256 844455

Fax: 01256 491647

Email: HotelServicesCustomerSupport@theAA.com

theAA.com/Hotels

Advertising Sales

Email: ContactAdvertisingSales@theAA.com

AA Media Limited
Registered Office: Fanum House, Basing View, Basingstoke, Hampshire RG21 4EA
Registered in England and Wales number: 06112600
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Dear Proprietor,

AA Hotel Services have been recognising accommodation since 1908 and first introduced the star rating scheme in 1912, recognising and rewarding establishments for the quality and range of their services and facilities. The AA is the only pan-Britain assessing organisation and is the British Hospitality Association's Patron Supplier for quality rating and assessment to the hospitality industry.

Our Hotel Quality Standards have evolved over the years to reflect consumer expectations within the industry and to ensure our ratings and awards are accurate, consistent and reliable. Since 2006 we have shared these common standards with the three national tourist boards ensuring consistency with every accommodation rating scheme in the UK.

The Hotel Quality Standards outlined in this brochure are fundamental in achieving your nationally recognised and approved rating, so all establishments wishing to be affiliated with the AA should adhere to the specific criteria outlined on the following pages.

These standards are the basis for the inspections that will take place at your establishment - by reading and applying the criteria carefully, you can be confident that your establishment will meet the high industry standards required to become recognised by the AA.

We look forward to working with your establishment and promoting it through the AA Hotel Recognition Scheme.

AA Hotel Services

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1.0 GENERAL OVERVIEW

1.1 INTRODUCTION

1.2 DETERMINING THE STAR RATING

1.3 QUALITY

1.4 SUB-CATEGORIES/DESIGNATORS

1.5 KEY REQUIREMENTS AT EACH RATING LEVEL



TOP TIPS TO GET THE MOST FROM AA RECOGNITION AND FROM YOUR AA INSPECTION

Make sure your team have read and understood the AA Quality Standards booklet.

The content is vital in order to understand the requirements at each star level.

The debrief with your inspector is a two way conversation.

Whilst it is important to listen to the inspector's account of the stay and to note any tips and advice they offer, it is also an opportunity to ask lots of questions and to advise them of any plans you may have to make changes or improvements to your operation.

It is critical that you advise us of any changes to your operation.

This may be something like a change of chef, which we need to know about if you have AA Rosettes or about refurbishment you have carried out or you are planning. You may want us to postpone your visit because of work being carried out or you may want us to reflect the changes you have made in your description.



Your inspector is here to help; as are our office administration team.

Please feel free to contact us, we are available all year round not just at the time of inspection.

Make sure you familiarise yourself with all the other benefits.

They could save you money or enhance your marketing.

Send us quality pictures to fill the multiple image spaces on your page on our website.

Good pictures will enhance the customer's first impression of a property and could influence them to make a booking.

Fill in the questionnaire we send you each year about your establishment.

This ensures we have up to date information about your property on our website and in our AA Lifestyle guide.

Make sure your AA signage is correct and up to date.

For information on signage or to purchase new or additional signs telephone **01256 844455** or email **HotelServicesCustomerSupport@theAA.com**

Do you require any assistance and advice with your food, training for your team?

The AA offers a wide range of training and consultancy packages. Including additional inspections and tailored Mystery Guest programmes.

For further details telephone **01256 844455** or email **HotelServicesCustomerSupport@theAA.com**

AA INSPECTION APPEALS PROCEDURE



Proprietors of either AA recognised Hotels or Guest Accommodation who wish to appeal against the results of an AA inspection carried out at their establishment must follow the procedure outlined below.

1. Any appeal must be made in writing to AA Hotel Services within 21 days of the report being received.
2. The appeal should detail the main reason for the appeal i.e. the level of rating, merit score for hotels or level of AA award recommended.
3. Should the appeal be about the level of star rating, proprietors should ensure that their establishment meets all the necessary minimum requirements outlined in the AA Quality Standards Booklet.
4. Appeals would be formally acknowledged within 7 working days of receipt of the appeal together with a form to organise an appeal visit on an overnight basis.
5. The appeal visit would be subject to a non refundable fee as detailed below which would not be organised until full payment had been received.
6. Once the application and fee has been received an appeal visit from a member of the senior inspection team will take place within 4-6 weeks of receipt (subject to the establishment's availability).
7. The findings of the appeal visit will be fed back in the normal way of both a discussion after check-out and a report following after the visit.
8. The outcome of this report will supersede the previous visit and will be final.

Prices are available upon application or on our website:
theAA.com/Hotels

1.0 GENERAL OVERVIEW

1.1 INTRODUCTION

1.1.1 SERVICED ACCOMMODATION

Serviced accommodation in Britain is broadly divided into three categories:

- Hotels: formal accommodation with full service
- Guest Accommodation (e.g. B&Bs, Inns etc.): informal accommodation with limited service.
- Budget Hotel (e.g. roadside, budget lodge style): uniform accommodation with limited service.

This booklet describes the requirements for the Quality Standards for Hotels.

Any establishment operating with the word 'hotel' as part of their business name will be assessed using the hotel requirements listed in this booklet.

1.1.2 AA QUALITY STANDARDS FOR HOTELS

The AA standards in this booklet are identical to those that will be applied by VisitBritain, VisitScotland and VisitWales for assessing the quality of serviced accommodation in Britain. Your rating will be the same whichever organisation carries out your assessment.

If you choose to be assessed by more than one organisation, each organisation will award you the same star rating.

You will only be eligible for special AA Awards, (e.g. AA Hotel of the Year, Rosettes for food etc.) if you have full AA recognition through annual AA inspection.

1.1.3 DISPENSATIONS

Dispensations for certain individual requirements within these AA 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 considered on a case-by-case basis.

Any exceptions will need a proportional increase in quality in other areas to compensate for the area where an exception is sought.

1.2 DETERMINING THE STAR RATING

An establishment will need to satisfy three elements to reach a particular star rating:

1. All relevant requirements must be met.
2. The overall percentage score for quality must reach the appropriate band (see quality bands 1.3.5)
3. The relevant standard of quality in the six critical areas as highlighted below.

There are nine key areas of assessment. The six most critical areas are:

HOSPITALITY, SERVICE, BEDROOMS, BATHROOMS, CLEANLINESS AND FOOD

The star rating level across all of these six areas must be met in order to achieve a particular star rating. The remaining three areas are: exterior, public areas, dining room/restaurants. Where additional facilities are provided e.g. spa, these will also be assessed.

1.0 GENERAL OVERVIEW

1.3 QUALITY

1.3.1 QUALITY ASSESSMENT

There are five levels of quality ranging from One to Five Stars. To obtain a higher star rating a progressively higher quality and range of services and physical facilities should be provided across all areas with particular emphasis in six key areas - cleanliness, service, food, bedrooms, bathrooms and hospitality.

Research indicates that quality is of key importance but visitors also expect the level of services and range of facilities in hotels to increase at each star rating level.

1.3.2 QUALITY TERMINOLOGY

We use phrases such as 'good', 'very good' etc. to signify ascending levels of quality in broad terms only.

These standards indicate typical consumer expectations of each star rating. They are neither prescriptive nor definitive because we recognise the wide variety of quality elements that can be included – for example, style, which can range from traditional to minimalist.

1.3.3 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 the 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.

1.3.4 THE QUALITY SCORE

When AA inspectors visit your property, they will evaluate and give a quality score to all aspects of the accommodation and service.

The total of all these scores establishes an overall percentage score for quality.

Based on this score, establishments will be given an overall quality rating on a scale of One to Five Stars, based on the chart below.

1.3.5 QUALITY BANDS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
30 – 46%	47 – 54%	55 – 69%	70 – 84%	85 – 100%

1.0 GENERAL OVERVIEW

1.4 SUB-CATEGORIES/DESIGNATORS

1.4.1 TYPES OF SUB-CATEGORIES/DESIGNATORS

All hotels will be positioned in one of the following descriptive sub-categories. These have been developed to help consumers understand more clearly the different types of hotels available in Britain.

Hotels in each of these sub-categories need to fulfil all hotel requirements detailed in this booklet with the exception of Metro Hotels where provision of dinner is not a requirement.

1.4.2 GENERAL DESCRIPTIONS

Hotel	Formal accommodation with full service. Minimum five guest bedrooms but more likely in excess of 20.
Country House Hotel	A country house hotel with ample grounds or gardens, in a rural or semirural situation with an emphasis on peace and quiet.
Small Hotel	Smaller hotels with a maximum of 20 bedrooms. They will be personally run by the proprietor and are likely to have limited function business.
Town House Hotel	High quality town/city centre properties of individual and distinctive style with a maximum of 50 rooms. High staff-to-guest ratio. Public areas may be limited. Possibly no dinner served but room service available instead.
Metro Hotel	A town/city hotel providing full hotel services with the exception of dinner. Within easy walking distance of a range of places to eat.



1.0 GENERAL OVERVIEW

1.5 KEY REQUIREMENTS AT EACH RATING LEVEL

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
<p>30-46%</p> <ul style="list-style-type: none"> A minimum of five letting bedrooms. 100% of bedrooms with en suite or private facilities. Resident guests, once registered, have access to the hotel at all times. Proprietor and/or staff on site all day and as a minimum on call to resident guests at night. A dining room/restaurant or similar eating area serving a cooked or continental breakfast seven days a week. A dining room/restaurant or similar eating area serving evening meals at least five days a week (but hotels that do not offer dinner and are located within easy walking distance of a choice of places to eat dinner, can also be rated under the hotel scheme as a metro or town house hotel, as long as this is made clear to all prospective guests in all marketing and all other hotel requirements are met). A bar or sitting area with a Liquor Licence. Hotel generally open seven days a week during its operating season providing, on every day open, the level of service and facilities appropriate to its star rating. Proprietor and/or staff available during the day and evening to receive guests and provide information/services such as hot drinks and light refreshments. A clearly designated reception facility. Meeting all the current statutory obligations and providing Public Liability insurance cover. 	<p>47-54%</p> <p><i>(In addition to the requirements for One Star)</i></p> <ul style="list-style-type: none"> All areas of operation should meet the Two Star level of quality for cleanliness, maintenance and hospitality, and for the quality of physical facilities and delivery of services. 	<p>55-69%</p> <p><i>(In addition to the requirements for Two Star)</i></p> <ul style="list-style-type: none"> All areas of operation should meet the Three Star level of quality for cleanliness, maintenance and hospitality, and for the quality of physical facilities and delivery of services. Once registered, residents have access at all times during the day and evening (e.g. from 7 am until 11 pm) without use of a key. Access available outside these times. Dinner served a minimum of six evenings a week with bar snack or equivalent available on seventh evening (unless hotel does not have a restaurant – i.e. metro or town house hotel, located close to choice of places to eat). Room service as a minimum of hot and cold drinks and light snacks (e.g. sandwiches) during daytime and evening. Option to provide on request only, without need for full menu promoted in bedroom. Guests should be made aware of this service provision via room information and made aware of prices before ordering. All bedrooms with en suite bathrooms. Internal or direct dial telephone system required (minimum is ability to phone from bedroom to reception and vice versa). Wi-Fi available in public areas. 	<p>70-84%</p> <p><i>(In addition to the requirements for Three Star)</i></p> <ul style="list-style-type: none"> Expectation is for higher quality of service levels in all departments and in general higher staffing levels; as well as a serious approach and clear focus to the food and beverage offering. All areas of operation should meet the Four Star level of quality for cleanliness, maintenance and hospitality, and for the quality of physical facilities and delivery of services. 24 hour room service, including cooked breakfast and full dinner during restaurant opening hours. Once registered, residents should have 24 hour access, facilitated by on-duty staff. Enhanced services offered, e.g. Afternoon tea, offer of luggage assistance, meals at lunchtime, table service on request at breakfast. At least one restaurant, open to residents and non-residents, for breakfast and dinner seven days a week. Hotels without restaurants located within easy walking distance of a range of places to eat are required to serve as a minimum snacks/light refreshments in public areas/bedrooms, at least in core hours of between 7am to 11pm. All bedrooms with en suite bathrooms and all with WC and thermostatically controlled showers. Wi-Fi or internet connection provided in bedrooms. 	<p>85-100%</p> <p><i>(In addition to the requirements for Four Star)</i></p> <ul style="list-style-type: none"> Excellent staffing levels with well-structured and dedicated teams with depth in management levels. Exceptional levels of proactive service and customer care. All areas of operation should meet the Five Star level of quality for cleanliness, maintenance, hospitality, and for the quality of physical facilities and delivery of services. Hotel open seven days a week all year. Enhanced services offered e.g. valet parking, escort to bedrooms, proactive table service in bars and lounges and at breakfast, 'concierge' service, 24-hour reception, 24-hour room service, full afternoon tea. At least one restaurant, open to residents and non-residents for all meals seven days a week. A minimum of 80% of bedrooms with en suite bathroom with WC, bath and thermostatically controlled shower, 20% may be shower only. A choice of environments in public areas of sufficient relevant size to provide generous personal space. Additional facilities e.g. secondary dining, leisure, business centre, spa, etc. At least one permanent luxury suite available comprising of three separate rooms - bedroom, lounge and bathroom.

2.0 DETAILED QUALITY GUIDANCE



2.1 OVERALL STANDARDS

2.2 SERVICES

2.3 ALL MEALS:
DINING QUALITY AND INFORMATION

2.4 BREAKFAST

2.5 OTHER MEALS

2.6 BEDROOMS

2.7 EN SUITE BATHROOM AND SHOWER
ROOMS AND PRIVATE FACILITIES

2.8 PUBLIC AREAS

2.9 EXTERNAL AREAS (AS APPLICABLE)

2.10 ANNEXES

2.0 DETAILED QUALITY GUIDANCE

2.1 OVERALL STANDARDS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.1.1 STATUTORY OBLIGATIONS

ALL STAR RATINGS

- **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.

Establishments are required to comply with all relevant statutory requirements including:

- **Fire Risk Assessment:** to comply with the Regulatory Reform (Fire Safety) Order 2005; supply evidence that a Fire Risk Assessment has been carried out annually, for guidance refer to: www.firesafetyguides.communities.gov.uk
- **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. Supply multilingual instructions or diagram for fire evacuation procedure.
- **Planning:** comply with all local planning regulations.
- **Licensing:** comply with all local licensing regulations.
- **Hotel Proprietors Act:** comply with this Act.
- **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. Best Practice would suggest hotels produce an access statement which offers a description of facilities and services offered specifically in relation to accessibility to inform people with access needs.
- Provide guests with clean, hygienic, safe and well-maintained accommodation at all times.

NB 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 OVERALL STANDARDS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.1.2 SAFETY AND SECURITY

- Proprietor and/or staff to be on site or on call to resident guests 24 hours a day.
 - Printed instructions, provided in the bedrooms, for summoning assistance during an emergency at night. If the proprietor lives away from the hotel, it is expected that a member of management or staff sleep on site and that their night-time contact details are clearly advertised in every bedroom.
 - A high degree of general safety and security, including information on evacuation procedures in the event of an emergency, to be advertised in every bedroom. Multilingual emergency procedure notices or use of symbols/diagrams clearly displayed in every bedroom.
 - Adequate measures for the security of guests and their property.
- (Applies to One Star - Two Star Ratings)*
- Proprietor and/or staff to be on duty from 7 am to 11 pm, and on site 24 hours.
 - Proprietor and/or staff to be on duty 24 hours a day.
- (Applies to Four Star - Five Star Ratings)*



- 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.

2.1.3 MAINTENANCE

- Buildings, their fixtures, furnishings, fittings and exterior and interior décor maintained in a sound, clean condition and fit for the purpose intended.
- All electrical and gas equipment in good working order and regularly serviced to ensure guests' safety.
- Monitoring procedure in place for reporting of broken/damaged items in guests' bedrooms.
- Buildings, their fixtures, furnishings, fittings and exterior and interior décor maintained in a superior condition.
- Buildings, their fixtures, furnishings, fittings and exterior and interior décor maintained in an excellent, immaculate condition.

(Applies to One Star - Three Star Ratings)

2.1.4 CLEANLINESS

- As the cleanliness of hotels at every star rating is of paramount importance to the consumer, consistent standards of cleanliness are essential at every hotel. Particular attention should be given to bathrooms, shower rooms and toilets, especially items involving direct contact for guests, including:
 - Bedding, linen and towels
 - Baths, showers, washbasins and WCs
 - Flooring and seating
 - Crockery, cutlery and glassware
- All bathrooms and shower rooms cleaned daily and checked to ensure appropriate standards of cleanliness.
- Bathrooms and shower rooms clean and fresh smelling. Particular attention paid to WCs, plugholes, shower curtains, mirrors and extractor fans.
- Exceptional standards of housekeeping.

(Applies to One Star - Four Star Ratings)



- Consider using environmentally friendly and chlorine-free cleaning products, such as microfibre cloths that reduce the amount of cleaning liquid required.

2.1 OVERALL STANDARDS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.1.5 PHYSICAL QUALITY

- | | | | | |
|---|---|---|--|---|
| <ul style="list-style-type: none"> Hotels providing accommodation of acceptable quality and comfort. | <ul style="list-style-type: none"> Hotels providing accommodation of quite good quality and comfort. | <ul style="list-style-type: none"> Hotels providing good quality, comfortable and more spacious accommodation. | <ul style="list-style-type: none"> Hotels setting high standards for the hospitality industry. All aspects of the hotel offering a very good level of quality, spaciousness and comfort. | <ul style="list-style-type: none"> Hotels setting the highest international standards for the hospitality industry. All aspects of the hotel offering an excellent level of quality, spaciousness and comfort, providing an overall luxurious standard. |
|---|---|---|--|---|

2.1.6 HOSPITALITY

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> Guests will be greeted and acknowledged in a friendly, efficient and courteous manner throughout their stay. <p><i>(Applies to One Star - Three Star Ratings)</i></p> | <ul style="list-style-type: none"> Proactive interaction and anticipation of guests' needs. | <ul style="list-style-type: none"> Excellent levels of hospitality and customer care offering a personalised approach to every individual guest. |
|---|--|---|



- Ensure staff 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.



2.1 OVERALL STANDARDS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.1.7 SERVICES

- | | | | |
|---|--|--|---|
| <ul style="list-style-type: none"> A relatively straightforward range of services offered – often provided by the proprietor and family/staff. All enquiries, requests and reservations, correspondence and complaints from visitors dealt with promptly and politely. Service and efficiency skills of a competent standard. <p><i>(Applies to One Star - Two Star Ratings)</i></p> | <ul style="list-style-type: none"> Good guest service with appropriate staffing levels to provide a prompt and efficient service without detriment to other service areas at the same time. Good social skills and anticipation of individual guests' needs evident in dealings with all guests. All staff demonstrate a positive attitude and a willingness to help. Service, efficiency and technical skills of a good standard. | <ul style="list-style-type: none"> Very good guest service, giving guests the impression of being well cared for by trained, professional and attentive staff. Very good social skills and anticipation of individual guests' needs evident in dealings with all guests. Service, efficiency and technical skills of a very good standard and without detriment to other service areas at any time. | <ul style="list-style-type: none"> Flawless and unobtrusive guest service, giving guests the impression of being very well cared for by highly trained, professional, proactive and well managed staff. Excellent social skills and anticipation of individual guests' needs evident in dealings with all guests. Service and efficiency of an excellent standard without detriment to other service areas at any time. Delivered by a structured team of staff with a management and supervisory hierarchy. Some multi-lingual staff in hotels with an international market. |
|---|--|--|---|



- Consider specific training for staff on how to welcome all types of guests.
- Consider learning to communicate in basic British Sign Language (BSL).



- Include public transport options in promotional and booking information.
- Ensure all staff are fully briefed and updated on the hotel's sustainable tourism policy, particularly reception, concierge and dining room staff.

2.1.8 OPENING

- | | |
|---|--|
| <ul style="list-style-type: none"> Hotel generally open seven days a week during its operating season providing, on every day open, a consistent level of service and facilities appropriate to its star rating. <p><i>(Applies to One Star - Four Star Ratings)</i></p> | <ul style="list-style-type: none"> Open seven days a week all year, providing a consistent level of service and facilities. |
|---|--|

2.1.9 GUEST ACCESS

- | | | | |
|--|--|---|---|
| <ul style="list-style-type: none"> Once registered, resident guests have access to the hotel at all times. Proprietor and/or staff to be on site or on call to resident guests 24 hours a day. It is acceptable for a front door key or security code to be issued. <p><i>(Applies to One Star - Two Star Ratings)</i></p> | <ul style="list-style-type: none"> Once registered, residents must have access at all times during the day and evening without needing to use a key. Best practice suggests between 7 am and 11 pm. There must be access available outside these times possibly using a door key or security code. | <ul style="list-style-type: none"> 24-hour access, facilitated by on-duty staff. | <ul style="list-style-type: none"> Both prior to and after registration, guests should have access without having to ring a bell. During the night a bell is acceptable. |
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2.0 DETAILED QUALITY GUIDANCE

2.2 SERVICES

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.2.1 STAFF APPEARANCE

- Staff tidily dressed and well groomed.
- Staff clothing fresh and well ironed.
- Particular attention given to personal hygiene.
- The style of hotel may dictate how staff dress - from formal uniforms to informal and casual outfits.

(Applies to One Star - Two Star Ratings)

- Staff smartly attired.
- Staff dressed in such a way that guests can easily distinguish between staff and guests.

(Applies to Three Star - Four Star Ratings)

- Staff impeccably presented and in a uniform way.



2.2 SERVICES

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.2.2 RESERVATIONS, PRICES AND BILLING

ALL STAR RATINGS

There should be an easy and efficient booking service that includes the following:

- Prospective visitors told clearly what is included in the prices quoted for accommodation, meals and refreshments, including service charges, taxes and other surcharges.
- Other information which may impact on the guests' stay e.g. *smoking policy, refurbishment work in progress, planned functions/events etc.* provided. Where house policy dictates that certain facilities need to be pre-booked e.g. *spa treatments, dinner etc.*, these should also be mentioned at the time of booking.
- Advance warning if the restaurant is to be closed or likely to become fully booked.
- Full details of the hotel's cancellation policy. This especially includes information about charging credit cards for cancellation or changes to the booking.
- Information about deposits if required, including details of how the deposit is taken and whether or not it is refundable on cancellation.
- Clear explanation of charges for additional services or available facilities including cancellation terms.
- Information about any unacceptable types of payment, e.g. *credit cards, travellers' cheques etc.*
- Information and full details about any fees charged for the acceptance of credit cards.
- Bookings may be confirmed in writing by email/letter, verbally by phone or via text message.

Communication with prospective guests, whether verbal or written, should be prompt, efficient, professional and helpful. A good first impression is critical at all levels. Therefore:

- The price agreed at the time of booking must not be exceeded.
- All agreed prices must include service charges, taxes and other surcharges where applicable.
- Every endeavour should be made to advise guests in advance about the hotel location and any car parking restrictions.
- Visitors advised when they are booking, and subsequently in the case of any change, if the accommodation offered is in an unconnected annexe or has separate external access.
- Unless notified in writing in advance, price confirmation is to be at least indicated on a key card or similar.
- Prospective guests should be left confident that their booking was recorded accurately. As a minimum, name, address and/or contact telephone number recorded at the time of booking.
- All bookings handled in a friendly and courteous manner, even when there is no dedicated reservations department.
- Provide each guest with printed or clearly written details of payment due and a receipt on request.
- Presentation of accounts ensuring that purchases are clearly detailed.
- Particular attention should be paid to accuracy.
- The VAT element of the account (where applicable) should be clearly identified.

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- As All Star Ratings above

- As All Star Ratings above

- Ability to make a prompt and effective reservation during the day and evening.
- Guests should be able to charge all account services to one main account, and pay on departure.
- Guest accounts to be updated on an ongoing basis to minimise the delay at check-out.
- Confirmation provided by email/fax/text or letter on request from hotel (not only from third party booking site).

- Ability to make a prompt and effective reservation during the day and up to 11pm.
- Confirmation provided by email/fax/text or letter from hotel (not only from third party booking site).

- Ability to make a prompt and effective reservation 24 hours a day. Every booking confirmed by letter, fax, email or text message.
- The account well explained and well presented, perhaps in an envelope or folder.



- 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
- Always ask if the enquirer or any of the guests in the party have any specific access requirements.

2.2 SERVICES

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.2.3 RECEPTION: STAFF AVAILABILITY FOR GUEST ARRIVAL AND DEPARTURE

As reception is likely to be the guests' first and last point of contact with a hotel, special attention should be given to providing a good standard of customer care.

- Direct guest contact given priority over other reception duties. Proprietor or staff available to receive guests and provide information/services from just before breakfast to late evening at approximately 10 pm.
- Receptionist's attention possibly summoned by a bell or telephone.
- Guests clearly directed to their room and given a brief explanation of location of hotel facilities.
- The issuing of a bedroom key to guests and the charging of items to account always done discreetly to ensure guest security.
- In the interests of safety, guests to be escorted to bedrooms if requested.
- Guests informed of meal times, bar opening times etc.

(Applies to One Star - Two Star Ratings)

- Reception service provided from just before breakfast until late evening. Best practice suggests 7 am to 11 pm.
- Receptionist on duty during busy check-in/out times when it is essential to provide full cover.
- However, at other times, possibly summoned by bell or telephone for minimal delay.
- Additional reception services such as express check-out, 24 hour check-in/out, provided in hotels where the need exists, e.g. in hotels in city centres and hotels by airports.

- Reception staffed at all times between 7 am and 11 pm. Staffing levels sufficient to ensure a minimal delay.
- A member of staff – possibly the night porter – available and able to perform reception duties between 11 pm and 7 am.

- 24 hour reception with sufficient highly skilled staff to ensure no delay for guests.
- Arriving guests greeted without delay outside the hotel entrance.
- Valet parking offered. A seamless transition on arrival from outside the hotel entrance to the reception area.
- All guests offered an escort to the bedroom by a member of staff with excellent skills.
- Guests informed of important hotel and bedroom facilities by the escort.



- Ensure guests identifying themselves as being disabled e.g. those with a visual impairment are offered a familiarisation tour.

2.2.4 LUGGAGE HANDLING

- Assistance with luggage available on request throughout the day and evening.

- Secure short-term luggage storage.

(Applies to Two Star - Three Star Ratings)

- Assistance with luggage readily available.

- Hotel staff taking control of luggage from guest's arrival outside to prompt delivery in bedroom. The same quality of service repeated on departure.
- Secure short-term luggage storage with receipt provided.

2.2 SERVICES

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.2.5 OTHER – RECEPTION/CONCIERGE/HOUSEKEEPING SERVICES

- Iron and ironing board available.
- Early morning call on request or an alarm using a clock, telephone or television available in the room.
- Appropriate tourist, travel and/or local information available, suitable to market needs. Should be well presented e.g. in a folder, rack or electronic.

(Applies to One Star - Two Star Ratings)

- Laundry service may be provided and advertised with prices.
- Incoming telephone calls to resident guests handled in a professional and discreet manner.
- Messages written down and every effort made to inform guests a message is waiting for them. Interactive TV and voicemail systems are acceptable.
- A selection of daily newspapers available for purchase or complimentary paper provided.
- Well presented travel and/or local information such as details of visitor attractions, taxi firms, banks, churches, railway stations, florists etc. available in bedrooms.

- Laundry and possibly dry cleaning service provided and advertised with prices.
- Early morning call. Guests not expected to set their own alarm call.
- Messages delivered promptly to the bedrooms or to the guest in the public areas.
- Newspapers can be ordered and delivered to guests' bedrooms.

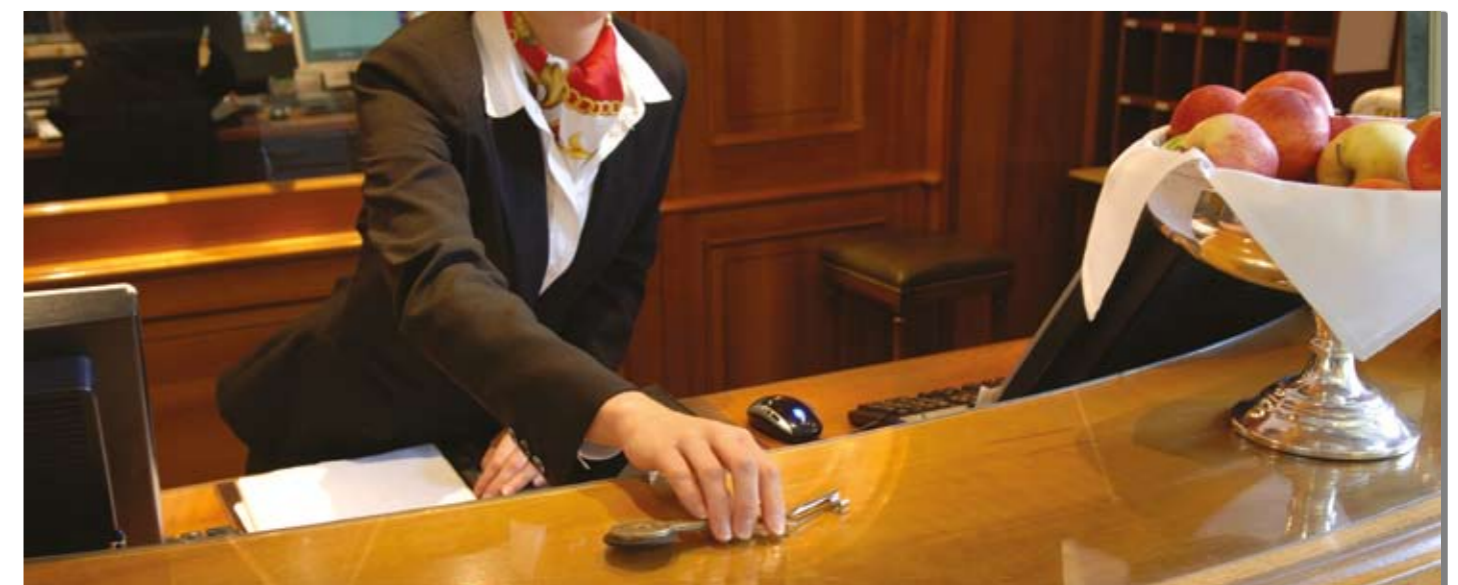
- Pressing service (minimum same day) and 24 hour return dry cleaning and laundry service.
- Cloakroom service (coat storage) with a receipt provided.
- An advertised shoe cleaning service which can include a conveniently positioned machine or shoe cleaning materials available.
- All messages discreetly handled and written messages presented in an envelope.
- A full concierge service provided.
- This may vary depending on location and style of the hotel but may include some or all of the following: theatre bookings, sightseeing trips, taxi bookings, valet parking and other requests.



- 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.



- Make best use of local tourist information in both the hotel's promotional literature and visitor information folders located in the bedrooms.



2.0 DETAILED QUALITY GUIDANCE

2.3 ALL MEALS - DINING QUALITY AND INFORMATION

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.3.1 DINING PROVISION

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|--|---|---|--|
| <ul style="list-style-type: none"> Designated eating areas can include restaurant, dining room, brasserie, bistro or bar. A designated eating area, open to residents for breakfast seven days a week. Evening meals provided at least five days a week. Guests informed when they book if dinner is not available on a particular evening. When this happens, a range of refreshments and snacks, e.g. soups, sandwiches etc. should always be offered. Residents' guests may take dinner by prior arrangement. <p><i>(Applies to One Star - Two Star Ratings)</i></p> | <ul style="list-style-type: none"> At least one restaurant, open for dinner a minimum of six days a week, to residents and their guests. Where the location is appropriate, the restaurant should be open to non-residents e.g. city centre and by airports. On the day the restaurant is not open a bar meal option or similar must be available. A bar is not acceptable as the only eating area. It is acceptable that non-residents are required to book dinner in advance. | <ul style="list-style-type: none"> At least one restaurant, open to residents and non-residents, for breakfast and dinner seven days a week. A superior brasserie/ bistro/bar is acceptable for lunches, providing that guests are able to eat in comfort and order and be served at the table. | <ul style="list-style-type: none"> At least one restaurant, open to residents and non-residents, for all meals seven days a week. |
|--|---|---|--|



- Try to be flexible with meal times to help diabetic people regulate their blood sugar.

2.3.2 RESTAURANT OWNERSHIP

Where dinner is served in a restaurant, which is separate or contracted out, it will nevertheless be assessed as part of the overall operation. Such a restaurant is acceptable as long as:

- The hotel accepts full responsibility over the quality of surroundings, food and service provided in the restaurant.
- Guests are informed when they book a bedroom that dinner is served in a separate restaurant.
- Access is easy e.g. within approximately 250 metres walking (1/4 mile or ten minute walk), preferably umbrella provided, or within 5/10 minutes if hotel provides complimentary transport.
- There is a facility for guests to charge meals and drinks to their hotel account.

(Applies to all Star Ratings)

2.3 ALL MEALS - DINING QUALITY AND INFORMATION

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.3.3 TABLES/TABLE APPOINTMENT

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|--|---|---|--|
| <ul style="list-style-type: none"> Individual tables available for each guest or party. Table appointments of acceptable quality and appropriate to the type of meal served. Tables of an appropriate height for comfortable dining, even if set close together. <p><i>(Applies to One Star - Two Star Ratings)</i></p> | <ul style="list-style-type: none"> Table appointments of good quality, in many cases using proprietary brands. | <ul style="list-style-type: none"> Table appointments of very good quality. Tables to be a good size and well spaced. | <ul style="list-style-type: none"> Table appointments of excellent quality. |
|--|---|---|--|



- 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.

2.3.4 MEAL SERVICE: STAFF

- | | | | |
|---|---|--|--|
| <ul style="list-style-type: none"> Sufficient staff to ensure prompt service at all meals served. Polite and courteous staff providing an acceptable standard of customer care and demonstrating acceptable levels of knowledge about the dishes being served. <p><i>(Applies to One Star - Two Star Ratings)</i></p> | <ul style="list-style-type: none"> A supervisor on duty in the dining area to ensure a more efficient service. Polite and courteous staff providing a good standard of customer care and demonstrating good levels of food, beverage and wine product knowledge and service skills. | <ul style="list-style-type: none"> A manager on duty in the restaurant to ensure a highly efficient service. Unobtrusive, polite and courteous staff providing a very good standard of customer care and demonstrating very good levels of food, beverage and wine product knowledge and service skills. | <ul style="list-style-type: none"> A well-structured team of staff with management presence. The restaurant always staffed. Unobtrusive, polite and courteous staff providing an excellent standard of customer care. Highly trained, professional and proactive staff. Guests welcomed and escorted to their table at all meals and in all areas where food and drinks are served. Prompt table service in public areas where guests seat themselves. Staff demonstrating excellent levels of food, beverage and wine product knowledge and service skills. |
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- Offer guests a choice of seating location. Provide a selection of chairs with and without arm rests.

2.0 DETAILED QUALITY GUIDANCE

2.4 BREAKFAST

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.4.1 PROVISION

- A cooked or continental breakfast provided in a designated eating area on the premises and advertised as such.

(Applies to One Star - Two Star Ratings)

- A cooked and continental breakfast provided in a designated eating area on the premises and advertised as such.

(Applies to Three Star - Five Star Ratings)

2.4.2 BREAKFAST TIMES

- Breakfast served at an appropriate time for the market of the hotel.

(Applies to One Star - Two Star Ratings)

- Breakfast served for at least one and a half hours.

- Breakfast served for at least two hours.

- Breakfast served for at least three hours.

2.4.3 PRICING

- Breakfast price on display when a room-only rate option is available.

- The price of any breakfast items carrying an additional charge clearly advertised.

(Applies to One Star - Two Star Ratings)

- If breakfast is available to non-residents, the price should be clearly displayed.

(Applies to Three Star - Five Star Ratings)

2.4.4 MENU

- A verbal explanation of dishes available is acceptable.

- A clean and well-presented menu provided for breakfasts served from the kitchen.

- Where there is a buffet, any items available but not included on the buffet should be detailed on a menu.

(Applies to Two Star - Three Star Ratings)

- A menu detailing the full breakfast range provided.

- A menu, presented to the highest standard, detailing the full breakfast range provided.



- Provide a large print menu (minimum font size 14pt) in a clear font such as Arial.



- 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.

2.4 BREAKFAST

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.4.5 RANGE OF DISHES

- A set menu is acceptable.
- Continental offering to include as a minimum: fruit juice, cereal, yogurt, coffee, tea and toast. Cooked breakfast to include at least three hot items e.g. *bacon, egg, sausage, mushroom, baked beans plus coffee, tea and toast.*

(Applies to One Star - Two Star Ratings)

- A good range of hot and cold items, together with a choice of good quality accompaniments. Examples include preserves, ground and decaffeinated coffee, teas, butters and spreads.

- Guests offered a choice of how their eggs are cooked to include fried, poached, boiled and scrambled.

- A superior range of hot and cold items.

- A comprehensive range of excellent quality hot and cold dishes. Examples might include freshly squeezed juices, a variety of fresh fruits in season and ripe, cold meats and cheeses, free range eggs, local specialities, fresh fish, range of bakery items and pastries, special dietary produce and a comprehensive range of appetising hot items.



- Provide for different dietary requirements e.g. *dairy free, wheat free, lactose free, nut free.*

2.4.6 FOOD QUALITY

- All hot foods well presented and served at the correct temperature on hot plates.

- Care taken to ensure that juices are chilled, toast is crisp and coffee/tea is freshly made.

(Applies to One Star - Two Star Ratings)

- Good quality ingredients cooked and presented to a good standard.

- Consideration given to providing healthy eating options.

- All food cooked correctly and prepared with a very good level of skill, care and presentation and served at the correct temperature.

- High quality ingredients cooked and presented to an excellent standard.



- Where possible, source food and drink products locally. Build up relationships with local producers and traders.
- Staff dealing with food and drink service should be fully briefed on the source, characteristics and significance of local food and drink products.

2.4.7 STYLE OF SERVICE

ALL STAR RATINGS

- Table appointments appropriate to the style of service.

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- Self-service buffet-style is acceptable. However, buffets should be replenished on a regular basis. Where provided, buffets laid out and operated in a practical and customer-friendly manner.

- Self-service hot beverages are acceptable.

(Applies to One Star - Two Star Ratings)

- Breakfast tables laid with a table setting for each guest of main knife, side knife, fork, cereal spoon, cup, saucer, teaspoon, side plate and napkin. The table laid with salt, pepper, sugar, milk, butter and preserves.

- Hot beverages are served at the table but the additional option of high quality vending machines is acceptable.

- There is a heightened level of service with extra attention to detail.

- Table service advertised and available on request.

- Table service proactively offered.

- Where there is a buffet, a higher level of assistance available.



- Offer guests assistance with self-service buffet where appropriate.

2.0 DETAILED QUALITY GUIDANCE

2.5 OTHER MEALS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.5.1 DINNER: HOURS OF SERVICE

- Dinner served for minimum of one hour, specific times according to market need and clearly advertised.
- Some snacks or cold meal provision for late arrivals, by prior arrangement.
- It is acceptable for resident guests to be asked to choose dishes for dinner at an earlier time of the day. However, guests who prefer to choose later, including up to the meal time, must be able to do so without being put under any pressure to choose earlier. New arrivals should not be asked to choose dishes for dinner in advance of arrival.

(Applies to One Star - Two Star Ratings)

- The restaurant should be open for a minimum of two hours. Specific opening times to suit market need.
- Guests not expected to choose dishes for dinner at an earlier time of day.
- Meal times should be clearly advertised, explained to guests in advance to avoid disappointment.

(Applies to Three Star - Five Star Ratings)



- Try to be flexible with meal times to help diabetic people regulate their blood sugar.

2.5.2 RANGE OF DISHES

- Two courses available. The main course should be a substantial hot dish.

(Applies to One Star - Two Star Ratings)

- Three courses available.
- A choice of substantial hot and cold dishes.

(Applies to Three Star - Four Star Ratings)

- An extensive choice of food.
- A broad range of dishes of outstanding quality.



- Provide for different dietary requirements e.g. dairy free, wheat free, lactose free, nut free.

2.5.3 MENU AND PRICING

- Acceptable, clean and well presented written menus, with accurate descriptions. However, it is acceptable instead to offer a verbal description of the dishes available.
- The price of dinner should be displayed if the accommodation tariff does not include dinner.
- Clearly advertised price for any surcharge made for a particular dish.
- Additional charges, such as VAT, service and cover charge, clearly identified on the menus.

(Applies to One Star - Two Star Ratings)

- Quality written menus with prices clearly displayed.

(Applies to Three Star - Four Star Ratings)

- Immaculately presented menus.



- Provide a large print menu (minimum font size 14pt) in a clear font such as Arial.

2.5 OTHER MEALS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.5.4 FOOD QUALITY

- All meals freshly cooked/prepared on the premises with an acceptable level of skill and presentation, and served at the correct temperature. Evidence of some fresh produce.
- At least one vegetarian option available (at least on request) at each course.

(Applies to One Star - Two Star Ratings)

- All meals, including any room service, prepared with a good level of skill, care and presentation and served at the correct temperature.
- Particular attention given to food quality rather than extensive menus.

- All meals, including any room service, prepared with a very good level of skill, care and presentation and served at the correct temperature.
- Provision made for a variety of dietary requirements.

- All meals, including any room service, prepared with an excellent level of skill using fresh produce.
- Cuisine quality meeting a high international standard.

2.5.5 STYLE OF SERVICE

- A self-service operation e.g. carvery or buffet-style, is acceptable.

(Applies to One Star - Two Star Ratings)

- The main course, served to the guest at their table on request.
- Full table service but a carvery is acceptable.

(Applies to Three Star - Four Star Ratings)

- All courses served to the guest at their table.



- If a self-service operation, offer guests assistance where appropriate.

2.5.6 WINE AND WINE SERVICE

- Red and white wine provided.
- Wine prices and measures clearly displayed.
- Staff demonstrating basic knowledge about the wines available e.g. country of origin.

(Applies to One Star - Two Star Ratings)

- A choice of good quality wines offered.
- Clean and well presented wine list, clearly and accurately listing the choice of wines and measure available, should be provided.

- Staff demonstrating good knowledge of the wines available.

- Superior range and quality of wines offered.
- An informative and detailed wine list.

- Excellent range and quality of wines offered.
- Staff demonstrating excellent wine knowledge and wine service skills. Likely to involve dedicated wine team (sommelier).

2.5.7 ALCOHOLIC DRINK SERVICES/LICENCES (as applicable under the licensing laws in each Country)

- A current liquor licence or equivalent.
- Alcoholic drinks served at meal times to residents.
- A range of drinks available in a bar or lounge. Honesty bars and dispense bars are acceptable.
- A price list displayed wherever drinks are served.

(Applies to One Star - Two Star Ratings)

- Alcoholic drinks served throughout the day and evening to residents and their guests.
- A wide range of drinks provided in a bar or lounge.

- Table service should be provided in the lounge if there is no bar counter.

- Alcoholic drinks served 24 hours to residents.
- Table service on request.

- A comprehensive range of drinks, including wines and cocktails.
- Table service provided.

2.5 OTHER MEALS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.5.8 LUNCH SERVICE

- Lunch service is not required.

(Applies to One Star - Three Star Ratings)

- A superior brasserie/ bistro/bar is acceptable for lunches, providing that guests are able to eat in comfort and order and be served at the table.
- A choice of hot and cold dishes at each course of starters, main courses and desserts.
- Lunch served in a formal restaurant.
- Extensive choice at each course.

2.5.9 LIGHT REFRESHMENTS, SNACKS AND AFTERNOON TEAS

- Hot and cold drinks available to residents and their guests in the public areas during the day and evening. Guests may be required to order at reception or at the bar. Vending option in the public areas may be acceptable. (Referral to in-room facilities is not acceptable.)

(Applies to One Star - Two Star Ratings)

- Light refreshments of at least hot and cold drinks and sandwiches available to residents and their guests in the public areas throughout the day and evening. This service is to be clearly advertised.
- Light refreshments and hot and cold snacks available to residents and their guests in the public areas throughout the day and evening.
- Guests able to order and be served at their table.
- Light refreshments and hot and cold snacks available to residents in the public areas 24 hours.
- Full afternoon tea available.

2.5.10 ROOM SERVICE PROVISION

- Optional except in the case of illness.
- Any room service provided may be limited in choice.

(Applies to One Star - Two Star Ratings)

- Hotel should be able to offer as minimum room service of hot and cold drinks and light snacks e.g. sandwiches, during daytime and evening, on request. If no room service menu provided in bedrooms, then room service availability should be promoted in room information.
- Room service menu should be clearly advertised in bedrooms with prices.
- 24 hour room service of light snacks such as sandwiches and hot and cold drinks including alcoholic drinks.
- Provision of room service, breakfast and a range of substantial hot and cold dishes during lunchtime and evening restaurant hours.
- 24 hour room service of hot and cold snacks and drinks including alcoholic drinks.
- Guests able to choose from the full dinner menu during restaurant hours from either the hotel restaurant or brasserie menu or both.



- Provide meals in rooms (on request) where appropriate e.g. disabled guests.

2.5 OTHER MEALS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.5.11 ROOM SERVICE: SERVICE AND PRESENTATION

- No requirement.

(Applies to One Star - Two Star Ratings)

- Can be simply choice of hot and cold drinks and snacks, or full menu. Whatever level of room service is provided, guests should be made aware of prices before ordering.
- Room service items well presented and served on a tray large enough to easily accommodate its contents. Appropriate cutlery, crockery and condiments provided.
- Prompt and efficient service.
- Procedure in place to arrange for the collection of trays.
- Full room service menu, clearly promoted with prices.
- Must include provision of continental and cooked breakfast and a substantial dinner menu during restaurant hours.
- Hot and cold snacks should be available 24 hours, when restaurant is closed.
- Hotels without restaurants must at least provide hot and cold snacks, 24 hours.
- Room service ordered, delivered and cleared in a highly professional and efficient manner and without impacting on other services.
- Full room service of lunch and dinner during restaurant hours even if hotel has no restaurant. Service delivery allows each course to be eaten at the correct temperature. All meals served on a dining table or heated trolley, or each hot course delivered separately. Presentation of the highest standard.

2.5.12 ROOM SERVICE: BREAKFAST

- No requirement.

(Applies to One Star - Two Star Ratings)

- Hot drinks should be freshly served with any room service breakfast offered.
- Guests able to order their morning breakfast by phone or breakfast order card without leaving their room either in the morning or the night before.
- Room service of both continental and full cooked breakfast advertised and provided.
- A wide choice of substantial hot and cold dishes. A la carte items are often the norm at this level.



2.0 DETAILED QUALITY GUIDANCE

2.6 BEDROOMS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.6.1 PROVISION

ALL STAR RATINGS

- Minimum of five letting bedrooms.



- Try to provide a ground floor bedroom.

2.6.2 GENERAL QUALITY

- Means of securing bedroom doors from inside and out and a key or keycard provided.
- Acceptable quality and condition in the standard of furniture, furnishings, flooring, fittings and décor.
- Every effort made to minimise noise levels from adjacent rooms and corridors e.g. *creaking floorboards, noisy extractor fans, mechanical toilets, noisy plumbing etc.*
- Hotels situated in a particularly noisy environment – in a city centre or by an airport – need to have tried to minimize noise, possibly by using double/triple glazing.

(Applies to One Star - Two Star Ratings)

- Good quality and condition with a matched and well co-ordinated standard of furniture, furnishings, flooring, fittings and décor.

- Better levels of sound insulation provided by more substantial doors and walls.

- Excellent intrinsic quality and condition, with a luxurious standard of furniture, furnishings, flooring, fittings and décor.

- Internal and external noise levels absolutely minimal. Possibly achieved by use of double-glazing, excellent structural insulation and a spacious bedroom lobby area.



2.6 BEDROOMS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.6.3 HOUSEKEEPING

- All bedrooms cleaned daily and checked to ensure a good standard of cleanliness. Rooms looking clean and smelling fresh. Particular attention given to rooms used by smokers.
- All walls, ceilings, pipes, ledges, equipment and fittings, which are beyond reach from floor level, cleaned on a regular basis. All flat surfaces, equipment and furniture free from dust, dirt, grease and marks.
- All beds made daily. Bed linen, including duvet covers (even if top sheet provided), changed at least once in every week and for each new guest.
- Rooms prepared with the right temperature and ventilation ready for the guests' arrival.
- Good practice procedure followed so that clean bedding is kept off floors and in-room crockery and glassware are hygienically washed.

(Applies to One Star - Two Star Ratings)

- Bed linen, including duvet covers (even if top sheet provided), changed at least every three to four days depending on the length of stay and for each new guest. (Exception made when, as part of a hotel's clearly advertised environmental policy, guests are invited to agree to a less frequent change of linen during their stay).

(Applies to Three Star - Four Star Ratings)

- Bed linen, including duvet covers (even if top sheet provided), changed frequently in accordance with the hotel's own policy and for each new guest.
- Rooms prepared in advance of the guests' arrival – possibly including setting an appropriate ambient temperature for the time of year, airing the room well, closing curtains and putting on a light during the hours of darkness.
- An evening housekeeping service provided and advertised – possibly including some of the following services: bed turned down, bins emptied, curtains drawn, towels tidied, room service trays removed.



- Ensure housekeeping staff 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 trolleys do not obstruct corridors.



- 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.
- Use could be made of towel and laundry agreement notices, whereby guests are asked to indicate if they wish their laundry and towels to be laundered less frequently. Signs could be made in-house or sourced externally.

2.6.4 SIZE AND SPACIOUSNESS

- All bedrooms with sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds. Rooms may be small but careful planning ensures best use of space.
- The ceiling height for the major part of the room sufficient for a person of 6 ft. to move around without stooping. Sloping eaves and roofs acceptable provided they do not impinge on a major part of the room.
- When we assess the acceptability of bedroom size, we will take into account the useable space available. There should be no restriction of free movement.
- Family rooms should be more spacious.
- Doors and drawers fully openable without having to move furniture.
- Easy and convenient use of facilities e.g. *use of surfaces without moving tea tray or TV, access to power points etc.*

(Applies to One Star - Two Star Ratings)

- All bedrooms with good free space to allow the appropriate level of room service.
- Area available for luggage storage without cluttering the room or obstructing access.
- Consideration given to location of bedroom facilities, including power sockets for ease of use. This also includes televisions being placed at a convenient viewing height and visible from the bed and from easy seating.
- Family rooms to be substantially more spacious.

- All bedrooms with a higher degree of spaciousness, allowing ample ease of use for guests and considerably exceeding the minimum entry requirements.
- Provision made for room service meals to be eaten in comfort in the majority of rooms.
- Where the hotel has a substantial leisure market, the dining comfort of both guests in a double/twin room taken into account.

- The significant majority of bedrooms very spacious, allowing generous ease of use for movement, comfort, dining and relaxation.
- All bedrooms with a well-planned layout relative to the needs of the guest i.e. business or leisure use.
- Room size, layout and delivery method ensures the highest guest dining experience for room service.

2.6 BEDROOMS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.6.5 SUITES

- Not required.

(Applies to One Star - Three Star Ratings)

- Whilst there is no expectation to have a suite at this level, many hotels will offer suites or larger bedrooms with sitting area. May also include bedrooms that are particularly large and spacious that clearly have a lounge area whilst in an open-plan arrangement (e.g. minimum 40 square feet).
- At least one permanent luxury suite available (comprising three separate rooms – bedroom, lounge and bathroom).

2.6.6 BED SIZE: QUALITY

- Minimum bed sizes, including sofa beds and bunks, as follows:
 - Single: 190 cm x 90 cm (6 ft. 3 ins x 3 ft.).
 - Double: 190 cm x 137 cm (6 ft. 3 ins x 4 ft. 6 ins); 122 cm (4 ft.) beds to be designated as singles.
 - 76 cm (2 ft. 6 ins) beds are unacceptable, except in family rooms where they are clearly designated for children only.
- Sofa beds are not acceptable as permanent bed spaces.
- Bunk beds (permanent bed spaces) are acceptable for child use only. When bunk beds are used, guests told when they make the booking.
- All beds, including supplementary beds, such as z-beds, sofa beds etc. to be of acceptable quality and in good condition. They should have a sound base and sprung interior, foam or similar quality, modern, comfortable mattress.
- Secure headboard or equivalent on all permanent beds.

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

(Applies to One Star - Two Star Ratings)

- Beds and headboards of good quality and condition.

- A choice of larger-sized beds. Very good quality beds e.g. pocket sprung mattress and base, in very good condition with superior headboards or similar.

- Beds for single occupancy to exceed 90 cm (3 ft.) in width.
- Beds for double occupancy to be at least 153 cm (5 ft.) in width.
- Several beds to exceed this size. Bunk beds are not acceptable.
- Beds and headboards of excellent quality and condition.

2.6.7 BED ACCESS

- There should be access to both sides of beds for double occupancy, but dispensation may be given at one-star only if restrictions are clearly advertised to all guests.

- Easy access to both sides of beds for double occupancy.

- Good access to both sides of beds for double occupancy.

(Applies to Three Star - Four Star Ratings)

- Generous access to both sides of beds for double occupancy.



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

2.6 BEDROOMS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.6.8 BEDDING REQUIREMENTS

ALL STAR RATINGS

- Two sheets, two blankets and a bedspread OR one/two sheets and duvet with cover per bed.
- Where feather duvets or pillows are used, a non-allergenic alternative available on request.
- Two pillows in individual pillowcases, per person (one pillow per person acceptable at One Star).
- Spare pillows and blankets available on request.
- Any additional bedding kept in bedrooms to be clean, fresh and wrapped.
- A mattress protector provided for each bed. Plastic or rubber mattress protectors are not acceptable except for children's beds.

PLUS

★	★★	★★★	★★★★	★★★★★
• As All Star Ratings above.	• As All Star Ratings above.	• As All Star Ratings above.	• More likely to be choice of type of pillows. <i>(Applies to Four Star - Five Star Ratings)</i>	



- Provide hypoallergenic bedding.



- Spare bedding does not need to be wrapped in plastic bags; it can be placed in a reusable cotton or fabric bag.

2.6.9 BEDDING QUALITY

- Bedding of good quality and condition.

(Applies to One Star - Three Star Ratings)

- Bedding of superior quality and condition. The presentation of the bed enhances the overall impression of the room.

- Beds presented to an excellent standard. All bedding of the highest quality and immaculately laundered.

2.6.10 DÉCOR: WALLS, CEILING AND PAINTWORK

- Décor in sound condition.
- A quite good standard of décor and paintwork.

(Applies to One Star - Two Star Ratings)

- A good standard of décor and paintwork in good condition with some thought given to co-ordination of design.

- Some use of decorative enhancements where appropriate.

- Superior quality, professionally applied wall coverings with decorative enhancements where appropriate.

- Décor and paintwork in very good condition.

- Décor showing attention to detail and co-ordination of design, as well as finished to a professional standard. Wall coverings and paintwork of an excellent intrinsic quality and condition. High quality paintings and prints in evidence.



- Consider having the door frames a contrasting colour to the wall and avoiding high gloss finishes to assist visually impaired guests.

2.6 BEDROOMS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.6.11 HEATING AND TEMPERATURE CONTROL

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| <ul style="list-style-type: none"> • Heating provided at no extra cost, and controllable (on/off) by the guest. • Supplementary heating provided in rooms on request when temperature levels are not within the control of the guest e.g. some heating systems. • Heating to come on automatically prior to breakfast and during main hours of guest occupancy e.g. check-in and early evening. • Heating able to heat the entire bedroom safely, quietly, adequately and quickly whatever heating system is used. | <ul style="list-style-type: none"> • Automatic fixed heating at no extra cost. | <ul style="list-style-type: none"> • Fixed individually controlled thermostatic heating. | <ul style="list-style-type: none"> • Best practice suggests an effort be made to provide fans on request for guests' use in hot weather. • Individually controlled thermostatic heating operable 24 hours. | <ul style="list-style-type: none"> • Air conditioning expected at this level. |
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2.6.12 LIGHTING

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| <ul style="list-style-type: none"> • Bedrooms well lit. • A shade or cover provided for all bulbs, unless decorative. • At least one light controlled from the door. • Bedside reading light for each person, controllable from the bed, in addition to the light controlled from the door. However, twin beds may share a central bedside light. <p><i>(Applies to One Star - Two Star Ratings)</i></p> | <ul style="list-style-type: none"> • Good lighting intensity with thought given to ambience and a range of lighting options. • Lighting specifically provided to illuminate the writing desk. | <ul style="list-style-type: none"> • Superior levels of lighting with good positioning and ease of use, including lighting specifically for the lobby area, wardrobe area, dining area and easy seating. • Room lighting controllable from the bedside. | <ul style="list-style-type: none"> • Excellent levels of lighting with a range of separately controllable options. |
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- Enable lighting levels to be adjusted using a dimmer switch and/or make available additional bedside/writing table lamps.



- Increased use should be made of energy saving light bulbs throughout the hotel. Greater use can also be made of natural light.
- Signs could be used to request guests to switch off lights when not in use.

2.6 BEDROOMS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.6.13 WINDOWS

ALL STAR RATINGS

- At least one window that can be opened safely and which provides good levels of direct natural light and ventilation. Windows well fitted, easy to shut and open and remain open. A pole provided to open any Velux-style windows or skylights.
- Rooms without windows are generally not acceptable (however dispensations may be available on specific rooms).
- Security fittings installed on all bedroom windows where, when open, access could be gained from outside e.g. patio doors and windows near fire escapes.
- It is acceptable for a bedroom to overlook a large internal atrium. The bedroom should be air-conditioned and naturally illuminated.
- Air conditioning provided where windows cannot be opened.



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

2.6.14 WINDOW COVERINGS

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| <ul style="list-style-type: none"> • Opaque curtains, blinds or shutters provided on all windows and ideally including glass panels to doors, fanlights and skylight windows so that guests have privacy and can exclude any light from outside the room. All window coverings to be properly fitted or hung. • Curtains large enough to draw easily and completely across the width and height of the window with or without linings. • In ground floor bedrooms additional privacy provided by means of a net curtain or blind. <p><i>(Applies to One Star - Two Star Ratings)</i></p> | <ul style="list-style-type: none"> • Window coverings of good quality and condition. Curtains, where used, substantial, fully lined, with ample drape and width. • Window coverings providing full blackout in hotel rooms with a specific market need, such as hotels in city centres with high levels of outside illumination and airport hotels with guests on different time zones. | <ul style="list-style-type: none"> • Window coverings of a superior quality and condition. | <ul style="list-style-type: none"> • Excellent quality window dressing. Window coverings providing full blackout. |
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2.6.15 FLOORING

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| <ul style="list-style-type: none"> • All flooring, carpets, rugs, hard wood flooring etc. properly fitted and of an acceptable quality and condition. <p><i>(Applies to One Star - Two Star Ratings)</i></p> | <ul style="list-style-type: none"> • Flooring of a good quality and condition throughout. | <ul style="list-style-type: none"> • Flooring of superior quality and condition throughout. | <ul style="list-style-type: none"> • Flooring of an excellent quality and condition throughout. |
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- Avoid deep pile carpets that may cause trips or make it difficult for a wheelchair to manoeuvre.

2.6 BEDROOMS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.6.16 FURNITURE, SOFT FURNISHINGS AND FITTINGS

- All furniture, soft furnishings and fittings providing acceptable ease of use and of an acceptable quality and condition.

(Applies to One Star - Two Star Ratings)

- All furniture, soft furnishings and fittings providing good ease of use and of a good quality and condition.

- All furniture, soft furnishings and fittings providing very good ease of use and of a superior quality and condition.

- All furniture, soft furnishings, and fittings providing excellent ease of use and of an excellent quality and condition.

*NB Furniture includes tables, luggage and clothes storage, seating etc.
Soft furnishings includes curtains, cushions etc.
Fittings include mirrors, light fittings, heating appliances, light shades etc.*

2.6.17 TABLES

- Writing table or equivalent such as substantial flat surface or desk providing sufficient free space for practical use with mirror adjacent.
- Lighting adequate for use.
- Conveniently positioned spare 13 amp power socket.
- A bedside table or equivalent provided for each person. Twin beds may share a bedside table.

NB A chair instead of a bedside table is not acceptable.

(Applies to One Star - Two Star Ratings)

- Writing table or equivalent with clear under-space so guests can easily use it.
- Lighting provided specifically to illuminate the writing table.

- Writing table or equivalent providing very good and ample free space.
- Occasional/dining tables of appropriate height for dining – unless trolleys are used.

- A substantial writing table with excellent free space.
- Multiple power sockets often with international sockets/adaptors according to market need.

2.6.18 CLOTHES AND LUGGAGE STORAGE

- Wardrobe or clothes hanging space.

NB An alcove is an acceptable substitute but hooks on walls or behind doors are not.

- Acceptable drawer or shelf space. Drawers running freely and lined or with an easily wiped interior surface.
- The amount of clothes storage provided suitable for the style of hotel and the number of guests the room will accommodate.
- Sufficient hangers (not wire).

(Applies to One Star - Two Star Ratings)

- Dedicated area for unpacking luggage – possibly a moveable stand or raised flat surface.

- Alcoves acceptable only when located in the entrance or lobby area.
- A choice of good quality hangers.

- A fully fitted or free-standing wardrobe.
- NB Open alcoves not acceptable. A generous amount of clothes storage.*

- A wide range of excellent quality hangers provided.
- Illumination inside the wardrobe expected.

2.6 BEDROOMS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.6.19 SEATING

- Single – one chair. Double/twin – two chairs or one chair plus one stool.
- Seating provided appropriate to the style and size of the room.

(Applies to One Star - Two Star Ratings)

- Single – one easy chair. Where this is the only chair, consideration given for ease of use at the writing table, or an additional chair provided.
- Double/twin – two easy chairs or one easy chair plus one upholstered stool.

NB An easy chair offers a greater degree of comfort, either upholstered or of another quality material.

- Double/Twin – two easy chairs (stools are not acceptable).
- Where the hotel's market is predominantly business clientele, a substantial chair at the desk may replace the second easy chair.
- Seating used for room service eating of an appropriate style and height.

- Single – one substantial easy chair plus an additional chair providing comfortable use at the writing table.
- Double/twin – two substantial easy chairs plus an additional chair providing comfortable use at the writing table.

2.6.20 MIRRORS

- At least one mirror in the bedroom.
- If there is only one mirror it should be a full-length mirror and be placed next to the writing table surface or equivalent. A full-length mirror is a mirror of suitable size and in a convenient position for guests to see the majority of themselves from head to toe.

(Applies to One Star - Two Star Ratings)

- At least two mirrors in the bedroom, one of which must be a full-length mirror and one at the table area.

(Applies to Three Star - Five Star Ratings)

2.6.21 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).
- Where only room service is provided, the availability of a hospitality tray at no extra charge, to be advertised to guests.
- Self service ingredients for making hot drinks kept wrapped or in lidded containers.
- Kettles should not have to be operated at floor level.

(Applies to One Star - Two Star Ratings)

- As One Star, but a wider range of hot drinks likely to be provided e.g. *choice of teas, biscuits, and other drinks such as hot chocolate.*
- Fresh milk available on request.

- As well as 24 hour room service, the availability of a hospitality tray, if not provided, advertised to guests.

- In-room facilities, where provided, of an excellent standard, e.g. *china cups and teapot*, choice of hot drinks including a range of speciality teas, fresh milk, and freshly ground coffee.
- May feature bespoke coffee machines in room.



- 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.



- 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.

2.6 BEDROOMS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.6.22 IN-ROOM ENTERTAINMENT

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| <ul style="list-style-type: none"> Digital TV available in all bedrooms. All available channels properly tuned in. Televisions may be safely mounted on a wall bracket. Ease of viewing and safety taken into account when positioning television. Where clock radios are used, instructions for use provided and clock set accurately. <p><i>(Applies to One Star - Two Star Ratings)</i></p> | <ul style="list-style-type: none"> Guests able to watch TV in comfort from both a chair and the bed. Radio provided in each bedroom – possibly part of television installation. | <ul style="list-style-type: none"> Televisions with generously-sized screens – greater than 61cm (24 ins). Extensive range of television channels available. A range of radio channels available. Additional audio-visual options provided e.g. <i>in-house channels, CD player, DVD library, satellite, cable, PlayStation, iPod etc.</i> | <ul style="list-style-type: none"> Adoption of the latest innovation in entertainment technologies expected. |
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- Ensure TVs can provide subtitles (Teletext page 888, digital (DVB), Sky subtitles), to benefit hearing impaired and foreign language speaking guests.

2.6.23 COMMUNICATION AND BUSINESS SERVICES

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| <ul style="list-style-type: none"> Bedroom telephone optional. Where not provided, a means of communication with staff at night in the event of an emergency must be provided, and advertised in the bedroom. Telephones, where provided, displaying the hotel telephone number together with the bedroom extension or telephone number. Telephones, where provided, with instructions on how to use any additional services such as telephone message service, and room-to-room calls. <p><i>(Applies to One Star - Two Star Ratings)</i></p> | <ul style="list-style-type: none"> Internal telephone system provided. Wi-Fi and/or internet connection recommended. If chargeable, this must be clearly advertised prior to booking. | <ul style="list-style-type: none"> Direct dial telephone system provided. Wi-Fi and/or internet connection provided. If chargeable, this must be clearly advertised prior to booking. Notepad with pen or pencil provided. | <ul style="list-style-type: none"> A minimum of two direct dial telephones if fixed– one at the bedside and one on the desk/writing table. Single cordless phone acceptable. Guests able to call individual hotel departments directly. Wi-Fi and/or internet connection provided. If chargeable, this must be clearly advertised prior to booking. Excellent in-room communication technology with best available connectivity and good support to resolve any problems. |
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2.6.24 TELEPHONE CHARGES

ALL STAR RATINGS

- 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.

2.6 BEDROOMS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.6.25 HAIRDRYERS

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| <ul style="list-style-type: none"> A hairdryer provided in every bedroom. <p><i>(Applies to One Star - Three Star Ratings)</i></p> | <ul style="list-style-type: none"> A superior quality hairdryer. Provision of hair straighteners is sometimes seen. | <ul style="list-style-type: none"> An excellent quality hairdryer (non-fixed). |
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2.6.26 IN-ROOM INFORMATION

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| <ul style="list-style-type: none"> Hotel services and facilities advertised in all bedrooms (possibly in a room information folder or via in-room technology). This should include the following where applicable: <ul style="list-style-type: none"> How to summon assistance in a night-time emergency. Meal times (and menus). Iron and ironing board advertised as available, if not already provided in the bedroom. Multi-lingual emergency procedure notices or use of symbols/diagrams clearly displayed in every bedroom. <p><i>(Applies to One Star - Two Star Ratings)</i></p> | <ul style="list-style-type: none"> Telephone information e.g. <i>charges, internal directory, local services.</i> Room service menu. Message-taking service. Laundry service information, if offered. 'Do not disturb' notices for guests to use. | <ul style="list-style-type: none"> As Three Star, plus a more comprehensive guest directory. Laundry/pressing/dry cleaning service information. Consideration given to multilingual and visually enhanced material. |
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- 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. Include a copy of your access statement within room information.



- Each room could contain, where possible, an up-to-date visitor information folder. Visitor information folders could include:
 - Details of nearby outlets supplying local food, drink and gift products.
 - Local visitor attractions.
 - Local heritage and culture information, including details of special events.
 - Options for car-free travel such as walking and cycling routes, public transport timetables and contact numbers.
 - Suggestions for a series of car-free days out.
 - The hotel's environmental policy, if there is one, or details about any green scheme with which they are affiliated.
- If the business is part of a visitor payback scheme, information regarding this scheme should also be included.
- Notices could be used to request guests to completely turn off all electrical appliances when not in use, rather than leaving them on standby. Staff could also be trained to turn them off standby when cleaning the room if guests have left them on.

2.6.27 MISCELLANEOUS

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| <ul style="list-style-type: none"> A waste paper container – non-flammable if smoking permitted. A drinking tumbler per guest, in glass, scratchless plastic or wrapped (disposable). An ashtray where smoking permitted. Sufficient and conveniently situated power sockets allowing for the safe use of all electrical equipment provided. <p><i>(Applies to One Star - Three Star Ratings)</i></p> | <ul style="list-style-type: none"> A high quality glass drinking tumbler per guest. | <ul style="list-style-type: none"> Valet tray/provision. May feature an umbrella. In-room safe. |
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2.0 DETAILED QUALITY GUIDANCE

2.7 EN SUITE BATHROOM, SHOWER ROOMS AND PRIVATE FACILITIES

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.7.1 PROVISION

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| <ul style="list-style-type: none"> All bedrooms to have en suite bathroom or shower rooms or private facilities, which all have WC and bath or shower. A private facility is one designated solely for the occupants of one bedroom, situated close to the bedroom on the same floor and lockable with a key provided (guests informed of this at the time of booking). Access to private bathrooms or WCs, or extra public bathrooms, from bedrooms via public areas such as reception or lounge etc. is not acceptable. A washbasin with hot and cold running water and a minimum internal measurement of 36 x 24 cm (14 x 9.5 ins). Basin provided in either the bedroom, en suite or private facility. | <ul style="list-style-type: none"> All bedrooms to have en suite bathrooms or shower rooms which all have WC and bath and/or shower. A full-sized washbasin. Where sited in the bedroom area, likely to be in a vanity unit commensurate to Three Star quality. | <ul style="list-style-type: none"> All bedrooms to have en suite bathrooms or shower rooms. All en suites with WC and thermostatically controlled showers. Where there is no bath, the quality of the shower fittings, water pressure, space etc. must be of an excellent standard to compensate for the lack of the bath. | <ul style="list-style-type: none"> All bedrooms with en suite facilities with WC, bath and thermostatically controlled shower. Up to 20% of bedroom stock may have shower only rooms, if size and quality are exceptional. |
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NB An en suite facility has the bath or shower and WC situated in room(s) with door(s) separate to the bedroom. In-bedroom showers are not generally acceptable.

(Applies to One Star - Two Star Ratings)

2.7.2 GENERAL QUALITY (applies to all bathroom and shower room types)

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| <ul style="list-style-type: none"> All bathrooms of acceptable quality and condition with practical fittings, flooring and décor providing ease of use. Practical, well-fitted and easily cleanable flooring. Best practice suggests that washable flooring is more hygienic than carpeting. Particular attention given to maintenance and lighting levels. | <ul style="list-style-type: none"> All bathrooms of good quality and condition, and providing good ease of use with matched and well co-ordinated fittings, flooring and décor. | <ul style="list-style-type: none"> All bathrooms of superior quality and condition, and providing very good ease of use with a superior standard of fittings, flooring and décor. | <ul style="list-style-type: none"> All bathrooms of excellent quality and condition, and providing excellent ease of use with a luxurious standard of fittings, flooring and décor. |
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(Applies to One Star - Two Star Ratings)

2.7.3 ROOM SIZE

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| <ul style="list-style-type: none"> Bathrooms of sufficient size for adequate guest comfort and ease of use. | <ul style="list-style-type: none"> Bathrooms more spacious and with a good degree of free space. | <ul style="list-style-type: none"> Spacious bathrooms with generously-sized bath, basin and shower. Separate walk-in shower often seen at this level. |
|--|---|---|

(Applies to One Star - Three Star Ratings)

2.7 EN SUITE BATHROOM, SHOWER ROOMS AND PRIVATE FACILITIES

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.7.4 WATER SUPPLY

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| <ul style="list-style-type: none"> Sufficient hot water provided at all reasonable times – usually 7 am until 10 pm. Baths and showers providing a strong and easily adjustable flow of water. | <ul style="list-style-type: none"> Sufficient hot water available 24 hours. |
|--|--|

(Applies to One Star - Two Star Ratings)

(Applies to Three Star - Five Star Ratings)



- Hot water supply should have at each fitting a mixer valve, controlled to a maximum 41 degrees C to prevent scalding.



- Use thermostatically controlled settings for hot water.

2.7.5 EQUIPMENT IN EN SUITE AND PRIVATE FACILITIES

ALL STAR RATINGS

All bathrooms or shower rooms – private and en suite – equipped with:

- Internal lock or bolt on all private bath or shower rooms (not necessary for en suites).
- A mirror situated above or adjacent to the washbasin.
- Bath or shower, washbasin and mirror.
- Adequate storage with space for guests' own toiletries.
- Hook for clothes.
- Non-slip surface or mat for use in bath or showers.
- Towel rail or equivalent sufficient for the number of guests in the room.
- Conveniently located electric shaver point, with voltage indicated or adaptor for bedroom use.
- Windows fitted with curtains, blinds or shutters to ensure privacy.
- Window coverings (possibly not necessary for Velux-style windows) fitted in the ceiling and in no way overlooked.

All toilets equipped with:

- A lidded WC.
- Toilet paper and holder plus spare toilet paper.
- A lidded sanitary disposal bin and sanitary bags.



- Provide a selection of equipment such as bath seats, toilet seat height raisers and shower chairs. Provide a support rail by the shower attachments.



- Use could be made of water saving devices such as 'Hippos' in toilet cisterns.
- There is no need for soaps and other complimentary products to be individually wrapped – these can be presented in suitable attractive dispensers. Assessors will assess the quality of the products offered and the style of presentation.
- There is no need for the spare drinking cup/glass to be either plastic, or wrapped.
- Although providing shower facilities can help reduce water consumption, remember that power showers can use more water than a bath. Therefore, consider using reduced flow shower heads or gravity fed showers where possible.

2.7 EN SUITE BATHROOM, SHOWER ROOMS AND PRIVATE FACILITIES

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.7.6 LIGHTING, HEATING AND VENTILATION

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|---|---|--|--|
| <ul style="list-style-type: none"> Lighting: adequate covered lighting in all bathrooms, shower rooms and toilets. Lighting provided above or adjacent to the washbasin mirror. Heating: adequate heating. Heater light bulbs are not acceptable. All bathrooms with an external window require dedicated heating. A heated towel rail is acceptable. Ventilation: adequate ventilation and extraction (window or extractor fan). Where a Velux-style window or skylight acts as the only form of ventilation, a pole or other means of opening should be provided. Opaque window covering required (see above under 2.7.5). Security fittings installed on any bathroom window which could be left open and access gained from outside, e.g. windows near fire escapes. <p><i>(Applies to One Star - Two Star Ratings)</i></p> | <ul style="list-style-type: none"> Good lighting, heating, ventilation and extraction. | <ul style="list-style-type: none"> A heated towel rail or equivalent (with on/off switch) operational throughout the year, or some means of providing guests with additional dry towels on request. | <ul style="list-style-type: none"> Excellent light intensity overall, especially at the mirror. Excellent heating, ventilation and extraction. |
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- Use of thermostatically controlled radiators helps to manage your energy consumption.

2.7.7 TOWELS AND TOILETRIES

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|---|---|---|---|
| <ul style="list-style-type: none"> A clean, absorbent, cotton hand and bath towel provided for each new guest and changed every day except where, as part of an advertised environmental policy, guests agree to a less frequent change during their stay. Bath mat (paper mats not acceptable). Fresh soap provided for each new letting. Particular attention paid to the cleanliness and hygiene of liquid soap dispensers where provided. <p><i>(Applies to One Star - Two Star Ratings)</i></p> | <ul style="list-style-type: none"> Generously-sized, co-ordinated towels of good quality and condition. Good quality soap, shampoo and bath/shower gel provided. Emergency toiletries such as toothbrush, and disposable razor available, possibly for a charge. | <ul style="list-style-type: none"> A range of superior quality guest toiletries. | <ul style="list-style-type: none"> A range of towels which includes bath sheets, robes and face cloths of excellent quality and condition. An excellent range of luxury guest toiletries. |
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- Provide towels that contrast in colour to the walls and floor to assist visually impaired guests.



- Use could be made of towel agreement signs.

2.0 DETAILED QUALITY GUIDANCE

2.8 PUBLIC AREAS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.8.1 GENERAL QUALITY: ALL PUBLIC AREAS (bars, lounges, reception, restaurants etc.)

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|--|--|--|--|
| <ul style="list-style-type: none"> Furnishings, fittings and décor of acceptable quality and condition. Acceptable space and comfort for guests, relative to the number of bedrooms. Wi-Fi is recommended in public areas. <p><i>(Applies to One Star - Two Star Ratings)</i></p> | <ul style="list-style-type: none"> Furnishings, fittings and décor of good quality and condition. Good space and comfort for guests, and non-residents, possibly including separate sitting areas and a choice of seating styles. Wi-Fi to be provided in public areas (dispensations available for rural properties where no internet service exists). | <ul style="list-style-type: none"> Furnishings, fittings and décor of superior quality and condition. Very good space and comfort for guests, taking into account the needs of different markets (e.g. business or leisure). | <ul style="list-style-type: none"> Furnishings, fittings and décor of an excellent quality and condition, providing an overall luxurious standard. A choice of environments of sufficient size to provide generous personal space. Additional facilities such as secondary dining, leisure, business centre, spa. |
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- Décor – use could be made of local artist's work, prints and/or photographs of images depicting local scenes and historical and heritage related images – it all adds to a visitor's enhanced sense of place.

2.8.2 LIGHTING, HEATING AND VENTILATION

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|--|---|--|---|
| <ul style="list-style-type: none"> Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings at night. Good levels of heating and ventilation, providing an ambient temperature and adequate air flow at all times of the year. <p><i>(Applies to One Star - Two Star Ratings)</i></p> | <ul style="list-style-type: none"> Good levels of lighting with thought given to both intensity and to positioning e.g. for reading menus. | <ul style="list-style-type: none"> Superior lighting, giving sufficient light for all practical purposes and also designed to good effect showing off features. | <ul style="list-style-type: none"> Excellent lighting. Excellent temperature control, which may include air conditioning. |
|--|---|--|---|



- Lighting – increased use should be made of energy saving light bulbs throughout the hotel. Greater use can also be made of natural light.
- Heating – improved insulation and greater use of thermostatically controlled and zoned heating will save on energy use.

2.8.3 RECEPTION AREAS/LOBBY

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| <ul style="list-style-type: none"> A clearly designated reception facility. A clearly designated area at one end of a bar counter is acceptable. A bell or internal telephone provided to summon attention when staff not present. <p><i>(Applies to One Star - Two Star Ratings)</i></p> | <ul style="list-style-type: none"> Dedicated reception area with desk, counter or table. Sufficient space for guests arriving with luggage. | <ul style="list-style-type: none"> Greater amount of space and comfort (including seating) for arriving and departing guests. | <ul style="list-style-type: none"> Generally a clearly designated reception area within an impressive foyer or entrance hall, but in town house properties this may not be the case. |
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- 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.

2.8 PUBLIC AREAS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.8.4 BARS, LOUNGES, SITTING AREAS AND RESTAURANTS

<ul style="list-style-type: none"> • A bar or lounge with adequate comfortable seating for resident guests accessible throughout the day and evening – at least from breakfast time to 10 pm. • The bar and lounge possibly combined and providing the only sitting area in the hotel's public areas. • Guests should not be expected to share tables in the restaurant. 	<ul style="list-style-type: none"> • Provision of further seating where there is a market need e.g. in resort hotels, leisure and business hotels and where non-residents dine or visit the bar. 	<ul style="list-style-type: none"> • Suitable seating layout and range of furniture appropriate for meeting the market needs of certain hotels e.g. hotels where business meetings take place or where refreshments are offered in the lounge. 	<ul style="list-style-type: none"> • There should be sufficient full height dining tables, especially at breakfast, to prevent delays. 	<ul style="list-style-type: none"> • The environment of all sitting areas of excellent quality and condition, and of sufficient size and with well-designed layout to provide generous personal space and privacy for guests. • A variety of seating styles expected. • Sitting areas not necessarily all lounges but certainly offering a range of environments. • Restaurant tables should have sufficient space around them to allow a high degree of privacy and freedom of movement.
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Provide a variety of seating: low, high, firm, soft, with and without arms.

2.8.5 OTHER PUBLIC AREAS INCLUDING CORRIDORS AND STAIRCASES

<ul style="list-style-type: none"> • Corridors and stairs in good repair and free from obstruction. • Adequately lit 24 hours. • Particular attention given to the maintenance of door handles, numbers, brassware and glass panels. • Clear, directional signage to bedrooms and reception (where needed). <p><i>(Applies to One Star - Three Star Ratings)</i></p>	<ul style="list-style-type: none"> • Corridors normally wide and spacious. 	<ul style="list-style-type: none"> • Corridors and staircases wide and spacious allowing freedom of movement for guests and service trolleys. • A serviced coat storage cloakroom provided. Receipts given. • Corridors and staircases permanently lit.
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On each step or change of level, provide a nosing strip that contrasts in colour to the floor.
Provide at least one continuous handrail on steps and where changes in levels occur.
Provide clear signage.

2.8 PUBLIC AREAS

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
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2.8.6 LIFTS

ALL STAR RATINGS				
Lifts; dispensation is possible in older buildings and/or architecturally listed buildings where it can be shown that fitting a lift is impractical or unacceptable to planning authorities. In this instance, help with luggage must be offered on arrival and departure.				
PLUS				
★	★★	★★★	★★★★	★★★★★
<ul style="list-style-type: none"> • Optional. • Assistance with luggage available on request when there is no lift. 	<ul style="list-style-type: none"> • A lift is required when there is a guest bedroom that is more than three floors higher or lower than the entrance level floor i.e. on the fourth floor. • Where there is no lift, this should be made clear at the time of booking. 	<ul style="list-style-type: none"> • A lift is required when there is a guest bedroom more than two floors higher or lower than the ground floor i.e. on the third floor. 	<ul style="list-style-type: none"> • At this level, it is not only the provision of a lift that is important, but also the size, comfort, quality and speed. 	<ul style="list-style-type: none"> • It is expected that a lift will be provided to all floors in the main building. • The expectation at Five Star is a separate lift for hotel services such as luggage, laundry and room service.
<ul style="list-style-type: none"> • Ensure lifts provide audible messages and have raised letters and numbers on the control panel. A mirror on the rear wall assists a wheelchair user to manoeuvre in and out. 				

2.8.7 PUBLIC TELEPHONE

ALL STAR RATINGS
<ul style="list-style-type: none"> • A guest should be able to make a telephone call via house phone, payphone or mobile phone from reception/public areas, on request.

2.8.8 PUBLIC AREA WCs

<p>Where hotel is open to non-residents:</p> <ul style="list-style-type: none"> • A toilet facility conveniently situated for the public areas. • Toilets possibly shared by men and women. • All toilets well-maintained, regularly cleaned, checked and adequately ventilated. The following facilities provided as a minimum: washbasin with soap, hand drying facilities, seat with lid, covered light, mirror, hook on door, lidded sanitary bin and bags, toilet roll holder with toilet paper. <p><i>(Applies to One Star - Two Star Ratings)</i></p>	<ul style="list-style-type: none"> • More spacious, higher quality standards. • Efficient hand drying and ample mirrors. 	<ul style="list-style-type: none"> • Separate facilities for men and women. 	<ul style="list-style-type: none"> • Spacious, luxurious and numerous toilet facilities and with refinements such as individual hand towels, high quality toiletries and accessories, serviced very regularly during the day.
<ul style="list-style-type: none"> • Provide appropriate support rails at urinals, toilets and wash basins. 			

2.0 DETAILED QUALITY GUIDANCE

2.9 EXTERNAL AREAS (AS APPLICABLE)

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
<ul style="list-style-type: none"> External areas include the appearance of the building, grounds and gardens, pathways and drives and any car parking. Particular attention given to the safety and security of guests and their belongings in car parks, ground floor and annexe bedrooms including external paths and walkways. All aspects of these areas improve in quality and condition as the Star rating increases. The hotel entrance should be clearly identifiable and the doorway illuminated where it is dark. Adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night. Grounds and gardens well-maintained and kept tidy. Parking areas tidy, well-maintained, clearly defined, well lit and clearly signed. Security issues taken into account. <p><i>(Applies to One Star - Three Star Ratings)</i></p>	<ul style="list-style-type: none"> Grounds and gardens a feature in their own right. Well-maintained and high-quality appearance all year round. <p><i>(Applies to Four Star - Five Star Ratings)</i></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 etc.



- For grounds, gardens and frontages, establishments could consider the use of material that 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.
- 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.



2.0 DETAILED QUALITY GUIDANCE

2.10 ANNEXES

ONE STAR ★	TWO STAR ★★	THREE STAR ★★★	FOUR STAR ★★★★	FIVE STAR ★★★★★
<ul style="list-style-type: none"> Where a hotel has an annexe, we will take into account the facilities provided in this annexe when determining the rating for the hotel as a whole. Annexe accommodation may be situated in a separate unit or units within the hotel grounds or within easy walking distance of the main building – with good levels of external lighting. <p><i>(Applies to One Star - Four Star Ratings)</i></p>				<ul style="list-style-type: none"> Access to any accommodation, separate to the main building, to be under cover. This could include chauffeured transport or escort with umbrella provided.

