



QUALITY STANDARDS GUEST ACCOMMODATION

Department for Enterprise

Visit Isle of Man

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WELCOME TO THE ISLE OF MAN'S QUALITY "COMMON STANDARDS" FOR GUEST ACCOMMODATION

Improving Quality Standards

The Department for Enterprise is committed to improving quality within the Tourism Industry, including the area of Hospitality.

To achieve a quality product all elements of the tourism experience must meet or exceed consumer expectations.

The raising of standards is crucial to the future development of tourism in the Isle of Man and we must deliver a product of at least comparative quality to that offered across the British Isles and Channel Islands.

"Common Standards" were introduced in England, Wales, Scotland and Guernsey in 2006, after market research confirmed the need for an easily understood and uniform method for grading tourist accommodation, to ensure consistency and meet customer expectations. Indications from our Industry Partners have confirmed that this has had a very positive response from both the Hospitality Industry and its customers.

The Isle of Man has adopted their own version of accommodation 'Quality Common Standards' with initial inspiration taken from Visit England's 2006, 2012 and 2016 revised versions.

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CODE OF CONDUCT AND CONDITIONS FOR PARTICIPATION

Code of Conduct

The proprietor is required to undertake and observe the following code of conduct:

- To ensure high standards of courtesy and cleanliness; catering and service appropriate to the type of establishment;
- To describe fairly to all visitor and prospective visitors the amenities, facilities and services provided by the establishment, whether by advertisement, brochure, word of mouth or any other means;
- To allow visitors to see accommodation, if requested, before booking;
- To make clear to visitors exactly what is included in all prices quoted for accommodation, meals and refreshments, including cancellation charges or for service charges, taxes and other surcharges. Details of charges, if any, for additional services or facilities available should be made clear, also if payment is to be made in advance of the holiday;
- To adhere to, and not to exceed prices current at time of occupation or accommodation to other services;
- To advise visitors at the time of booking, and subsequently of any change, if the accommodation offered is in an unconnected annex, or similar, or by boarding out, and to indicate the location of such accommodation and any difference in comfort and amenities from accommodation in the main establishment;
- To give each visitor, on request, details of payments due and a receipt if required;
- To deal promptly and courteously with all enquiries, requests, reservations, correspondence and complaints from visitors.

Insurance

Schedule 3 Part 1 of The Tourist (General) Regulations states under Insurance the proprietor must:

- Insure, and maintain insurance of an approved amount under one or more approved policies with an approved insurer or insurers against liability for bodily injury or illness sustained by any guest, where the injury or illness is caused as a result of the act or omission of the proprietor or of one of his employees acting in the course of his employment; or
- In respect of loss or injury to the goods or property brought to the premises by any guest, but nothing in this paragraph shall require the proprietor to insure against liability other than a liability under any enactment and other than his liability at common law.

In this Condition:

- “Approved” means approved generally or specifically by the Treasury;
- “Employee” means an individual who has entered into, or works under, a contract of service or apprenticeship with an employer whether by way of manual labour, clerical work or otherwise, whether such contract is expressed or implied, oral or in writing.

Before starting the registration process, we advise you to check with your mortgage provider, insurance provider and management company (apartments) that you are not contravening any agreement you have in place by operating visitor accommodation.

CODE OF CONDUCT AND CONDITIONS FOR PARTICIPATION

Advertising Rules - Isle of Man Visitor Accommodation

- Visit Isle of Man and Quality In Tourism (the independent accommodation assessors) have created a list of accommodation advertising rules to help accommodation providers on the Island accurately advertise the accommodation you offer and the expectations guests have when using certain designators to describe your accommodation. The main focus of the list is to ensure your marketing is selling your business accurately, honestly and legally.
- Don't confuse your guests.
- Don't try to be something that you're not – don't overpromise visitors on the accommodation quality, facilities or service at your accommodation, be honest.
- Keep the descriptions honest, transparent, punchy and in simple language easy to understand.
- Be clear and concise about the sleeping arrangements; i.e. sofa beds, more than two guests to one room, bunks, smaller beds, 4" doubles, 2'6" singles as examples.
- Be clear and concise about the facilities you offer, as an example, the type of breakfast offered, reception times, is there parking on site, are there any additional charges?
- Highlight your Unique Selling Points otherwise known as your USP – a USP is something that makes your accommodation stand out against the rest for example, a sea view, quirky yurts, located deep in the Manx countryside with rolling hills and not another property in sight, Isle of Man themed bedrooms, 100% Manx breakfast served.
- Highlight your good bits and bad bits i.e. the second bedroom is rather small with a low ceiling, but perfect for visitors up to a height of 4 feet.
- Think about what you look for when you're booking something and make sure that your guests can access this information quickly and easily for your accommodation.
- Make sure you provide clear contact information for visitors to communicate with you and give an indication of how long it will be before you get back to them via a direct response or answer machine message e.g. we will endeavour to contact you within 48 hours.
- Do you have your booking, cancellation and refund policy and if so, are these communicated clearly to visitors before booking, upon booking and after booking? If you don't have any policies in place, this is something you must think about putting in place.
- Do you send an email to visitors once they have made the booking to confirm their reservation, arrival details and to clarify the cancellation policy? If not, this is worth doing! If visitors are made aware of all of the terms of their booking at the earliest opportunity it alleviates the possibility of visitors complaining at a later stage.

Just a reminder! – Legally you must advertise transparently

Schedule 3 Part 1 of The Tourist (General) Regulations 1991 states under "Code of Conduct" inter alia the following:

"To describe fairly to all visitors and prospective visitors the amenities, facilities and service provided by the establishment, whether by advertisement, brochure, word of mouth or any other means."

Please ensure that you are not miss-representing your accommodation. For example, if you are registered with the Department as Guest Accommodation you must use this word on all advertising and do not call the property by a different designator e.g. Hotel. This also relates to the accommodation star-rating award. If you are registered as a 4-Star Guest Accommodation, you must advertise as such, and refrain from confusing visitors by calling the property is 4-Star Hotel.

THE QUALITY STANDARD FOR GUEST ACCOMMODATION

Quality Assessment

There are five levels of quality ranging from One to Five Stars. To obtain a higher Star rating progressively higher quality standards should be provided across all areas with particular emphasis in five key areas - cleanliness, hospitality, breakfast, bedrooms and bathrooms.

At the highest levels of quality, some additional and appropriate facilities and services are expected in addition to the very best in guest care.

Quality Terminology

The phrases such as 'good', 'very good' etc. signify ascending levels of quality in broad terms only. These standards indicate typical consumer expectations of each star level. 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.

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 or lack of an item detract in any way from the comfort of the guest?
- Attention to detail - the evident care taken to ensure that the guest experience is special and offer the same high standards for all guests.
- Guest choice and ease of use - the guest experience is enhanced through choice - be it the choice of beverages in his/her room or the choice of room temperature. This is further improved by how usable the guest finds the room and its contents.
- Presentation - the way the room and its contents are presented for guests' arrival and during their stay.

THE QUALITY STANDARD FOR GUEST ACCOMMODATIONS

How is the quality (Star-rating) assessed?

Registration Certificate

Once the property has met all of the pre-requisites (Public Liability Insurance, Accessibility Statement and Fire Risk Assessment) and from other Government agencies including planning, building control, fire safety, and environmental health, the property can be officially registered with the Department. You can start trading and you will be issued a registration certificate which should be displayed in the property at all times.

Star Grading and Accolades

There is a compulsory registration and star grading system in operation on the Isle of Man under the Tourist Act 1975.

Visit Isle of Man has a Contract with Quality in Tourism, an Independent hospitality company who travel to the Island throughout the year to complete assessments.

The property will be classed as 'Rating Pending' until a Quality in Tourism assessor visits your guest accommodation to officially grade your property - this is where your star grading comes from. The Assessor will arrange a visit to your property every 2 years, which will either be a day or overnight visit.

What happens during the assessment?

- Guest accommodation booking is made in a mystery guest style (if it is an overnight assessment)
- Overnight stay in a mystery guest style (the assessor will try as many facilities as possible)
- Account to be settled and the assessors will introduce themselves to the management
- The assessor will request a show round of the guest accommodation

If the visit is a 'day visit', the Assessor will make contact with the guest accommodation and will arrange for a convenient time to meet with the management and assess the property without an overnight stay involved.

Following the visit the Assessors will prepare a report, which will be sent directly to you via email, and to the Visit team. Upon receipt of this report, the Visit team will arrange for your official rating and accolade plaques to be sent to you, which are to be displayed on the outside of your property. We will also send you the digital files so you can display your accolades across your online advertising.



Photo credits: Left to right, Rutland Hotel, Seascape, Sefton Hotel

GENERAL OVERVIEW

1.1 INTRODUCTION

1.1.1 Serviced Accommodation

Serviced accommodation 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.

Any establishment operating with the word hotel as part of their business name will be assessed using the hotel requirements we list in this booklet. There is strong evidence to support this from research into consumers' expectations and understanding of what a hotel should be.

1.1.2 Common Standards

Quality in Tourism, with the support of the Isle of Man government, have worked together to agree, support and develop quality standards for assessing serviced accommodation in the Isle of Man ensuring these are in line with international standards applied across the UK and the Channel Islands.

1.1.3 The Requirements

The requirements for the Star ratings have been based on the existing standards plus extensive research into the needs and expectations of visitors to the Isle of Man. Quality in Tourism consult widely with the hospitality industry to ensure standards remain current.

1.2 KEY REQUIREMENTS AT EACH RATING LEVEL

1.2.1 Minimum Entry Requirements

To be recognised within the Guest Accommodation standard you must meet all the Detailed Requirements listed between page 10 and page 20 of this document.

You must also provide sufficient quality to meet the minimum requirements for One Star, in all areas of the operation covered by the Quality Indicators in the Quality Guidance Section between page 22 and page 42.

1.2.2 Key Minimum Entry Requirements

The Key minimum entry requirements for achieving a Guest Accommodation One Star rating are:

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

GENERAL OVERVIEW

1.2 KEY REQUIREMENTS AT EACH RATING LEVEL

1.2.3 Key Requirements at Rating Levels

As well as enhanced quality standards there are certain key requirements you will need to achieve:

- **Three Star and above** – access to both sides of all beds for double occupancy.
- **Three Star and above** – bathrooms/shower rooms cannot be shared with the proprietor.
- **Three Star and above** – washbasin in every guest bedroom (either in the bedrooms or en-suite/private facility).
- **Four Star** – 50% of guest bedrooms to be en-suite or with private facilities.
- **Five Star** – all guest bedrooms to be en-suite or with private facilities.

1.3 SUB CATEGORIES/DESIGNATORS

1.3.1 Types of Sub Categories/Designators

• Sub categories have been developed to help consumers understand the different types of accommodation available. All Guest Accommodation will be positioned in one of the following descriptive sub categories:

- B&B
- Guest House
- Farmhouse
- Inn
- Restaurant with Rooms
- Guest Accommodation

1.3.2 General Descriptions

- Establishments in each of these sub categories should fulfil all Guest Accommodation Minimum Entry Requirements.

1.3.2	General Descriptors
B&B	Accommodation provided in a private house, run by the owner and with no more than 3 bedrooms, six paying guests paying guests.
Guest House	Accommodation provided for more than 3 bedrooms, six paying guests paying guests and run on a more commercial basis than a B&B. Usually more services, for example dinner, provided by staff as well as the owner.
Farmhouse	B&B or guest-house accommodation provided on a working farm or smallholding.
Inn	Accommodation provided in a fully licensed establishment. The bar will be open to non-residents and provide food in the evenings.
Restaurant with Rooms	Destination restaurant offering overnight accommodation with the restaurant being the main business and open to non-residents. The restaurant should offer a high standard of food and restaurant service at least five nights a week. A liquor licence and a maximum 12 bedrooms are necessary.
Guest Accommodation	Any establishment that meets the minimum entry requirements is eligible for this general sub category.

2.0 MINIMUM ENTRY REQUIREMENTS

MINIMUM ENTRY REQUIREMENTS

To be recognised with the Guest Accommodation standard you must meet all the detailed requirements. In addition to this you must meet all the minimum quality requirements for One Star, in all areas of the operation covered by the Quality Indicators in the Quality Guidance section, between pages 21 and 39.

2.1 DETAILED REQUIREMENTS

2.1.1 Statutory Obligations

- All star levels**
- Fulfilment of all statutory obligations, where applicable, relating to:
 - Fire Precautions
 - Price Display Orders
 - Food Safety/Hygiene
 - Licensing
 - Health & Safety
 - Disability Discrimination
 - Trade Description
 - Data Protection
 - Hotel Proprietors Act
 - Planning and Building Control
 - Alcohol Licenses
 - Equality Act 2017
 - General Data Protection Regulation (GDPR) 2018
 - TV Licenses
 - We may ask proprietors to provide evidence that Public Liability Cover is being maintained and that the above requirements are being fulfilled.

2.1.2 Cleanliness

- All star levels**
- Cleanliness is of paramount importance to guests in every type of establishment so a high standard of cleanliness must be achieved and maintained throughout the property
- Bathrooms and shower rooms should be clean and smell fresh with particular attention paid to fittings and sanitary ware, plug-holes, shower curtains, flooring, mirrors, extractor fans and towels.
 - You also need to pay special attention to wherever guests have direct contact – seating, crockery, cutlery, glassware, beds, bedding and linen.
 - All bedrooms and bathrooms should be cleaned and checked daily to ensure a very high standard of cleanliness.

MINIMUM ENTRY REQUIREMENTS

2.2 SERVICE AND EFFICIENCY – HOSPITALITY AND FRIENDLINESS

2.2.1 Bookings and Pre-Arrival Information

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

2.2.2 Guest Arrival, Welcome and Access

- All star levels**
- The proprietor or staff should be on duty during the main arrival and departure periods and during meal times. It is acceptable that the entrance may be locked and the guest may have to ring or knock for access.
 - Registration of all guests on arrival.
 - Once guests have registered, they should have access to the establishment and to their bedrooms at all times unless they were previously told about any restrictions. A key or security code may be given for the main entrance.
 - You should provide service that is appropriate to the style of accommodation, and deal promptly with all enquiries, requests, reservations, correspondence and complaints from guests.
 - There must be an effective means for guests to call for the attention of the proprietor or staff, who need to be available at all reasonable times (as above).

2.2.3 Guest Departure

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

2.3 BREAKFAST

2.3.1 General Requirements

- All star levels**
- A full cooked breakfast, or substantial continental breakfast to be provided.

MINIMUM ENTRY REQUIREMENTS

2.4 BEDROOMS

2.4.1 Bedroom Size and Spaciousness

- All star levels**
- All bedrooms should have sufficient space for guests to move easily around the room
 - Bedrooms that are smaller than the following sizes are unlikely to meet the minimum requirements:
 - Single 5.6sq.m / 60sq.ft
 - Double 8.4sq.m / 90sq.ft
 - Twin 10.2sq.m / 110sq.ft

When assessing bedroom size the usable space available around furniture and fittings is taken into account.

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

N.B. Where there is access to only one side of a double bed, a maximum rating of Three Star can be awarded.

2.4.2 Beds and Bedding - Size and Quality

- All star levels**
- Minimum bed sizes:
- Single 190 x 90cm / 6ft 3ins x 3ft
 - Double 190 x 137cm / 6ft 3ins x 4ft 6ins

Beds of 183 x 75 cm / 6ft x 2ft 6ins will only be acceptable for children and can only be used as part of a family room.

- Rooms with bunk beds only are not acceptable for adult use.
- All mattresses should be comfortable and have mattress protectors, a sprung interior or be made of foam or similar. Plastic or rubber mattress protectors are not acceptable except when used for small children.
- All beds and mattresses should be of sound condition with a secure headboard or equivalent.

MINIMUM ENTRY REQUIREMENTS

2.4.3 Bedding - Quality and Provision

- All star levels**
- All beds should be made daily.
 - All bedding should be clean and in sufficient quantity, according to the season and the needs of guests.
 - As a guide each bed should have either: a: two sheets, two blankets and a bedspread or b: a duvet with duvet cover and one or two sheets.
 - There should be two pillows in individual pillowcases per person. If feather pillows or duvets are provided, a non-allergenic alternative should be available on request.
 - All bed linen (sheets, pillow cases and duvet covers etc) should be fresh for each new guest. Linen should be changed once every four days, except where there is a clearly advertised environmental policy that invites guests to agree to less frequent changes of linen e.g. weekly.
 - If duvets are provided, alternative bedding should be available on request.
 - Spare blankets and pillows should be available on request.
 - For best practice, we suggest that you also use pillow protectors and that any spare pillows and bedding are clean, fresh and preferably wrapped.
- N.B. 100% man made fibre sheets are not acceptable.

2.4.4 Furniture, Furnishings and Fittings

- All star levels**
- Each bedroom should have:
 - A bedside table, cabinet or shelf for each bed although twin beds may share and 75cm / 2ft 6ins bunk beds are exempt.
 - A dressing table or equivalent, with a mirror adjacent.
 - A chair or a stool.
 - If a lounge is not available in the establishment, a comfortable easy chair should be provided in the bedroom for guests to use whilst reading etc.
 - A wardrobe or clothes hanging space with at least six hangers per person. An alcove with a rail is acceptable but coat stands, hooks on walls or behind doors are not. Wire hangers are not acceptable. To accommodate modern designs, elaborate clothes hanging functions such as wall hooks and stands are acceptable.
 - Adequate drawer or shelf space. The drawers should run freely.
 - Opaque curtains, blinds or shutters on all windows, including glass panels to doors, fanlights and skylight windows so that guests have privacy and can exclude any light from outside the room.
- N.B. Where bedrooms are located on the ground floor, you should consider providing additional privacy with a net curtain or blind.

2.4.5 Windows and Ventilation

- All star levels**
- Every bedroom must have at least one opening window with clear glass to provide natural light and adequate ventilation. Rooms without windows are not acceptable. If windows are sealed, a Local Planning Authority approved ventilation system should be provided..
 - Windows should be well fitted, easy to open and shut, and remain open.
 - Security fittings installed on all bedroom windows where, when open, access could be gained from outside for example, patio or French doors, ground floor windows and windows overlooking fire escapes.
 - You should make an effort to insulate against external noise.
 - You should provide a pole for opening high “Velux” style or skylight windows, where these are the only opening windows.

MINIMUM ENTRY REQUIREMENTS

2.4.6 Lighting

- All star levels**
- Bedrooms should be well lit and there should be adequate natural light.
 - A low energy light bulb equivalent is acceptable.
 - The control switch for the main lights should be near the door.
 - There should be adequate bedside lighting controllable from each bed. It is acceptable for twin beds to share a centrally situated light. All bulbs, unless decorative, should have a shade or cover.
 - As guidance, bedrooms should have overall lighting levels of 160 watts for a single room and 220 watts for a double room
 - Energy savings lightbulbs are acceptable.

2.4.7 Heating

- All star levels**
- There should be adequate in-room heating provided at no extra cost.
 - Additional heating should be available on request at no extra charge.
 - Free standing, radiant bar heaters are unacceptable.

2.4.8 Flooring

- All star levels**
- Bedrooms should have fully fitted carpets or hard flooring.

2.4.9 Beverage Making Facilities

- All star levels**
- If there are no facilities for making hot drinks in the bedroom and they are not available on request, a service of hot drinks should be available morning and evening.
 - Where in-room facilities are provided, for safety reasons it is unacceptable for kettles to be boiled on the floor.
 - Fresh milk should be available on request and ingredients for making hot drinks should be wrapped or kept in lidded containers.

2.4.10 Telephones in Bedrooms

- All star levels**
- When telephones are provided, all the call charges must be clearly indicated.
 - It is generally expected that you will provide, as a minimum, the following information to guests:
 - The cost of one 5 minute IOM call at peak rate
 - The cost of one 5 minute IOM call at off-peak rate
 - The cost of one 5 minute UK call at peak rate
 - The cost of one 5 minute UK call at off-peak rate
 - The cost of one 5 minute international call at peak rates, e.g. USA
 - The cost of one 5 minute international call at off-peak rate, e.g. USA
 - In addition, a clear explanation of what constitutes peak and off-peak.

MINIMUM ENTRY REQUIREMENTS

2.4.11 Miscellaneous Requirements

- All star levels** Each bedroom should have:
- A means of securing bedroom doors from inside and out, and a key should be available. A dispensation may be made in the case of older or architecturally listed properties. Where old or original doors do not allow for the fitting of a lock a: the bedroom door should be capable of being secured from the inside, e.g. a hook and hasp or privacy bolt, and b: guests should be advised in advance that bedroom doors can only be secured from the inside, and c: a lockable facility should be provided within the bedroom to secure guests' valuables, e.g. a wardrobe, drawer etc.
 - A waste paper container. It should be non-flammable if smoking is permitted.
 - An ashtray in the designated smoking area if smoking is permitted. Ashtrays are not to be provided in bedrooms.
 - A drinking tumbler per guest. This should be glass or a wrapped disposable.
 - Sufficient, conveniently situated, power sockets to allow for the safe use of all electrical equipment provided.
 - Printed advice on how to obtain emergency assistance at night. This needs to be clearly displayed somewhere within the bedroom.
 - Iron and ironing board available on request and advertised in the bedroom.
 - Early morning calls available on request or an alarm clock.
 - For bedrooms without en-suite or private bathroom, a towel rail or equivalent should be provided with one hand towel and one bath towel per person. There should be fresh soap for each new letting. If you provide liquid soap dispensers, you need to pay particular attention to their cleanliness and hygiene.
 - As a matter of best practice, all establishments are encouraged to display clear fire instructions where appropriate. Where a fire certificate is held, an emergency evacuation notice or diagram should be clearly displayed in all bedrooms.

2.4.12 Accessories

- All star levels**
- There are some facilities and accessories that are not requirements but which may be provided in the bedroom. If they are provided, their quality, range, presentation and ease of use will all be taken into account in the quality assessment. Examples include fresh fruit, flowers, radio, hairdryer, sweets, mineral water and hot water bottles.



Photo credits: Back to front, Sail Lofts, Seascape, Sail Lofts

MINIMUM ENTRY REQUIREMENTS

2.5 BATHROOMS, SHOWER ROOMS AND EN-SUITE FACILITIES

2.5.1 Accessories

All star levels All establishments must provide:

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

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

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

2.5.2 En-Suites

All star levels What is an en-suite?

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

2.5.3 En-Suite Provision

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

2.5.4 Private Bathroom and Shower Room Facilities

All star levels **What is a private bathroom?**

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

What is a public bathroom?

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

MINIMUM ENTRY REQUIREMENTS

2.5.5 Fixtures and Fittings for all Bath/Shower Rooms (public, private or en-suite)

- All star levels**
- All bath / shower rooms should have:
 - A bath or shower. If a shower is provided it must have a shower screen or curtain, including those sited over baths.
 - A lidded WC. A toilet roll holder with toilet paper.
 - A washbasin with mirror and light above or adjacent.
 - A soap dish with fresh soap provided for each new guest. If liquid soap dispensers are used, you need to pay particular attention to their cleanliness and hygiene.
 - A covered bin/open bin with sanitary disposal bags.
 - An internal lock/bolt (not for en-suites). Separate private bathrooms need a lock and key so that the guest has sole use and can confidently leave their belongings in the bathroom (en-suites - not required).
 - Appropriate flooring. Best practice suggests that washable flooring is more hygienic than carpeting.
 - Opaque window curtains or blinds for privacy and comfort.
 - An extractor fan for adequate ventilation or a window that opens.
 - Adequate heating. All bathrooms with an external window must have heating.
 - A hook for clothes.
 - A non-slip bath mat should be available on request when shower trays and baths are not non-slip.
 - A towel rail or equivalent. A radiator is not acceptable, but a towel ring or a hanging rack on a radiator is.
 - A clean hand and bath towel for each guest. Unless there is a clearly advertised environmental policy the should be changed at least every three days.
 - A clean bath mat for each new let.
 - An electric razor point or adaptor available within easy reach of the mirror. This may be located in a bedroom or bathroom.
 - All bathrooms need to be well lit by a covered light.
 - Hot water available for bathing should be available at all reasonable times.

2.5.6 Public Bathrooms

- All star levels**
- Access to bath/shower rooms from a bedroom through a lounge, dining room etc is not acceptable.
 - No charge should be made for the use of these facilities.
- In addition to the requirements listed before under 2.5.5 Fixtures and Fittings for all Bath/Shower Rooms, all public bathrooms / shower rooms should have:
- Heating.
 - A bathmat that is changed daily.
 - Soap as well as the soap provided in the bedrooms.
 - Hand drying facilities.
 - All public bathrooms need to be well lit.

MINIMUM ENTRY REQUIREMENTS

2.5.7 Meal Service - Staff

All star levels • Access to guest toilets from a bedroom through a lounge, dining room etc. is not acceptable.

Fixtures and Fittings

All guest toilets need to have:

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

2.5.8 Washbasins

All star levels • To achieve a Three Star rating all rooms without en-suite or private bathrooms require a washbasin – either free standing or in a vanity unit.

Fixtures and Fittings

- The bowl must measure at least 36 cm x 24 cm / 14 ins x 9.5 ins. Its suitability will depend on its shape, position of taps etc.

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

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

MINIMUM ENTRY REQUIREMENTS

2.6 GUEST MEALS

2.6.1 Breakfast

- All star levels**
- All food must be properly cooked and carefully prepared and presented.
 - A full cooked breakfast or a substantial continental breakfast should be available. You must offer a minimum of two hot cooked items. Offering only boiled eggs is not acceptable as a cooked breakfast. If a cooked breakfast is not available, you must make guests aware at the time of booking. A substantial continental breakfast must include a selection of the following: cold meats, cheese, fresh fruits, fruit compotes, preserves, cereals, juices, yoghurts, bakery items and a choice of freshly brewed hot drinks, usually tea and coffee.
 - A proprietor and / or staff member available at breakfast for responding to guests needs, e.g. clearing of dishes, checking sufficiency etc.
 - Where breakfast is served in the bedrooms, service should be of an equivalent or better level than if it were to be served in a breakfast room, this includes service of beverages.
 - It is acceptable to offer a buffet style cooked breakfast.

2.6.2 Dinner (where provided)

- All star levels**
- All food must be properly cooked and carefully prepared and presented.
 - If requested at the time of booking there must be at least one vegetarian option available.
- Best Practice - Accessibility**
- Try to accommodate requests for food outside of regular meal times to help diabetic people regulate their blood sugar.
 - Ensure tables are stable and provide support for people rising from their chairs.
 - Offer guests a choice of seating location and provide a selection of chairs with and without arm rests.
 - Provide a large print menu (minimum font size 16pt) in a clear font such as Arial.
 - Provide for different dietary requirements e.g.. diary free, wheat free, lactose free, nut free.
 - Offer guests assistance with self-service buffet where appropriate.
- Supporting Local**
- Food and drink products to be sourced locally where possibly helping to support the local economy and reduce food miles. Menus that contain local specialties should highlight the connection with the local producer.

MINIMUM ENTRY REQUIREMENTS

2.7 PUBLIC AREAS

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

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

2.7.2 Safety and Security

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

2.7.3 Exterior and Condition of Buildings and Equipment

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

2.7.4 Other Facilities

- All star levels**
- There is no requirement to provide these, but we will take into account the quality, range, presentation and ease of use of any optional amenities and services you provide. Optional amenities and services might include a swimming pool, nature trail, indoor and outdoor sports and games, farm visits, a craft shop, tourist information, additional food and beverage facilities, TV lounge or room service.

2.8 ANNEXES

2.8.1 Quality Guidance

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

3.0 QUALITY GUIDANCE

QUALITY GUIDANCE

3.1 QUALITY INDICATORS

Examples are given of the level of quality expected to achieve a quality level of **One to Five Star** for each area of Assessment. Phrases such as ‘acceptable’, ‘good’, and ‘very good’ are used to signify ascending levels of quality in broad terms only. They are deliberately non-specific because we recognise the wide variety of quality elements that can be included. The Quality Indicators represent typical expectations for condition and intrinsic quality. **They are neither definitive nor exhaustive.**

3.2 CLEANLINESS

3.2.1	Quality Indicators
1 star	<ul style="list-style-type: none">• All surfaces clean and free from dust.• All rooms vacuumed daily.• Public areas kept tidy.
2 star	<ul style="list-style-type: none">• A quite good standard overall, although some areas may be overlooked.
3 star	<ul style="list-style-type: none">• Some evidence of attention to detail, particularly high and low level dusting and areas which come into contact directly with the guests, e.g. bedding and crockery, WCs and baths.• Soft furnishings and carpets well-maintained.• All areas free from clutter.• All areas smelling fresh and clean.
4 star	<ul style="list-style-type: none">• Clean and freshly polished surfaces. Soft furnishings and carpets regularly deep cleaned.• Greater attention to detail, with high overall standards.• Hygienically stored spare blankets and pillows in bedrooms.
5 star	<ul style="list-style-type: none">• Clearly a pristine finish.• Gleaming surfaces. No smears or marks. Evidence of thorough cleaning.• Spotless soft furnishings and carpets.• Bedding visibly crisp and clean.

3.3 HOSPITALITY AND FRIENDLINESS

3.3.1	Quality Indicators
1 star	<ul style="list-style-type: none">• Limited guest contact and interaction.
2 star	<ul style="list-style-type: none">• All guests dealt with promptly and in a courteous and helpful manner.
3 star	<ul style="list-style-type: none">• A positive and friendly attitude from cleanly attired proprietors and staff.• Good first and last impression with a welcoming smile.
4 star	<ul style="list-style-type: none">• Attentive, more personalised service with very good levels of customer care such as use of guest’s name.• Pro-active approach to guests with effort made at social interaction and conversation.• Guests made to feel very much at home with a warm cheerful welcome on arrival.
5 star	<ul style="list-style-type: none">• Guests personally greeted on arrival.• Awareness and anticipation of individual guest’s needs with nothing being too much trouble.• An offer of additional services such as fresh milk, use of the telephone, information on the locality and recommendations for eating out etc.• Excellent first and last impression.

QUALITY GUIDANCE

3.4 SERVICE AND EFFICIENCY

3.4.1	Booking and Arrival
1 star	<ul style="list-style-type: none">• Basic guest details recorded on booking.• Access on arrival may be restricted.• Ad hoc registration of guests.• Guests directed to their rooms.
2 star	<ul style="list-style-type: none">• Competent telephone manner when taking bookings with a better range of details taken, e.g. guest names, addresses, telephone number, dates of stay, number of single/double rooms required etc.• Guests made aware of any access restrictions when they are booking.• Sound registration procedures.
3 star	<ul style="list-style-type: none">• Organised approach for dealing with guest enquiries, reservations, correspondence, complaints etc.• Willingness to help guests on arrival.
4 star	<ul style="list-style-type: none">• Competent and efficient booking procedure with directions offered.• Escort to the bedrooms and indication given of public areas.• Offer made of assistance with luggage.
5 star	<ul style="list-style-type: none">• Usually no more than five rings before telephone is answered.• Bookings handled in a professional manner that makes the guest feel welcome and gives confidence that details have been accurately recorded.• Confirmation letter and directions sent by post/fax/email.• Guests shown to rooms with luggage assistance. Explanation of accommodation and bedroom facilities.• Appropriate use of guest's name.• Offer of refreshment on arrival.

3.4.2	Dinner (where served) and General Services
1 star	<ul style="list-style-type: none">• Adequate social and service skills.• Tables laid appropriately for the meal being served.
2 star	<ul style="list-style-type: none">• Competent service with helpful attitude.• Reasonable food and drink knowledge.
3 star	<ul style="list-style-type: none">• Prompt response to requests for additional services such as iron and ironing board, fresh milk etc.• In larger establishments, all requests and any contact with reception or bars efficiently handled in a timely and professional manner.• Where an evening meal is not served, help is provided, on request, to find a place to eat/drink.• Where an evening meal is served, verbal or written explanation of dinner dishes available.• Good food and drink knowledge.• A well-paced meal service.

QUALITY GUIDANCE

3.4.2 Dinner (where served) and General Services (Cont.)

- 4 star**
- A willingness to provide additional services such as providing fresh milk on request or on the tea tray.
 - Spontaneously offered help in finding a place to eat or drink.
 - A high standard of food and drink knowledge.
 - More attentive service such as offering bread and water, prompt table clearing and satisfaction checks.
- 5 star**
- Where an evening meal is not served, detailed information and/or menus about local dining options provided.
 - Proactive offer of additional services e.g. warming and lighting a bedroom in winter before a guest arrives. Efficient service with high levels of technical skills and anticipation of guests' needs.
 - Comprehensive descriptions of dishes available and good judgement in timing of serving the different courses.
 - Proprietors and staff able to provide guests with advice on menu and wine list (where provided).

3.4.3 Breakfast

- 1 star**
- Adequate social and service skills.
 - Tables laid appropriately for the meal being served.
- 2 star**
- Competent service with helpful attitude, timely awareness of guests' arrival in the breakfast room.
 - Reasonable knowledge about what is on offer.
- 3 star**
- Breakfast buffet items kept topped up.
 - Verbal or written explanation of available breakfast choices.
 - Good product knowledge.
 - A well-paced meal service.
- 4 star**
- The choosing of standard breakfast items in the morning at the breakfast table, and not the day before.
 - A high standard of food knowledge. More attentive service, e.g. the offer of hot drinks and toast.
 - Prompt table clearing and satisfaction checks.
- 5 star**
- Clean and well-presented menus.
 - Efficient service with high levels of technical skills and anticipation of guests' needs.
 - Comprehensive descriptions of dishes available and good judgement in timing of serving the different courses.
 - Highly attentive service with the offer of fresh hot drinks, toast etc.

QUALITY GUIDANCE

3.4.4 Departure

- | | |
|---------------|--|
| 1 star | <ul style="list-style-type: none">• Adequate service on departure with limited guest contact.• Bill provided upon request. |
| 2 star | <ul style="list-style-type: none">• No undue delays for the guest on departure.• Proprietors and staff willing to assist if bill is unclear or inaccurate. |
| 3 star | <ul style="list-style-type: none">• Efficient procedures for handling guest departure.• Accurate bill prepared in advance of guests' departure. |
| 4 star | <ul style="list-style-type: none">• Prompt attention when summoned.• Proprietors and staff well versed in all methods of payment where appropriate.• Exchange of pleasantries upon departure. |
| 5 star | <ul style="list-style-type: none">• Awareness that departing guests are ready to pay and that proprietors or staff make themselves available.• Bill correct in all details and clearly presented and explained.• Guests asked if they enjoyed their stay.• Offer of assistance with luggage, and offer of directions to next destination. |

3.5 EXTERIOR

3.5.1 Buildings, Appearance and Condition

- | | |
|---------------|--|
| 1 star | <ul style="list-style-type: none">• Exterior of buildings maintained in a sound, clean condition.• Adequately maintained property, overall. |
| 2 star | <ul style="list-style-type: none">• Overall tidiness, including window boxes, hanging baskets, tubs etc. where appropriate.• Signs of ageing and defects limited to a small number of areas.• Neat appearance of outbuildings. |
| 3 star | <ul style="list-style-type: none">• Well-maintained property and outbuildings. Some natural weathering may be present.• Attractive use of window boxes, hanging baskets and tubs where appropriate.• Where displayed, signs maintained in good condition. |
| 4 star | <ul style="list-style-type: none">• Very good maintenance of stonework and paintwork, although some natural weathering is acceptable.• Some additional external features to enhance the appearance. This includes window boxes, especially in properties without a garden. |
| 5 star | <ul style="list-style-type: none">• Excellent standards of external maintenance including outbuildings and signs, allowing for the age of the building.• Fresh, well-maintained paintwork in a new building. No unsightly staining and stonework in older buildings.• Addition of features such as flower tubs and window boxes where appropriate.• Attractive architectural features and decorations.• Well illuminated and clearly signed. |

QUALITY GUIDANCE

3.5.2 Grounds, Gardens and Frontage

- | | |
|---------------|--|
| 1 star | <ul style="list-style-type: none">• An adequate first impression, e.g. refuse bins and storage areas discreetly positioned and tidily kept.• Safe pathways.• Adequately maintained driveway. |
| 2 star | <ul style="list-style-type: none">• Refuse bins and storage areas kept discreetly positioned.• Evidence of more effort made to make gardens more attractive, tidy and litter free.• Pathways without trip hazards. |
| 3 star | <ul style="list-style-type: none">• Well-maintained and tidy grounds, driveways, footpaths etc.• Attractive overall appearance.• Effective lighting and signage where required e.g. long driveway.• Easy access. Well-maintained surface. |
| 4 star | <ul style="list-style-type: none">• Dustbin area not visible and preferably screened.• High standards of maintenance in the garden. Generally tidy flowerbeds, pathways and hedges with all trees and shrubs well tended.• Evidence of some attention to detail e.g. well-surfaced, pothole-free driveways, colourful borders and wide level pathways. |
| 5 star | <ul style="list-style-type: none">• Attractively maintained, well tended borders or shrubs, tidy pathways and edges, lawns in good condition and well-cut, hedges trimmed and an overall attempt to maintain an attractive appearance throughout the year.• Good attention to detail, including landscaping, driveways, the provision of garden furniture or architectural features e.g. gazebo, pergola, summerhouse etc.• Excellent, well-positioned lighting and signage. |

3.5.3 Car Parking (where provided)

- | | |
|---------------|---|
| 1 star | <ul style="list-style-type: none">• Reasonably easy, safe and adequately maintained parking.• In a B&B, a less formal provision of parking might be appropriate. |
| 2 star | <ul style="list-style-type: none">• Some attempt to manage parking arrangements. |
| 3 star | <ul style="list-style-type: none">• Good, easy access with signage as appropriate.• Adequate lighting.• A more structured approach to parking for establishments who receive non-residents. |
| 4 star | <ul style="list-style-type: none">• Clear definition of parking area or spaces. Signage prevents confusion for guests on arrival. This may be informal. |
| 5 star | <ul style="list-style-type: none">• Ample car parking spaces, clearly signed.• Good, well-positioned lighting.• Consideration given to the security of the guests' cars.• Paths and steps well lit at night. |

QUALITY GUIDANCE

3.5.4 Recreation (where provided internal or external)

- | | |
|---------------|---|
| 1 star | <ul style="list-style-type: none">• Acceptable standard of facilities maintained in a functional condition. |
| 2 star | <ul style="list-style-type: none">• Quite good standard of facilities maintained in neat and sound condition. |
| 3 star | <ul style="list-style-type: none">• Good standard of facilities in good condition. |
| 4 star | <ul style="list-style-type: none">• Very good standard of facilities provided in very good condition. |
| 5 star | <ul style="list-style-type: none">• Excellent standard of facilities in well maintained condition. |

3.6 BEDROOMS – QUALITY AND CONDITIONS

3.6.1 Decoration

- | | |
|---------------|--|
| 1 star | <ul style="list-style-type: none">• Functional decoration and limited co-ordination.• Limited pictures and wall hangings. |
| 2 star | <ul style="list-style-type: none">• Decoration may be old, but not damaged, scratched or torn. |
| 3 star | <ul style="list-style-type: none">• Co-ordinated interior decoration.• Well-finished, good quality wall coverings and paint work.• Wall and ceiling coverings well applied.• Use of pictures etc where appropriate, particularly on plain walls. |
| 4 star | <ul style="list-style-type: none">• Very good standard of decoration with use of high quality pictures and prints where applicable.• Some effort made to hide surface-mounted pipes and wires. |
| 5 star | <ul style="list-style-type: none">• Excellent interior design, with high attention to detail. Thoughtful co-ordination of patterns, colours and textures.• High quality wall coverings with professional finish to all aspects of decoration.• Attractive use of pictures, prints and other decorative relief.• Consideration may be given to historic properties and listed buildings. |

QUALITY GUIDANCE

3.6.2 Furniture, Furnishings and Fittings

- | | |
|---------------|---|
| 1 star | <ul style="list-style-type: none">• A limited range of furniture, furnishings and fittings in terms of quality and range.• Limited co-ordination of furniture, furnishings and fittings.• Light and heating fittings of adequate quality and safety for the style, size, and shape of the bedroom.• All window coverings correctly fitted, with sufficient width and height to draw completely across the window. |
| 2 star | <ul style="list-style-type: none">• A greater provision of furniture, which may be dated but will be sound and fit for the purpose.• Alternatively, furniture may have been excellent quality, but now showing signs of age, wear/tear.• No great degree of comfort for the guest.• Better quality curtains that are clean and easy to draw.• Lighting and heating fittings of quite good quality and in a quite good condition. |
| 3 star | <ul style="list-style-type: none">• Good quality furniture, in a sound and usable condition.• Good use of co-ordination.• Size and amount of furnishings in proportion to the space available.• Well positioned lights giving good levels of illumination.• Good quality light fittings with appropriate shades.• Substantial, lined curtains.• High quality furniture, furnishings and fittings. Not necessarily new, but furniture still offering substantial comfort.• Full curtains, possibly with additional embellishments such as tiebacks. |
| 4 star | <ul style="list-style-type: none">• Excellent quality, modern reproduction or antique furniture. Some excellent antique furniture may show signs of distress which does not detract from its excellence (depending on the degree of deterioration).• A more extensive range of furniture offering a greater degree of comfort and higher quality including, at least, two comfortable chairs. |
| 5 star | <ul style="list-style-type: none">• Excellent co-ordination of soft furnishings of high intrinsic quality with additional features such as scatter cushions.• Curtains denoting a degree of luxury with good use of pelmets and tiebacks, ample drape and width.• Curtains to be fully lined so as to retain heat and keep out light.• Excellent quality light fittings of various types. Shades add to overall theme of the decoration.• Heating fittings such as radiators should be in excellent condition and may be disguised by painting or radiator covers. |

QUALITY GUIDANCE

3.6.3 Flooring

- | | |
|---------------|--|
| 1 star | <ul style="list-style-type: none">• Adequate comfort to flooring. Some signs of wear and tear may be evident.• Not necessarily professionally fitted. |
| 2 star | <ul style="list-style-type: none">• Quite good quality flooring, but carpets may have a high man-made fibre content. |
| 3 star | <ul style="list-style-type: none">• Well-fitted, good quality flooring in sound condition and comfortable under foot.• Wooden floors in good condition.• Some underlay for carpeting. |
| 4 star | <ul style="list-style-type: none">• High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition.• Normally professionally fitted. |
| 5 star | <ul style="list-style-type: none">• Professionally fitted, high quality carpeting, (e.g. high percentage wool content, in excellent condition) with substantial underlay.• Polished floorboards or high quality laminate with rugs. |

3.6.4 Beds and Bedding

- | | |
|---------------|---|
| 1 star | <ul style="list-style-type: none">• Acceptable quality, but mattresses may be thin and bases shallow.• Clean, secure headboards or equivalent.• Adequately presented beds with clean linen and bed covers in good repair.• Adequate range of bedding, including sufficient blankets. |
| 2 star | <ul style="list-style-type: none">• Beds and bedding of a quite good quality.• Well-maintained beds and mattresses.• Bedding may be faded, but some attempt at co-ordination. |
| 3 star | <ul style="list-style-type: none">• Good quality, comfortable bed. Firm mattress and sound base.• Bed frames may be of older style, but in good condition.• Well-presented beds with good quality, freshly laundered, co-ordinated linen and bedding.• Clean and fresh additional bedding, preferably wrapped, provided in guest rooms. |
| 4 star | <ul style="list-style-type: none">• Very good firm / deep mattresses and sound bases.• Headboards offer a degree of comfort.• Very good quality linen co-ordinated with bedding and decoration theme.• Possibly a choice of pillows e.g. hollow fibre or feather.• The presentation of some styles of bed may benefit from the presence of a valance.• Additional bedding provided in guest rooms is wrapped. |
| 5 star | <ul style="list-style-type: none">• Excellent quality bed e.g. sprung mattress and high quality base.• Clean headboard offering a high degree of comfort.• Co-ordinated and crisply laundered linen changed at least every two days. A choice of bedding available e.g. thickly quilted or similar quality bedspreads and blankets, or duvets with appropriate tog rating.• Beds and bedding all of a high quality and co-ordinated with bedroom décor and other soft furnishings.• High standard of overall presentation. Appropriate use of valances, pillows and cushions. |

QUALITY GUIDANCE

3.6.5 Lighting, Heating and Ventilation – Quality of Provision

- | | |
|---------------|---|
| 1 star | <ul style="list-style-type: none">• Adequate lighting levels for the style, size, and shape of the bedroom.• Effective heating in rooms at all reasonable times.• Heating levels appropriate to the size of bedroom, possibly may not be automatic or fixed. |
| 2 star | <ul style="list-style-type: none">• Quite good levels of lighting. Possibly a main light and one bedside light. Wattage higher than the cumulative minimum of 160 / 220 watts.• Heating may be free standing, but might be automatic or thermostatically controlled. |
| 3 star | <ul style="list-style-type: none">• Well-positioned lights giving good levels of illumination, which are easily controllable at night.• Ample natural light.• Effective levels of heating providing overall uniform temperature.• Properly fitted, thermostatically controlled heating. |
| 4 star | <ul style="list-style-type: none">• Very good levels of light with easy access to controls. Different types of lighting may be used for practical or aesthetic reasons e.g. halogen down-lights, standard lamps or picture lights.• Properly fitted automatic heating which may be thermostatically controlled. |
| 5 star | <ul style="list-style-type: none">• Variety of quality lights, well-positioned and effective for all purposes, e.g. reading and at the dressing table.• Controllable lighting, giving variable levels of light as appropriate. This may include main bedroom light controlled by door and bed.• Individual thermostatically controlled heating. Some older storage heaters might not meet this requirement.• Fans for guests' comfort available on request in hot weather. |

3.6.6 Bedroom Accessories

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

Examples include: ingredients and equipment for making hot drinks, colour TV, radio, hairdryer, in-room information, telephone, fruit, sweets, complimentary bottled water, fresh flowers or plants, reading material, clothes brushes, mending kits, biscuits, hotwater bottles, trouser press, fridge, writing materials, tissues etc.

- | | |
|---------------|---|
| 1 star | <ul style="list-style-type: none">• Very limited in range and quality accessories. |
| 2 star | <ul style="list-style-type: none">• Small range of quite good quality accessories. |
| 3 star | <ul style="list-style-type: none">• Good range and quality accessories. |
| 4 star | <ul style="list-style-type: none">• A substantial range of very good quality accessories. |
| 5 star | <ul style="list-style-type: none">• Excellent range of high quality accessories. |

QUALITY GUIDANCE

3.6.7 Space, Comfort and Ease of Use

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

- 2 star**
- Room sizes will need to be larger with significantly more usable space around furnishings and fittings.
 - Uncluttered rooms.
 - Satisfactory seating for style of accommodation.
- N.B. Where double beds have access to one side only; a maximum rating of Two Star can be awarded.

- 3 star**
- Sufficient space to allow free movement and a good degree of comfort.
 - Easy use of all bedroom facilities.
 - Convenient layout of furniture for practical use.
 - TV, where provided, visible from sitting area or bed.
 - Good access to both sides of a double bed.
 - Practical, comfortable chairs.
 - Ample socket provision for all provided equipment.
- N.B. Where double beds have access to one side only; a maximum rating of Three Star can be awarded.

- 4 star**
- Well-planned layout of furniture to maximise use of the free space. Rooms could be smaller, but considered planning means free space is just as usable.
 - Very good access to both sides of a double bed.
 - One chair per guest possibly provided.
 - Spare and accessible sockets that are well placed for all uses.
 - Minimal noise.

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

QUALITY GUIDANCE

3.7 BATHROOMS, EN-SUITES AND WCS – QUALITY AND CONDITION

3.7.1 Decoration

- | | |
|---------------|---|
| 1 star | <ul style="list-style-type: none">• Functional decoration and tiling. No real co-ordination. |
| 2 star | <ul style="list-style-type: none">• Decoration possibly old, but not damaged, scratched or torn. |
| 3 star | <ul style="list-style-type: none">• Well-finished, good quality wall coverings and paint work.• Wall and ceiling coverings well applied. |
| 4 star | <ul style="list-style-type: none">• Very good standard of decoration, possibly recently re-decorated but not of highest quality. Or excellent quality with some slight ageing.• Some effort made to hide surface-mounted pipes and wires. |
| 5 star | <ul style="list-style-type: none">• Excellent interior design, with considerable attention to detail and everything in pristine condition.• Professional finish to all aspects of decoration with high quality décor and tiling. Sealant and grouting immaculate.• Attractive use of pictures, prints and other decorative relief, where appropriate. |

3.7.2 Fixtures and Fittings

- | | |
|---------------|---|
| 1 star | <ul style="list-style-type: none">• Fittings of an acceptable quality.• Correctly fitted, appropriate window covering.• Provision of flat surface for guests' belongings.• Adequate quality lighting and heating fittings.• Adequate, but sparing towel rail provision. |
| 2 star | <ul style="list-style-type: none">• Fittings of a quite good quality, but may be dated or worn.• Sanitary ware may not be matching and may include plastic washbasins, shower trays etc. |
| 3 star | <ul style="list-style-type: none">• Solid, matching, good quality and well-fitted, co-ordinated sanitary ware.• No small baths or undersized showers with awkward access.• Good quality light fittings.• Well-fitted window covering, with sufficient width and height to draw completely across the window.• Good shelf space for guests' belongings. |
| 4 star | <ul style="list-style-type: none">• Good sized bath and washbasin. Shower screen or high quality shower curtain.• Very good quality bath and shower trays – probably ceramic/enamel or composite.• Generally high quality fittings throughout with only slight wear. All sanitary ware in good order, no cracks, crazing or dull finishes.• High quality taps and showers with strong and refreshing flow of water, easy to control. |
| 5 star | <ul style="list-style-type: none">• High quality, solid, well-made fittings in excellent order, all in matching style.• Sturdy cast iron or steel and enamel bath. High quality shower cubicles or screens.• Power showers or high quality fittings which are responsive, thermostatically controlled and easy to use.• Plenty of hot water at all times.• Generous amount of towel rail space.• Heated towel rail, or towel rail fitted above radiator. |

QUALITY GUIDANCE

3.7.3 Flooring

- | | |
|---------------|--|
| 1 star | <ul style="list-style-type: none">• Adequate comfort to flooring, Some signs of wear and tear may be evident.• Possibly not fitted professionally.• Best practice suggests that washable flooring is more hygienic than carpeting. |
| 2 star | <ul style="list-style-type: none">• Quite good quality flooring, but any carpets may have a high man-made fibre content.• Vinyl flooring or tiles should have little damage. |
| 3 star | <ul style="list-style-type: none">• Well-fitted, good quality flooring in sound condition and comfortable under foot.• Wooden floors in good condition.• Some underlay for carpeting. |
| 4 star | <ul style="list-style-type: none">• High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition.• Normally professionally fitted. |
| 5 star | <ul style="list-style-type: none">• Professionally fitted, high quality carpeting, tiles or vinyl.• Polished floorboards or high quality laminate with rugs.• Where the flooring is tiled, grouting and sealant is in excellent order. |

3.7.4 Lighting, Heating and Ventilation

- | | |
|---------------|---|
| 1 star | <ul style="list-style-type: none">• Adequate lighting levels for the style, size, and shape of the bathroom.• Adequate heating for size of room at all reasonable times, may not be automatic, but should be fixed for safety.• Effective ventilation. Possibly window only. |
| 2 star | <ul style="list-style-type: none">• Quite good levels of lighting. Possibly main light only.• Heating offering a good level of heat which might be automatic or thermostatically controlled. |
| 3 star | <ul style="list-style-type: none">• Well-positioned lights giving good levels of illumination particularly by the mirror. Ample natural light.• Comfortable heating levels, appropriate to the room size and providing overall uniform temperature. |
| 4 star | <ul style="list-style-type: none">• Very good levels of light especially over or next to the mirror.• Different types of lighting possibly used for practical or aesthetic reasons, e.g. halogen down lighters.• Properly fitted, automatic, thermostatically controlled heating. |
| 5 star | <ul style="list-style-type: none">• Well-positioned, good quality lights giving good levels of illumination for various purposes, e.g. shaving, applying make-up etc.• Responsive, thermostatically controlled, automatic heating. Some older storage heaters possibly don't meet this requirement. Heating source possibly a heated towel rail.• Where there is a window, an extractor fan as well as the window will be expected. |

QUALITY GUIDANCE

3.7.5 Towels and Toiletries – Quality, Range and Presentation

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|---------------|--|
| 1 star | <ul style="list-style-type: none">• Satisfactory quality, with minimum range and size of towels.• Soap only provided. Possibly unwrapped or in a dispenser of acceptable quality.• No evidence in public/shared bathrooms of proprietors' personal belongings. |
| 2 star | <ul style="list-style-type: none">• Towels possibly slightly thicker and matching.• Soap may be of average quality, but possibly wrapped. Additional accessories – if any – possibly of a basic quality and presentation. |
| 3 star | <ul style="list-style-type: none">• A better range of good quality absorbent towels.• Towels changed at least every three days except where, as part of an environmental policy, guests are invited and agree to a less frequent change.• Good quality toilet paper and a range of quality toiletries including wrapped soap, shampoo etc. Large bottles of proprietary brands are acceptable but should be kept topped up. |
| 4 star | <ul style="list-style-type: none">• High quality, soft and fluffy towels, smelling clean and fresh. Face cloth may be included.• Toiletries of a higher quality with better packaging and presentation – perhaps all part of the same range. |
| 5 star | <ul style="list-style-type: none">• Greater range of quality towels, e.g. bath sheets, bathrobes and flannels.• Towels changed every two days, except where, as part of an environmental policy, guests are invited and agree to a less frequent change.• Luxury toilet paper and a good range of well presented, quality toiletries, e.g. high quality soap, shampoo, shower gel, conditioner, tissues, cotton wool balls, cotton buds etc. |

3.7.6 Space, Comfort and Ease of Use

- | | |
|---------------|--|
| 1 star | <ul style="list-style-type: none">• Adequate space with satisfactory layout and sufficient free movement.• Adequate water pressure and satisfactory drainage.• Flat surface available for guests' belongings. |
| 2 star | <ul style="list-style-type: none">• Quite good levels of comfort. Possibly limited space but guests should be able to use facilities comfortably with convenient access to bath, shower and WC. |
| 3 star | <ul style="list-style-type: none">• Sufficient space to allow easy access to the facilities. |
| 4 star | <ul style="list-style-type: none">• Well-planned layout of sanitary ware and fittings to maximise convenience and ease of use.• Very good provision of shelf space for guests' belongings etc. |
| 5 star | <ul style="list-style-type: none">• Ample space to allow easy access to the facilities.• Convenient layout with plenty of provision for laying out toiletries, shaving equipment and hanging up clothes.• Minimal noise from plumbing. |

QUALITY GUIDANCE

3.8 ALL PUBLIC AREAS INCLUDING LOUNGES, BARS, HALLS, STAIRS, LANDINGS AND PUBLIC WCS - QUALITY AND CONDITION

3.8.1	Decoration
1 star	<ul style="list-style-type: none">• A sparing but adequate provision of furniture, furnishings and fittings in terms of quality and quantity.• Functional décor and limited co-ordination. Limited pictures and wall hangings.
2 star	<ul style="list-style-type: none">• Decoration may be old, but not damaged, scratched or torn.• More attempt at co-ordination.
3 star	<ul style="list-style-type: none">• Co-ordinated interior decoration.• Well-finished, good quality wall coverings and paint work.• Wall and ceiling coverings well applied.• Use of pictures, etc, where appropriate, particularly on plain walls.
4 star	<ul style="list-style-type: none">• Very good standard of decoration with use of high quality pictures and prints where applicable.• Some effort made to hide surface-mounted pipes and wires.
5 star	<ul style="list-style-type: none">• Excellent interior design with high attention to detail. Thoughtful co-ordination of patterns, colours and textures.• High quality wall coverings with professional finish to all aspects of decoration.• Attractive use of pictures, prints and other decorative relief.



Photo credits: Back to front, Claremont Hotel, Seascape, Claremont Hotel

QUALITY GUIDANCE

3.8.2 Furniture, Furnishings and Fittings

- | | |
|---------------|---|
| 1 star | <ul style="list-style-type: none">• Furniture, furnishings and fittings of limited quality, range and co-ordination. |
| 2 star | <ul style="list-style-type: none">• A greater provision of furniture, which may be dated, but will be sound and fit for the purpose. Or furniture possibly once excellent, but now showing signs of age, wear and tear.• Curtains to be a better quality, clean and free from stains. |
| 3 star | <ul style="list-style-type: none">• Good quality, functional furniture in a sound condition.• Range of good quality sofas and/or armchairs in lounges.• Good quality light fittings with appropriate shades.• Substantial, lined curtains with good use of co-ordination.• Some personal touches e.g. books, magazines, local historical information etc available in lounges. |
| 4 star | <ul style="list-style-type: none">• High quality furniture, furnishings and fittings – not necessarily new, but still offering substantial comfort. Or good quality furniture in excellent, new condition.• Light fittings varied and of very good quality and condition.• Curtains to be full and may have additional embellishments such as tiebacks.• Comfortable lounge, generally separate from dining room.• All furniture in excellent quality and condition. This could be modern, reproduction or antique furniture. |
| 5 star | <ul style="list-style-type: none">• A more extensive range of furniture offering a greater choice of seating.• Excellent co-ordination of soft furnishings of high intrinsic quality with additional features such as scatter cushions.• Curtains denoting a degree of luxury with good use of pelmets and tiebacks, ample drape and width.• Curtains to be fully lined so as to retain heat and keep out light.• Excellent quality light fittings of various types. Shades add to overall theme of the decoration.• Heating fittings such as radiators should be in excellent condition and may be disguised by painting or radiators covers. |

3.8.3 Flooring

- | | |
|---------------|--|
| 1 star | <ul style="list-style-type: none">• Adequate quality flooring. Some signs of wear and tear may be evident.• Possibly not professionally fitted. |
| 2 star | <ul style="list-style-type: none">• Quite good-quality flooring, but carpets may have a high man-made fibre content. |
| 3 star | <ul style="list-style-type: none">• Well-fitted, good quality flooring in sound condition and comfortable under foot.• Wooden, stone or tiled floors in good condition.• Some underlay for carpeting. |
| 4 star | <ul style="list-style-type: none">• High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition.• Normally professionally fitted. |
| 5 star | <ul style="list-style-type: none">• Professionally fitted, high quality carpeting, e.g. high percentage wool content in excellent condition with substantial underlay.• Polished floorboards or high quality laminate with high quality rugs or mats where appropriate. |

QUALITY GUIDANCE

3.8.4 Lighting, Heating and Ventilation – Quality of Provision

- | | |
|---------------|---|
| 1 star | <ul style="list-style-type: none">• Adequate lighting levels for the style, size, and shape of the room.• Effective heating levels appropriate to the size of the room. Possibly not automatic or fixed at all reasonable times. |
| 2 star | <ul style="list-style-type: none">• Quite good levels of lighting.• Heating may be free standing, but might be automatic or thermostatically controlled. |
| 3 star | <ul style="list-style-type: none">• Well-positioned lights giving good levels of illumination.• Effective levels of heating providing overall uniform temperature. Properly fitted, thermostatically controlled.• Public WCs kept clean and well ventilated. |
| 4 star | <ul style="list-style-type: none">• Very good levels of light where different types of lighting may be used for practical, aesthetic and ambience reasons e.g. halogen downlights, standard lamps or picture lights.• Properly fitted, automatic heating which may be thermostatically controlled. |
| 5 star | <ul style="list-style-type: none">• Variety of types of lighting giving good levels of illumination for all practical purposes such as reading menu and wine list in bars etc.• A positive effort made to ensure that heating meets the guests' needs. Likely to be automatic, thermostatically controlled heating. Some older storage heaters may not meet this requirement.• Backup source for heat for very cold weather, which may include open fires where appropriate, or coal/gas/log effect fires.• Public WCs in excellent condition. |

3.8.5 Space, Comfort and Ease of Use

- | | |
|---------------|--|
| 1 star | <ul style="list-style-type: none">• Room large enough to contain all necessary furniture.• Little thought given to layout but adequate space for guest comfort.• Large furniture possibly dominating a room, making it less usable.• Acceptable environment for guests without disturbing levels of noise, music, smells, smoke, pets, etc. |
| 2 star | <ul style="list-style-type: none">• Room sizes will need to be greater with significantly more usable space.• Uncluttered rooms.• No great degree of comfort for the guest.• Sufficient space allowing for guests to register and pay their bills. |
| 3 star | <ul style="list-style-type: none">• A lounge shared with the owners should be clutter free for comfortable use by guests.• Sufficient space to allow a good degree of comfort for guests. |
| 4 star | <ul style="list-style-type: none">• Public areas, including lounge where provided, possibly designated for guest use.• Well-planned layout of furniture to maximise use of the free space. Rooms possibly smaller but considered planning means free space is just as usable.• Minimal intrusive noise.• Space to allow for a small reception desk/area where guests can register and pay their bills easily. |
| 5 star | <ul style="list-style-type: none">• A spacious, well-planned room with furniture in suitable, convenient places allowing a high degree of comfort. Easy and convenient use of facilities.• Comfortable easy chairs. Ample space.• Fresh and airy atmosphere.• High degree of comfort with generous flat surface for guests to register and pay their bills. |

QUALITY GUIDANCE

3.9 DINING ROOM OR RESTAURANT – QUALITY AND CONDITION

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

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

QUALITY GUIDANCE

3.9.3 Flooring

- | | |
|---------------|---|
| 1 star | <ul style="list-style-type: none">• Adequate comfort to flooring. Some signs of wear and tear possibly evident.• Possibly not professionally fitted. |
| 2 star | <ul style="list-style-type: none">• Quite good quality flooring, but carpets may have a high man-made fibre content. |
| 3 star | <ul style="list-style-type: none">• Well-fitted, good quality flooring in sound condition and comfortable under foot.• Wooden, stone and tiled floors in good condition.• Some underlay for carpeting. |
| 4 star | <ul style="list-style-type: none">• High quality flooring, possibly not new and showing signs of wear. Or more moderate quality but in pristine condition.• Normally professionally fitted. |
| 5 star | <ul style="list-style-type: none">• Professionally fitted, high quality carpeting e.g. high percentage wool content, in excellent condition with substantial underlay.• Polished floorboards or high quality laminate etc with rugs. |

3.9.4 Lighting and Heating – Quality of Provision

- | | |
|---------------|---|
| 1 star | <ul style="list-style-type: none">• Adequate lighting levels for the style, size, and shape of the room.• Effective heating in rooms at all reasonable times.• Heating levels appropriate to the size of room. Possibly not automatic or fixed. |
| 2 star | <ul style="list-style-type: none">• Quite good levels of lighting.• Heating may be freestanding, but might be automatic or thermostatically controlled. |
| 3 star | <ul style="list-style-type: none">• Well-positioned lights giving good levels of illumination.• Ample natural light.• Effective levels of heating providing overall uniform temperature.• Properly fitted, thermostatically controlled heating. |
| 4 star | <ul style="list-style-type: none">• Very good levels of light with easy access to controls. Different types of lighting may be used for practical, aesthetic or ambience reasons e.g. halogen downlighters, standard lamps or picture lights.• Properly fitted, automatic heating which is possibly thermostatically controlled. |
| 5 star | <ul style="list-style-type: none">• Variety of quality lights, well-positioned and effective for all purposes e.g. reading menu etc.• Individual thermostatically controlled heating. Some older storage heaters do not meet this requirement. |

QUALITY GUIDANCE

3.9.5 Table Appointment – Quality and Condition

- | | |
|---------------|---|
| 1 star | <ul style="list-style-type: none">• Table appointments of an acceptable standard e.g. lightweight, stainless steel and single-ply paper napkins. |
| 2 star | <ul style="list-style-type: none">• Crockery and cutlery generally matching and a better quality napkin.• Basic breakfast items such as milk and sugar available on the table/s and in sufficient quantities for the numbers seated.• Full salt and pepper containers on tables at all meals. |
| 3 star | <ul style="list-style-type: none">• Well-laid tables with matching crockery and cutlery.• Good quality paper napkins. |
| 4 star | <ul style="list-style-type: none">• Very good quality of crockery and cutlery. Cloth or high quality paper napkins and tablemats and/or tablecloth.• Flowers or other appropriate decoration on tables. |
| 5 star | <ul style="list-style-type: none">• Table appointment of the highest standard, quality accessories and glassware.• High quality cloths and napkins or well-presented wood tables with mats.• Table enhancements of high quality, e.g. candles or fresh flowers as appropriate. |

3.9.6 Space, Comfort and Ease of Use

- | | |
|---------------|--|
| 1 star | <ul style="list-style-type: none">• Room large enough to contain all necessary furniture, but little thought given to layout.• No intrusive noise.• Tables adequate size with acceptable circulation space.• Convenient positioning of tables and chairs. |
| 2 star | <ul style="list-style-type: none">• Room size will need to be larger with significantly more usable space around tables and other furniture. Room possibly smaller but considered planning means free space is just as usable.• Uncluttered rooms. |
| 3 star | <ul style="list-style-type: none">• Good layout and adequate circulation space to allow staff and customers to pass without inconvenience.• Appropriate table and chair heights.• Practical, comfortable chairs. |
| 4 star | <ul style="list-style-type: none">• Well-planned layout of furniture to maximise use of free space. |
| 5 star | <ul style="list-style-type: none">• Excellent cooking with an emphasis on fresh, seasonal, local ingredients and cooked with skill.• Strong emphasis on consistent food quality.• Obvious care and attention to detail and appearance with attractive garnishes and decorations as appropriate, making the food look appetising. |

QUALITY GUIDANCE

3.10 FOOD QUALITY

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

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|---------------|--|
| 1 star | <ul style="list-style-type: none">• Possibly a set menu but with an alternative available on request.• Limited garnishes or decoration.• Buffet and carvery simply presented. |
| 2 star | <ul style="list-style-type: none">• Food served at the correct temperature, on a hot or cold plate as appropriate.• Limited choice available.• Meals prepared with a quite good level of care. |
| 3 star | <ul style="list-style-type: none">• Well-presented food freshly cooked from good quality ingredients.• Evidence of some fresh ingredients being used.• Particular attention to food quality rather than an extensive choice. |
| 4 star | <ul style="list-style-type: none">• Obvious use of fresh ingredients cooked with a high level of care and attention to detail. |
| 5 star | <ul style="list-style-type: none">• Excellent cooking with an emphasis on fresh, seasonal, local ingredients and cooked with skill.• Strong emphasis on consistent food quality.• Obvious care and attention to detail and appearance with attractive garnishes and decorations as appropriate, making the food look appetising. |

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

- | | |
|---------------|--|
| 1 star | <ul style="list-style-type: none">• Possibly a set menu with, for example, juice, cereal, bacon and egg, toast, coffee and tea.• All hot food properly cooked and presented.• Care taken to ensure that juices are chilled, toast is crisp and tea and coffee are freshly made. |
| 2 star | <ul style="list-style-type: none">• Food served at the correct temperature, on a hot or cold plate as appropriate.• Limited choice available.• Food prepared with a quite good level of care. |
| 3 star | <ul style="list-style-type: none">• A choice of good quality items available, e.g. fruit, choice of cereals, sausage, tomato, brown or white toast and a range of preserves.• An attractive buffet (if provided).• Freshly cooked items served at the correct temperature. Eggs cooked to order.• Particular attention to food quality rather than an extensive choice. |
| 4 star | <ul style="list-style-type: none">• Greater choice of items available, possibly including 'house specials' such as smoked fish.• Obvious use of fresh ingredients cooked and presented with a high level of care and attention to detail. |
| 5 star | <ul style="list-style-type: none">• High quality, fresh ingredients and a wide choice of items, e.g. fresh fruit juices, freshly-ground coffee, choice of teas, cheeses and cold meats, high quality bakery items and home-made preserve.• Regional specialities and/or home-made items.• Good use of fresh local/home-grown produce where available. |

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