



QUALITY STANDARDS HOSTELS

Department for Enterprise

Visit Isle of Man

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

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

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
- (SERVICED ACCOMMODATION REGISTER ONLY) 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.

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 as examples.
- 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-describing your accommodation. For example, if you are registered with the Department as a Guest House or Guest Accommodation you must use these words on all advertising and do not call the property a Hotel. This also relates to the accommodation star-rating award. If you are registered as a 4-Star Guest house, you must advertise as such, and refrain from confusing visitors by thinking the property is a 4-Star Hotel.

THE QUALITY STANDARD FOR HOSTELS

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 six key areas - cleanliness, hospitality, food offering (if applicable), bedrooms, bathrooms and public areas.

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 site and its facilities.
- Presentation - the way the room and its contents are presented for guests' arrival and during their stay.

THE QUALITY STANDARD FOR HOSTELS

How is the quality (Star-rating) assessed?

Registration Certificate

Once the property has met all of the re-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 Contact 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 hotel 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?

- Hotel 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 hotel management
- The assessor will request a show round of hotel

If the visit is a 'day visit', the Assessor will make contact with the hotel and will arrange for a convenient time to meet with the hotel management and assess the hotel 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: St Marks Country Park, Marina House.

1. GENERAL OVERVIEW

1.1 INTRODUCTION

1.1.1 Hostel

- Hostel accommodation is broadly divided into 6 categories:
- Hostel – formalised structure which may include restricted access, meal service
- Backpacker – less formal such as 24 hour access
- Group Accommodation – predominantly group bookings only
- Activity Accommodation – offers fully certified or licensed activities
- Bunkhouse (social and community halls) – limited services and facilities, includes self-catering facilities
- Camping Barn (Bothy, Bod) - simple accommodation in rural setting ‘stone tents’

Any establishment operating with the word Hostel as part of their business name will be assessed using the Common Standards for Hostels. There is strong evidence to support this from research into consumers’ expectations and understanding of what a hostel should be.

1.1.2 Common Standards

These Hostel Common Standards have been adopted from ‘Quality in Tourism: the assessment service provided for Visit England 2009’. The Isle of Man has joined the “Common Standards” scheme with effect from 1st April 2007 to ensure harmonisation and raise the Island’s standards.

1.1.3 The Requirements

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

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



1. GENERAL OVERVIEW

1.2 KEY REQUIREMENTS AT EACH RATING LEVEL

1.2.1 Minimum Entry Requirements

To be recognised within the Hostel standard you must meet all the Detailed Requirements listed between page 10 and page 18 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 20 and page 40.

1.3 SUB CATEGORIES / DESIGNATORS

1.3.1 Type of Sub Category / Designator

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

- Hostel
- Backpacker
- Group Accommodation
- Activity Accommodation
- Bunkhouse (social and community halls)
- Camping Barn (Bothy, Bod)

1.3.2 General Descriptions

Establishments in each of these sub categories should fulfil the Hostel Accommodation Minimum Entry Requirements.

Each business will be placed under the best suited category. All types of hostels will be star rated.

Sub Category / Designator	General Description
Hostel	Star rated accommodation often in shared rooms with bunk beds, family rooms may also be available. Hostels normally welcome individuals, families and groups, many of whom are staying on short-term basis. Hostels often have a quite formalised structure, which may or may not include restricted access, meal service etc.
Backpacker	Very similar in style to hostel, but may be run on less formal lines such as 24 hour access. They are often more appropriate for longer term independent travellers and the younger end of the market and they tend not to take family groups.
Group Accommodation	Star rated accommodation often in shared rooms with bunk beds. Predominantly group bookings only accepted. May be fully serviced or self-catering.
Activity Accommodation	Star rated accommodation normally provided on a group basis. The establishment will also offer fully certified or licensed activities. May be fully serviced or self-catering.
Bunkhouse (social and community halls)	Rural accommodation, which can be booked by groups or individuals. Services and facilities may be limited, but will include a self-catering facility.
Camping Barn (Bothy, Bod)	These provide very simple accommodation in a rural setting E.g. social and community halls, often referred to as 'stone tents'. They have the advantage of being roomy and dry. Visitors should normally expect to bring their own sleeping bags and cooking equipment. Groups or individual travellers may be accepted.

2.0 MINIMUM ENTRY REQUIREMENTS

MINIMUM ENTRY REQUIREMENTS

This also includes Backpacker, Group and Activity Accommodation.

2.1 STATUTORY REQUIREMENTS

Fulfilment of your statutory obligations including, but not limited to, those relating to:

2.1.1 Safety

- Health and Safety at Work
- Fire, Gas and Electrical Safety
- Electrical Appliance Testing
- Product Safety
- Bunk bed regulations
- British Standards applying to items such as cots, high chairs and play pens

2.1.2 Premises

- Planning Permission
- Private Water Supplies
- Housing
- TV Licensing

2.1.3 Discrimination

- Sex Discrimination
- Race Discrimination
- Disability Discrimination

2.1.4 Records

- Data Protection
- Immigration Hotel Records
- Consumer Protection

2.1.5 Trade Descriptions

- Advertising
- Pricing
- Unfair Contract Terms
- Proprietors will be asked to provide evidence that Public Liability Cover (minimum £2 million) is being maintained and to provide a signed confirmation, at application and renewal of participation, that the above requirements are being fulfilled.

The following minimum entry requirements apply to accommodation which may describe itself in the following ways:

- 'Hostel'
- 'Backpacker'
- 'Group Accommodation'
- 'Activity Accommodation'

MINIMUM ENTRY REQUIREMENTS

2.2 OVERALL STANDARDS

2.2.1 Key Requirements

- Management to observe the Visit Isle of Man 'Code of Conduct' and all Glamping must fulfil their statutory obligations.
- Self-catering facilities provided. Self-catering facilities do not have to be provided so long as this is clearly stated in marketing and other suitable arrangements are made/available, i.e. food served at all meal times (breakfast/lunch/dinner) or food offerings available within walking distance. Other exceptions will be made at the discretion of Visit Isle of Man case by case.
- Easy seating and dining areas to be available with appropriate furniture provided. Open plan or combined dining / kitchen / sitting areas are acceptable up to a 4 Star award standard. For a 5 Star standard a sitting / lounge area, separate from the kitchen (either by space or in a separate room) with appropriate easy seating will be required. Flooring should be safe and in sound condition.
- Provision for the hanging and drying of wet outdoor clothing to be available.
- Guests to have access to sufficient conveniently situated power sockets to allow for safe use of electrical equipment (e.g. hair-dryers, mobile phone chargers etc.) Exception may be made at the discretion of Visit Isle of Man in respect of remote properties with restricted/no mains services.
- All public areas, bedrooms, bathrooms and kitchens to be adequately lit for the safety and well being of guests. All lights to have shades or covers unless bulbs are decorative.

Energy-saving light bulb conversion table

Ordinary Light Bulb	Energy-Saving Light Bulb Equivalent
100 Watt	20 – 23 Watt
75 Watt	15 – 18 Watt
60 Watt	11 – 13 Watt
40 Watt	9 Watt

- Details of means to summon assistance, day or night, in the event of an emergency must be provided and clearly displayed to guests (e.g. staff / proprietor, doctor, dentist etc) Emergency services callout (i.e. 999) to be detailed.
- A first aid kit to be readily available and maintained.
- Provision to be made to ensure the security of guests and guest's possessions i.e. controlled access to main entrance as a minimum via use of a key or other.
- All ground floor windows to have an effective closure device which prevents opening from the outside.
- If group bookings are accepted, crockery, cutlery and dining furniture provision must be at least sufficient to enable the maximum size of each group accommodated, to sit and eat together.
- All areas to be cleaned and checked daily to ensure a high standard of cleanliness.
- Where meals are served, all food must be properly cooked and carefully prepared.

MINIMUM ENTRY REQUIREMENTS

2.3 BEDROOMS

2.3.1 Bedroom Size and Spaciousness

- Sleeping areas are to be separate from all other areas of the accommodation including but not limited to cooking and dining area, public areas and bathroom facilities. Where this is not possible a One Star rating will be awarded.
- A minimum floor space per bed (or bunk) of 4 square metres (44 square feet) to be provided e.g. 2 metres x 2 metres. This area will be calculated on the basis of the maximum dimensions of the room divided by the number of bed bases in the room. Bed bases will be totalled as below:
Bunk bed = 1
Single bed = 1
Double bed = 2
- The impact of furniture (lockers, bedside tables etc.) will not be considered in this calculation. However, it should be recognised that rooms just meeting or marginally exceeding this minimum requirement, are unlikely to achieve high marks in the quality assessment of 'Space and Comfort'.
- A minimum ceiling height of 2 metres (6'7"). Sloping eaves or coomed ceilings are acceptable, providing these do not restrict reasonable free movement through the major part of the room.
- All bedrooms to have an external opening window to provide natural light and ventilation. All windows to have opaque curtains or blinds for privacy and light exclusion.
- Bedrooms to be adequately lit for the safety and well being of guests.

2.3.2 Beds and Bedding - Size and Quality

- Beds / bedspaces must be at least 1.9m (6'3") x 0.76m (2'6") (including alpine platforms).
- Please Note: Full sized (6'3" x 3') single beds and bunks and (6'3" x 4'6") double beds are required at a 5 Star standard.
- Bedrooms to be provided with beds or bunks and mattresses in a sound condition. Beds to have well maintained bases. Alpine platforms with mattresses are acceptable up to a maximum of 3 Stars. Alpine platforms with foam sleeping mats will only be acceptable at 1 Star.
- The vertical distance between upper and lower beds in any bunk must not be less than 0.75m (30").
- Each bedroom to have adequate luggage storage space. As a minimum this could be provided by sufficient free floor space or under bed/bunk space.
- Each bedroom to have a non-flammable waste paper bin.
- Bedrooms to have hooks for hanging clothes (minimum one per guest).

2.3.3 Bedding - Quality and Provision

- | | |
|------------|--|
| 1 Star | Where no physical (actual) bed is provided (blow up beds or guests to provide their sleeping equipment to use on the floor of the hostel) a maximum One Star rating is available |
| 1 - 3 Star | Where there is no separate sleeping area available within the hostel (separate from including but not limited to cooking, dining, public and bathroom areas) a maximum Three Star rating is available. |
| 2 Star | Where sofa-beds are provided as a means of sleeping a maximum Two Star rating is available
Visit Isle of Man can authorise dispensations against Star Ratings where necessary |
- Blankets or duvets and clean bed linen including one pillow per person and clean pillow slip to be provided for each bed.
 - Best practice would suggest a full change of linen, duvet covers and pillow cases between each new guest.
 - Bed linen to be available either free or for hire. Exception may be made at the discretion of the Visit Isle of Man in respect of remote properties with restricted/no mains services. In such cases this should be clearly advertised.

MINIMUM ENTRY REQUIREMENTS

2.4 KITCHEN

2.4.1 Key Requirements

Self-catering facilities do not have to be provided so long as this is clearly stated in marketing and other suitable arrangements are made/available, i.e. food served at all meal times (breakfast/lunch/dinner) or food offerings available within walking distance. Other exceptions will be made at the discretion of Visit Isle of Man case by case.

- The kitchen to be designated a non-smoking area with appropriate signage.
- A smoke alarm or heat detector to be installed.
- A fire extinguisher suitable for kitchen fires and a fire blanket to be provided.
- Kitchen to be properly equipped with an adequate number of utensils (pots, pans, food preparation knives etc.) which enables, as a minimum, 20% of the maximum number of guests to make food at the same time.
- A minimum of 4 cooking rings to be provided. Where the total number of bedspaces exceeds 32 an additional cooking ring is to be provided for every further 8 bed spaces, up to the first 100 guests. i.e. 32 beds: 4 cooking rings.
- 40 beds: 5 cooking rings.
- 48 beds: 6 cooking rings.
- 56 beds: 7 cooking rings etc.
- An oven or microwave and grill to be provided. Each of these to be provided at a minimum ratio of 1 per 50 guests accommodated up to the first 100 guests.
- Where additional electrical equipment is provided, adequate electrical sockets must be available.
- Crockery and cutlery to be provided in sufficient range and quantity as to enable at least 25% of the first 100 guests to eat at the same time.
- Adequate refrigerated food storage space to be available.
- Facilities for boiling water to be provided e.g. kettle or geyser.
- Dry food storage facilities to be provided, appropriate for the number of guests accommodated, e.g. open shelving or cupboards.
- Kitchen area to have effective ventilation.
- A covered waste disposal bin and liners to be provided.
- Adequate washing up facilities with hot and cold running water and washing up liquid to be available.
- Adequate hygienic work surface to be provided.

MINIMUM ENTRY REQUIREMENTS

2.5 BATH, WC AND SHOWER FACILITIES

2.5.1 Key Requirements

- Shower, washbasins and WC's to bedspace ratios must meet or exceed minimum levels: Ratio For example: number of showers needed in a 300 bedded hostel

1 Star	1:15	20
2 Star	1:15	20
3 Star	1:10	30
4 Star	1:8	38
5 Star	1:6	50

These ratios apply to the first 400 bed spaces, thereafter additional provision will be at the discretion of Visit Isle of Man following discussion with the operator.

N.B. External facilities will only be acceptable at a 1 Star award.

En-suite facilities will not be included in calculating these ratios.

Bed spaces in all areas including tents, for example, will be included in this calculation, unless separately served by outdoor facilities.

(Exception to these minimum requirements may be made at the discretion of Visit Isle of Man in respect of remote properties with restricted / no mains services.)

- There must be privacy between sexes for washing / showers and toilet facilities and wherever possible between members of the same sex.
- All changing/showering areas to have opaque window coverings for privacy.
- All bath, shower and WC rooms to be adequately ventilated.
- Hand drying facilities and soap required in all public WC facilities where used by non-residents.
- All WC's to be lidded with a toilet roll holder, toilet paper and sanitary disposal bin (where appropriate) provided.
- Bath / Shower facilities to have clothes hooks within each cubicle.
- A shelf and electric razor point (or adaptor available) with a mirror close by to be provided.

MINIMUM ENTRY REQUIREMENTS

2.6 GROUP ACCOMMODATION

2.6.1 Minimum Entry Requirements

In addition to all of the 'Hostel' criteria; minimum 'Group Accommodation' criteria will also require:

- Normally, group bookings only to be accepted.
- Dining area must have sufficient space and furniture for the maximum number of guests to dine at the same time.
- Shower, washbasins and WC's to bedspace ratios must meet or exceed minimum levels:

1 Star: 1:15

2 Stars: 1:12

3 Stars: 1:10

4 Stars: 1:8

5 Stars: 1:6

(Exception to these minimum requirements may be made at the discretion of Visit Isle of Man in respect of remote properties with restricted / no mains services.)

- Sufficient crockery, cutlery, glassware, food preparation and cooking utensils to be provided for the maximum number of guests to dine at the same time.
- Cooking equipment (pots, pans etc.) to include an appropriately sized range of catering equipment.
- A dedicated and appropriately sized drying room to be provided. Size and layout of the drying room should be appropriate for group arrivals.
- Suitable equipment storage facilities to be available.

2.7 ACTIVITY ACCOMMODATION

2.7.1 Minimum Entry Requirements

In addition to all of the 'Hostel' and 'Group Accommodation' criteria, 'Activity Accommodation' establishments will be required to be in possession of a current ALA Certificate or other national body licence in respect of one or more outdoor activities based at the property.

NOTE: 'Group Accommodation' and 'Activity Accommodation' will not be required to provide self-catering facilities where a fully serviced (Dinner, Bed and Breakfast) package is the normal product. If lunches are not provided then facilities for preparing packed lunches should be available to guests.

MINIMUM ENTRY REQUIREMENTS

2.8 CAMPING BARNs

2.8.1 Building Structure

All participants are required to fulfil their statutory obligations as outlined at the front of the Glamping section.

- The building must be structurally sound, wind and watertight. Non-permanent structures e.g. wooden sheds or caravan holiday homes are not acceptable.
- All areas to be thoroughly cleaned on a regular basis.
- Adequate ventilation must be provided throughout the building.
- All internal wall, ceiling and floor finishes must be in a sound condition.
- An area for sleeping must be provided separately from the cooking area. Where this is not possible the Star Rating will be capped at One Star in addition to the accommodation marketing clearly stating that sleeping area is not separate from the cooking area.
- A minimum floor space is to be provided of 4 square metres per sleeping space. This to be calculated on the basis of the maximum number of sleeping space divided by the total floor area in sleeping, dining and seating areas. (i.e. excluding WC / Shower facilities and cooking areas)
- If the cooking area is situated inside the building it must be separated from the sleeping area either by a partition wall or by space.
- The cooking area may be provided, under cover, on the outside of the building.
- Details of means to summon assistance, day or night, in the event of an emergency must be provided and clearly displayed to guests (e.g. proprietor, doctor, dentist, emergency services callout i.e. 999) to be detailed, together with the location of the nearest telephone.

2.8.2 Facilities

All participants are required to fulfil their statutory obligations as outlined at the front of the hostels section.

- A potable cold water supply must be provided either inside the building or adjacent to it.
- Sleeping accommodation must be provided, either alpine platforms, beds, bunks or suitable wooden floor surfaces (concrete floor with mattresses also acceptable). Bed spaces should be a minimum of 2'6" x 6' or equivalent in respect of platforms.
- All areas to be adequately lit for safe movement (electricity or gas lights). (Exception may be made at the discretion of Visit Isle of Man in respect of remote or rural properties with no mains services.)
- Lounge / dining / common area to be provided with adequate heating. Any additional charge should be clearly advertised.
- The cooking area, whether inside or outside the building, must have an appropriate hygienic surface for preparing food, facilities if outside should be undercover.
- A sink for washing cooking utensils, plates, cutlery etc. must be provided with at least cold running water and suitable cleaning materials.
- A mop, bucket, sweeping brush, dustpan to be provided.
- If no fixed cooking appliances are provided, a suitable raised surface for guests to use their own stoves either inside or outside the building must be provided.
- At least 1 WC (flush or chemical) and washbasin must be provided either inside or outside the building for every 20 guests.
- An adequate number of tables and chairs or benches must be provided.
- A smoke alarm must be fitted and maintained in a fully operational condition.
- Appropriate fire extinguisher and a fire blanket must be provided and maintained in a fully operational condition.

MINIMUM ENTRY REQUIREMENTS

2.9 BUNKHOUSES

2.9.1 Facilities

All participants are required to fulfil their statutory obligations as outlined at the front of the hostels section.

- Hot and cold running water to be available.
- Electricity supply provided. (Exception may be made at the discretion of Visit Isle of Man where properties are remote and have restricted or no mains services)
- All public areas/bathrooms/bedrooms are to be adequately lit for safety.
- Adequate heating should be provided, as a minimum, in the public areas.
- Self-catering facilities will be provided.
- A first aid kit to be available and maintained.
- Details of means to summon assistance, day or night, in the event of an emergency must be provided and clearly displayed to guests (e.g. staff / proprietor, doctor, dentist etc) Emergency services callout (i.e. 999) to be detailed.
- Provision for hanging wet outdoor clothing to be available.
- Reasonable provision for securing the building internally and externally should be available.
- All areas to be adequately maintained.
- A high standard of cleanliness to be maintained throughout the property.

2.9.2 Bedrooms / Sleeping Areas

Bedrooms or sleeping areas to be physically separated from kitchen / dining / public areas. Where this is not possible the Star Rating will be capped at One Star in addition to the accommodation marketing clearly stating that sleeping area is not separate from the cooking area.

- All sleeping areas to have at least one external window supplying ventilation and natural light. Curtain, blind or equivalent to be provided.
- A minimum floor space per bed or bunk space of 4 square metres (44 square feet) to be provided. This area will be calculated on the basis of the maximum dimensions of the room divided by the number of bed bases in the room. Bed bases will be totalled as below:

Bunk bed - 1

Double bed - 2

Single bed - 1

Alpine platforms - 1 per (min. 6' x 2'6") bedspace

The impact of furniture (lockers, bedside tables etc.) will not be considered in this calculation.

- All sleeping provision must be in beds, bunks or alpine platforms and must be a minimum size of 6' x 2'6" or equivalent per person in respect of platforms. Beds and bunks to be provided with mattresses. Sleeping mat foam is acceptable on alpine platforms.
- If bed linen is provided or sheet sleeping bags are provided, one pillow and adequate blankets or duvet to be available, either free or for hire, for each guest. If this can not be provided, guests must be informed at the time of booking and the fact clearly stated on brochures/website.
- Adequate rucksack storage space to be provided in all sleeping areas. This may, as a minimum, be provided by sufficient free floor space or under bed / bunk space.

MINIMUM ENTRY REQUIREMENTS

2.9 BUNKHOUSES (CONTINUED)

2.9.3 Kitchen / Dining Area

NB. Kitchen, dining and lounge areas may be 'open plan' or separate rooms. If these facilities are provided in an 'open plan' format it should be sufficiently spacious to enable all guests reasonable use at the same time.

- The kitchen should be of an adequate size to allow for a reasonable proportion of the guest capacity to prepare and cook meals at one time. Minimum cooking facilities / equipment to be available as listed:

Hygienic food storage/preparation area/cooking equipment and sink area with hot and cold running water to be provided.

A minimum of 4 cooking rings to be provided. Where the total number of bedspaces exceeds 32 an additional cooking ring is to be provided for every further 8 bedspaces.

i.e.: 32 beds:	4 cooking rings
40 beds:	5 cooking rings
48 beds:	6 cooking rings
56 beds:	7 cooking rings etc.

- Adequate refrigerated food storage space to be available.
- Kitchen to be properly equipped with an adequate number of utensils (pots, pans, food preparation knives etc.)
- Dining area with appropriate furniture available. There should be adequate facilities (furniture, crockery, cutlery etc.) for at least 20% guest capacity to eat at the same time.
- This should be increased to enable all guests to eat together if group bookings are accepted.
- A smoke alarm is to be installed and maintained in a fully operational condition.
- A fire extinguisher suitable for kitchen fires and a fire blanket to be provided.
- Kitchen area to be designated 'non-smoking' with appropriate signage.

2.9.4 Bathroom

- Shower, WC and washbasins to be provided at a minimum ratio of one each for every 20 bedspaces. (Exception to this minimum requirement may be made at the discretion of Visit Isle of Man in respect of remote properties with restricted/no mains services)
- All WC's to be provided with toilet paper and (where appropriate), sanitary disposal bags and bins.
- There must be privacy between sexes for washing/shower facilities.

3.0 QUALITY GUIDANCE

3. QUALITY GUIDANCE

3.1 EXTERIOR

3.1.1 Appearance of Buildings

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

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| 1 Star | Exterior may be in need of attention and showing some weathering in places, eg rusting downpipes, flaking or stained paintwork but will be in an overall acceptable and sound condition. |
| 2 Star | Generally in quite a good condition, signs of ageing and defects should be limited to a small number of areas with no obvious significant structural defects. Woodwork generally in sound condition, though some areas of paint may be aging / weathered or flaking. May be small defects, damage, cracks etc to stonework. Heavy moss or lichen growths. Property in need of freshening up. Ageing signage. |
| 3 Star | Exterior in a generally good condition, principal aspects of the building are well maintained. Paintwork mainly fresh but some minor weathering or staining to external paintwork may be apparent. Doors and windows in good state of repair, though not necessarily new. External fabric all in sound condition. Where displayed, signs will be maintained in good condition. |
| 4 Star | Overall perhaps not pristine but still resulting in a very good first impression with no neglected aspects. High quality maintenance of stonework and paintwork, some natural weathering may be present. May be some additional external features to enhance appearance such as window boxes. Any outbuildings or annexes to be of similar quality. |
| 5 Star | Premises in an excellent condition. High quality paintwork with no damage or wear evident, door furniture and signage of high quality. All buildings on site maintained to the same high standard. |

3.1.2 Grounds, Gardens and Parking

If the property has no clearly defined grounds or gardens; or parking of any type this section is not assessed. Assessment of this area will include garden areas, hedges, paths, driveways, parking, lighting and all other areas within the clearly defined (i.e. fenced, walled or hedged) boundaries of the property and which are under control of the establishment.

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|--------|--|
| 1 Star | Safe pathways, signs in reasonable condition, an acceptable first impression. Grounds reasonably neat, some areas may be in need of closer attention. Acceptable quality and condition of parking where provided.. |
| 2 Star | Evidence of some effort made to make gardens attractive, tidy and litter free. Pathways in quite good order, without trip hazards. Reasonably easy access, safe and quite well maintained parking. |
| 3 Star | A good standard overall. All areas will show evidence of regular attention i.e. no litter, grass cut and only minor weed growth in paths/driveways. Signage should be in good condition and effective. Parking areas to be in a safe and usable condition. |
| 4 Star | Very good standards of maintenance in garden areas. Tidy beds, pathways and hedges. All trees and shrubs well tended. Dustbin areas not visible preferably screened. Easy access to parking with well maintained surfaces and clear definition. |
| 5 Star | Thoughtful and imaginative landscaping, planting and design features, as appropriate to location and environment. May include barbecue/patio area and garden seating. May include effective external lighting. High quality signage in pristine condition. Obvious detailed care and attention given to all aspects. Car parking where provided will be well laid out and clearly signed with an appropriate well maintained surface. An excellent presentation overall. |

3. QUALITY GUIDANCE

3.1 EXTERIOR (CONTINUED)

3.1.3	Environment
	A reflection of the positive or negative aspects of the location of the property and surrounding area that could affect the guests' comfort.
1 Star	In a less favoured urban area, some distance from public transport but by no means rural, could be good except for a particular feature of the immediate environment or outlook.
2 Star	In a location reasonably convenient for some limited public transport. In an urban location perhaps some distance from the centre of town. In a rural location perhaps at main roadside or with restricted views
3 Star	In a city/town centre, with some parking restrictions and busy traffic but close to all amenities. On a working farm where access is muddy or there is some farm machinery close by. In a suburban area of a city where there is busy traffic and noise.
4 Star	A very good environment would include rural properties which may be close to roads, but which have the benefit of open scenic views. Urban properties are likely to be central to main attractions and transport, some attempts e.g. double glazing, made to overcome traffic/street noise.
5 Star	In an urban setting in the heart of the city with all amenities, attractions and transport links immediately accessible. In a rural location with open views in an area of outstanding natural beauty, ideally located for the pursuit of a range of outdoor activities.



Photo credits: Knockaloe Beg, Calf of Man.

3. QUALITY GUIDANCE

3.2 HOSPITALITY AND SERVICE

3.2.1 Hospitality

Assessment of hospitality and friendliness will consider the following aspects: Staff attitude, customer care skills, welcome and all guest contact.

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| 1 Star | Hospitality generally of a minimal acceptable standard. Warmth of welcome could be improved, guests contact with staff or owners minimal. |
| 2 Star | Hospitality of a quite good standard with some warmth of welcome. Likely to include some positive customer contact from staff. |
| 3 Star | A good standard of hospitality with obvious warmth of welcome. Staff readily available and forthcoming with advice, information and assistance for guests when requested. |
| 4 Star | A very good standard of hospitality. Staff demonstrating a commitment to customer care. Staff proactive in offering advice and assistance to guests, being clearly available and willing to help at all reasonable times. |
| 5 Star | Excellent hospitality with a personal welcome. Proactively ensuring guests comfort and well-being throughout their stay. May include positive, knowledgeable input and assistance with guest's plans and activities. Staff should be evident, but not intrusive and remain respectful of guest's privacy if appropriate. |

3.2.2 Service and Efficiency

Service and efficiency will assess the competency, speed and capability of staff in dealing with guests and their requirements. This will include the initial enquiry, booking, arrival and departure, as well as general contact during a guest's stay, general management effectiveness, guest information.

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|--------|---|
| 1 Star | Service generally of an acceptable standard. May be difficult to contact staff to make a reservation. Casual approach to booking resulting in a lack of clear confirmation that reservations are secure. Effective booking and reception procedures, but staff contact minimal. |
| 2 Star | Service of a quite good standard. Restricted reception hours may make contact for booking difficult. Where there is reliance on telephone answering machines, then any enquiries left on these should be responded to promptly. All bookings handled effectively in a manner which leaves guest's confident that their reservation is secure and properly recorded. |
| 3 Star | A good standard of service. Clear and well organised booking and reservations procedures. Staff or management easily contacted to make reservations with little if any, reliance on telephone answering machines. Staff should freely offer additional useful information (directions, public transport, etc.) on request. Guests fully confident in the reservations system. |
| 4 Star | A very good standard of service. Clear and easy booking procedures should be available via varied channels (telephone, email, internet, direct booking etc.) All enquiries through whatever channel should be responded to quickly and efficiently. |
| 5 Star | Exceptional service standards. Exemplary booking procedures through varied channels which all incorporate a positive and proactive approach to ensuring guests have all necessary information quickly provided in a welcoming and useful manner. |

3. QUALITY GUIDANCE

3.2 HOSPITALITY AND SERVICE (CONTINUED)

3.2.3 Personal Touches and Tourist Information

Assessment of Personal Touches and Tourist Information will take into consideration the following: Range and quality of additional personal touches, artifacts, collections, books. Tourist Information provided and available for guests.

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|--------|---|
| 1 Star | Minimal tourist information, tired out of date leaflets etc. Little evidence of personal touches. |
| 2 Star | Brochures and information will be current, neatly and conveniently displayed. A limited range of information, likely to only represent strictly local services or attractions. Very few personal touches. |
| 3 Star | A good level of provision which will certainly include current area information and local / regional public transport information. May also include information on networked hostels in other areas with reciprocal arrangements. A clear attempt to provide a welcoming and personalised atmosphere. |
| 4 Star | Expert specialised knowledge may also be provided by some Hostel proprietors or staff recommendations and advice for walking/climbing routes, current climbing conditions, a well maintained guests comment book recommending local pubs/clubs/restaurants/attractions etc. Strong evidence of personal touches - flowers, plants, collections, displays. |
| 5 Star | An exemplary level of provision which, in addition to the usual brochure displays and recommendations for outdoor activity markets, will often include personally prepared local information. This will normally contain advice and information not commercially produced or motivated but of interest to guests. Additional guest facilities such as TV, video, books, magazines etc. are likely to be provided. |

3. QUALITY GUIDANCE

3.3 CLEANLINESS OF ALL AREAS

3.3.1 Public Areas

Assessment of cleanliness will include consideration of housekeeping standards in all aspects of public and dining areas.

1 Star	Standards seen at this level are likely to be effectively the minimum acceptable and will almost certainly require significant and systematic improvement for an award to be sustained on future assessments.
2 Star	This standard will represent quite a good level of cleanliness, probably with some areas that could potentially be improved, but no aspect giving concern.
3 Star	Good standards of cleanliness, regular attention paid to all aspects and consistent standards maintained. Systematic approach with evidence of clear standards being set and monitored throughout.
4 Star	A very good overall standard with obvious close attention to detail in most areas but not quite achieving an excellent standard in every respect.
5 Star	Immaculate throughout with a professional approach and detailed thoroughness apparent in every aspect. Particular attention to detail in respect of soft furnishings, flooring in heavily used areas such as corridors and staircases. Gleaming surfaces, no smears or marks, no blown bulbs or broken equipment. Careful and consistent attention to even relatively minor details resulting in a standard that is effectively without fault.

3.3.2 Bedrooms

Assessment of cleanliness will include consideration of: Housekeeping standards in all aspects of bedrooms, bedroom corridors and upper stairways.

1 Star	An 'acceptable', standard of cleanliness but may lack attention in some areas i.e. behind furniture items, skirtings, light-fittings etc. Standards seen at this level are likely to be effectively the minimum acceptable and will almost certainly require significant and systematic improvement for an award to be sustained on future assessments.
2 Star	This standard will represent a quite good level of cleanliness, probably with some areas that could potentially be improved, but no aspect giving concern.
3 Star	Good standards of cleanliness. Regular attention paid to all aspects and consistent standards maintained. Systematic approach with evidence of clear standards being set and monitored throughout.
4 Star	A very good overall standard with obvious close attention to detail in most areas but not quite achieving an excellent standard in every respect.
5 Star	Immaculate throughout with a professional approach and detailed thoroughness apparent in every aspect. Well presented beds and bedding, gleaming surfaces, no smears or marks, no blown bulbs or broken equipment. Careful and consistent attention to even relatively minor details resulting in a standard that is effectively without fault.

3. QUALITY GUIDANCE

3.3 CLEANLINESS OF ALL AREAS (CONTINUED)

3.3.3 Bathrooms

Assessment of this aspect will normally include consideration of: Housekeeping standards in all aspects of bath/shower rooms and WC's.

1 Star	An 'acceptable', standard of cleanliness but may lack some attention in areas, behind some doors or WC's or extractor grills etc. Standards seen at this level are likely to be effectively the minimum acceptable and will almost certainly require significant and systematic improvement for an award to be sustained on future assessments.
2 Star	This standard will represent a quite good level of cleanliness, probably with some areas that could potentially be improved, but no aspect giving concern.
3 Star	Regular attention paid to all aspects and consistent standards maintained. Systematic approach with evidence of clear standards being set and monitored throughout.
4 Star	A very good overall standard with obvious close attention to detail in most areas but not quite achieving an excellent standard in every respect. Relatively minor omissions such as some extractor vents not cleaned or discoloured grouting in a few places may differentiate a 'very good' from an 'excellent' standard.
5 Star	Immaculate throughout with a professional approach and detailed thoroughness apparent in every aspect. Gleaming surfaces, no smears or marks, no blown bulbs or broken equipment. Careful and consistent attention to even relatively minor details resulting in a standard that is effectively without fault.

3.3.4 Self Catering Kitchen

Assessment of this aspect will consider: Housekeeping standards in all aspects of self-catering kitchen facilities.

1 Star	An 'acceptable', standard of cleanliness but may lack some attention in areas, food storage and preparation areas in particular will need close monitoring. Standards seen at this level are likely to be effectively the minimum acceptable and will almost certainly require significant and systematic improvement for an award to be sustained on future assessments.
2 Star	This standard will represent a quite good level of cleanliness, probably with some areas that could potentially be improved, but no aspect giving concern.
3 Star	Regular attention paid to all aspects and consistent standards maintained. Systematic approach with evidence of clear standards being set and monitored. This standard will represent a fundamentally good level of cleanliness. Whilst being generally of a good standard, closer attention to detail may be recommended in some areas e.g. extractor fans, inside ovens, fridges, within drawers and cupboards or under sinks.
4 Star	A very good overall standard with obvious close attention to detail in most areas but not quite achieving an excellent standard in every respect. Relatively minor omissions such as difficult to access i.e areas behind cookers or in overhead light diffusers may detract from an otherwise excellent standard.
5 Star	Immaculate throughout with a professional approach and detailed thoroughness apparent in every aspect. Highest standards of cleanliness to all surfaces including kitchen fixtures, cupboard and drawer interiors and all electrical equipment. Rubbish areas should also be kept clean and rubbish regularly removed. Gleaming surfaces, no smears or marks, no blown bulbs or broken equipment. Careful and consistent attention to even relatively minor details resulting in a standard that is effectively without fault.

3. QUALITY GUIDANCE

3.4 FOOD QUALITY AND SERVICE

Meals Service, Breakfast and Dinner quality will only be assessed when meals are offered at an alternative 'all inclusive' rate to self catering or are separately charged for 'as taken'. Food provided and available to all guests as a 'free' facility on a self-catering basis will not be assessed.

3.4.1 Food Quality - Breakfast

Assessment of Breakfast will take into consideration the following: Quality and range of items offered. Standard of presentation.

1 Star	A minimal range which may be simply a very limited continental choice. Economy 'bulk catering' quality ingredients offered in their original containers.
2 Star	An adequate range of continental choices, but may not include a cooked option.
3 Star	A good range of choice which is likely to include a cooked option. Menu choices likely to be of a standard quality with little effort to provide any unusual or locally sourced items.
4 Star	A very good range of choice which will include a full cooked option. All menu choices will be well prepared, attractively and freshly presented.
5 Star	An extended range of menu choices including a variety of cereals, full cooked breakfast and continental options. Ingredients will be of high quality and where possible or appropriate locally sourced.

3.4.2 Food Quality - Dinner

Assessment of Dinner will take into consideration the following: Quality and range of items offered. Standard of presentation.

1 Star	May consist of only one or two courses with no choice, vegetarian options only available by prior arrangement. Pre-prepared meals simply heated up on the premises with little effort at presentation, small portions, edible and adequate.
2 Star	Meals could be of a good quality but restricted in menu choice or number of courses. Menus could show a reliance on pre-prepared or frozen ingredients.
3 Star	A three course meal should be available which may not normally offer a range of choice (although vegetarian options should always be available on request). All dishes should be competently prepared and attractively presented.
4 Star	A very good range of menu choices one of which should be vegetarian. Ingredients will be of high quality and where possible or appropriate fresh and locally sourced. All menu choices will be well prepared, attractively and freshly presented.
5 Star	A three course meal should be available with an excellent range of choices at each course. A reasonable range of vegetable, potato and salad choices, as appropriate, should also be available.

3. QUALITY GUIDANCE

3.4 FOOD QUALITY AND SERVICE (CONTINUED)

3.4.3 Meals Service

Assessment of meal service will take into consideration the following: Efficiency of meals service, appropriate professional skills levels, design ergonomics of self service facilities.

- 1 Star** In a serviced or self-service facility staff will be basically pleasant and will respond in a reasonably helpful way to requests. All staff involved in food service should be appropriately dressed for handling food.
- 2 Star** Service staff showing some degree of skill and interest. There should be sufficient staff available to serve and / or clear tables as required. Staff should display a willingness to help and be attentive. In a self- service dining facility the range and availability of menu choices may be variable through service periods.
- 3 Star** Service will be friendly throughout and efficient. Self-service facilities should be of a reasonably effective ergonomic design and layout. Staff should have a reasonable level of product knowledge particularly in respect of the suitability or otherwise of menu items for vegetarian or other common specific dietary requirements. This may, in a self-service environment, be offered in part by appropriate signs and information at the point of service.
- 4 Star** Proactive and knowledgeable staff with a friendly and caring attitude. Staff should have a high level of product knowledge. In self-service situations this could be achieved in part by clearly labelling the food on offer.
- 5 Star** Service should be delivered with a considerable degree of proactive friendly and professional skill. The full range of menu choices should be available throughout service. Self-service facilities will be of an excellent ergonomic design.



3. QUALITY GUIDANCE

3.5 PUBLIC AREAS (INCLUDES ALL STAIRS, LANDINGS, CORRIDORS, DINING AND RESTAURANT AREAS)

3.5.1 Decoration

Assessment of this aspect will normally include consideration of: All wall coverings, finishes, pictures, posters etc. on public area walls and ceilings. Includes guest lounge, dining, restaurant areas, reception, stairways and corridors providing access to general use facilities.

1 Star	Basic quality décor may show some wear, although overall still of an acceptable standard.
2 Star	Quite a good standard of décor but may find that some areas are in need of attention.
3 Star	Good quality décor with minimal wear. May be functional but fresh looking and well maintained, DIY effectively done but without a 'professional' finish. Likely to be some pictures, photos or other artefacts used to enhance décor.
4 Star	A very good standard of décor throughout. May be relatively simple finish e.g. emulsion but executed and maintained in an excellent condition. Pictures/photos or other artwork could be used to enhance presentation. High standards should be maintained throughout all the public areas. Very little, if any, visible marks or damage
5 Star	High quality décor with well considered use of colour, pictures, prints (e.g. local scenes) and other decorative relief. Original architectural features restored or maintained to an excellent standard and used to good effect. May be of an intrinsically functional nature but additional features and immaculate condition still define an excellent standard. Where used, wallpaper will be of a high quality and excellent condition with no open seams, wear or damage. Plain painted walls will have a properly finished plaster or plasterboard surface that has been skimmed and/or paper lined before painting. Paint will be in excellent condition, evenly and professionally applied.

3.5.2 Furnishings, Furniture and Fittings

Assessment of these aspects will normally include consideration of: All public area furniture including dining tables and chairs, seating, coffee/occasional tables, curtains. Light fittings and heating equipment/fittings in these areas.

1 Star	Furniture and fittings may show wear but still in a serviceable condition, damage may be evident on some pieces. Blinds/curtains etc of basic quality, possibly unlined or ill-fitting. Heating and lighting appliances and fittings may be of a basic quality and showing some wear, but still be safe and functional
2 Star	Furniture/furnishings fittings in quite a good condition, possibly 'domestic' in quality may be showing some evidence of wear.
3 Star	Furnishings and Furniture all of a good standard, though age and use beginning to show some minor signs of wear and tear. Good quality curtains or blinds, well maintained shutters (where fitted). Well maintained heating and lighting appliances with little or no rust, marks or staining.
4 Star	Furniture and furnishings must offer a high degree of comfort and allow ample seating for the number of guests. Light fittings & heating appliances/radiators etc to be of a high quality, well maintained and in an excellent condition.
5 Star	Furniture to offer a high degree of comfort and quality standard. Solid dining furniture, offering high levels of comfort, well spaced chairs of appropriate height for tables. Bench seating could be excellent if of a high standard and generously proportioned. Wooden seating will often have tie on cushions or similar for added comfort.

3. QUALITY GUIDANCE

3.5 PUBLIC AREAS (CONTINUED)

3.5.3 Flooring

Assessment of this aspect will normally include consideration of: Floor finishes and coverings in all lounge, reception, and public areas. Stairways to first floor and corridors providing access to general use facilities.

1 Star	Flooring in an overall adequate condition, some wear evident but not extensive. May be very modest quality, e.g. thin cord carpet with little/no underlay. May be wood flooring in a serviceable and safe condition, could also be painted concrete.
2 Star	Flooring of an overall quite good condition and/or quality. May be of an intrinsically very good or even excellent quality but now showing some wear. Vinyl flooring or wooden floors should be in reasonable condition.
3 Star	Flooring of a good overall standard. Some carpets may be better than others but all will be reasonably well fitted. Wooden floors will be sound and have had an appropriate finish (varnish, sealant etc).
4 Star	A very good standard of flooring throughout the bedroom areas. Carpets may be of a very good 'contract' quality but well fitted with no obvious marks, wear or damage. Wooden floors will be well finished and maintained.
5 Star	Flooring of a uniform excellent standard, carpets will be properly fitted, free of obvious signs of wear or any damage and with good quality underlay. Other finishes or natural alternatives e.g. laminate flooring, polished wood floors, parquet flooring could be of an excellent standard if of a high innate quality and well maintained.

3.5.4 Lighting

Assessment of these aspects will normally include consideration of the following: Level and distribution of lighting provision. Aspects of Lighting and Heating will be separately assessed and then a composite mark, not necessarily a mathematical average, will be determined. For clarity, these aspects are individually considered in the following tables:

1 Star	Adequate lighting in all living areas to include corridors, staircases and landings. Acceptable levels of illumination, possibly just a minimum wattage provided. May be bare fluorescent tubes.
2 Star	Quite good levels of lighting, but perhaps not reaching all parts of the room. All bulbs, unless decorative, to have appropriate shade or cover. Lighting is likely to be effective for general purposes but not be capable of providing task or ambient lighting should it be required.
3 Star	Likely to be to be more than one source of lighting giving sufficient light for all practical purposes. Dining areas suitably well lit.
4 Star	Effective lighting to all parts of the room may include some supplementary lighting (table lamps, standard lamps etc). May see separate controllability of lighting over the dining area etc.
5 Star	High quality effective lighting, giving sufficient illumination to all parts of the room for all practical purposes. This will typically include supplementary, occasional or task lighting for reading/dining etc. Lighting levels may be controllable e.g. dimmer switches, etc

3. QUALITY GUIDANCE

3.5 PUBLIC AREAS (CONTINUED)

3-5-5 Heating	
1 Star	Generally adequate heating. Heating may be less than effective for the full room during colder periods. Likely to be modest quality appliances with limited output or free-standing heaters. Solid fuel fires will have an adequate and accessible fuel supply
2 Star	Heating available and effective but only at certain times such as basic model night storage heaters without boost facility or central heating system on restricted timing.
3 Star	Good level of heating which maintains a comfortable background temperature in all areas. Fully effective and available at appropriate times. May be more modern (i.e. more effective) style of storage heaters but without boost facility or wet central heating system with flow controls only and radiators of minimal effective size and distribution for the room. Where appropriate, heating may be very effectively provided or enhanced by traditional stove or open fires.
4 Star	Highly effective and responsive heating system in all rooms. Well positioned appliances or radiators, available at all reasonable times and fully controllable.
5 Star	Responsive heating system, with back up. Could be central heating with 24hr availability and thermostatically controlled. Solid fuel fires, where provided, will have a generous supply of fuel ready for use and easily available to guests.

3-5-6 Space, Comfort and Ease of Use	
Assessment of this aspect will normally take into consideration: spaciousness, layout, comfort and ambience in relation to normal levels of use. Space is generally anticipated to be less in city centre environments than in more rural or remote properties.	
1 Star	Limited space, restricted range and availability of seating. An acceptable environment without disturbing levels of noise, smoke etc.
2 Star	Overall a quite good standard which may represent otherwise well laid out room(s), that are not really big enough for normal levels of use. Could be room(s), which contain enough seating for normal levels of use but where this has been achieved at the expense of reasonable free movement and comfort. Ambience and comfort may be compromised by a combined kitchen/dining/lounge area in relatively small room.
3 Star	Good sized rooms with sufficient space for free movement. Rooms should be adequately sized and furnished to accommodate normal levels of use. Lounge areas are likely to be comfortably separated from kitchen/dining areas at least by space.
4 Star	An overall very good standard which may represent some variation between 'excellent' and other 'good' standards seen in a range of rooms. Could be of an excellent size with a full range of furniture but laid out in a formal way which compromises the ambience of the room.
5 Star	A well-planned room offering high levels of comfort for all users, furniture/ TV's/lighting all positioned in suitable and convenient places. Seating, both dining and easy, should be available to accommodate a significant proportion of the maximum number of guests. A 'significant' proportion is likely to be less in a city centre location, where use may be limited, than in a rural property with a high level of use.

3. QUALITY GUIDANCE

3.6 BEDROOMS

3.6.1 Decoration

Assessment of this aspect will include consideration of: All wall coverings, finishes, pictures, posters, borders etc. on all bedroom walls and ceilings.

1 Star	Basic quality décor may show some wear, although overall still of an acceptable standard.
2 Star	Quite good décor although may find that some areas are in need of attention.
3 Star	Good quality décor with minimal wear. May be functional but fresh looking and well maintained, DIY effectively done but without a 'professional' finish.
4 Star	A very good standard of décor throughout. May be relatively simple finish e.g. emulsion but executed and maintained in an excellent condition. Pictures/photos or other artwork could be used to enhance presentation. High standards should be maintained throughout all the public areas. Very little, if any, visible marks or damage.
5 Star	High quality décor with well considered use of colour, pictures, posters or themes. May be of an intrinsically functional nature but additional features and immaculate condition still define an excellent standard. Plain painted walls will have a properly finished plaster or plasterboard surface that has been skimmed or paper lined before painting. Paint will be in excellent condition, evenly and professionally applied.

3.6.2 Furnishings, Furniture and Fittings

The assessment of these aspects will normally include consideration of the quality and condition of all bedroom furniture, chairs, lockers, shelving, clothes hanging, curtains, heating and lighting fittings/equipment.

1 Star	Likely to see just hooks, some shelving for storage. Furniture and fittings may show wear but still in a serviceable condition. Blinds/curtains etc of basic quality, possibly unlined or ill-fitting. Basic quality light fittings, e.g. fluorescent tubes. Heating equipment will be safe and functional but may show marks, rust or damage to finishes.
2 Star	Furniture/fittings in quite a good condition, possibly 'domestic' in quality, only slight evidence of wear. Lockers where provided may be old 'industrial' style metal units with damage/wear apparent. Furniture provision could be of a good quality and condition but provided at minimal levels.
3 Star	May be modest quality 'flat pack' self-build furniture. Good quality properly fitting curtains or blinds or well-maintained shutters where appropriate. Good quality heating fixtures and fittings but showing some marks or wear.
4 Star	Lockers where provided may be relatively new metal/wood cabinets in very good condition or higher innate quality wooden units. Well co-ordinated furnishings. High quality light and heat fittings in excellent condition. Ample hanging and storage space.
5 Star	High quality furniture, individually made by craftsmen to an excellent standard, or could be commercial quality. Lockers where provided are likely to be high quality wooden units of a style which co-ordinates with other furniture in the room. Will probably include other occasional furniture e.g. easy seating, tables etc. Co-ordinated soft furnishings of a high standard. Curtains/blinds of excellent quality often fully lined with thermal/blackout material. Lighting and heating fittings or equipment will be of a similarly excellent quality and condition. No blown bulbs or broken equipment.

3. QUALITY GUIDANCE

3.6 BEDROOMS

3.6.3 Flooring

The assessment of this aspect will normally include consideration of: Floor finishes and coverings in bedrooms.

1 Star	Flooring in an overall adequate condition, some wear evident but not extensive.
2 Star	Flooring of an overall quite good condition and/or quality. May be of an intrinsically very good or even excellent quality but now showing some wear. Vinyl flooring or wooden floors should be in reasonable condition.
3 Star	Flooring of a good overall standard. Some carpets may be better than others but all will be reasonably well fitted. Wooden floors will be sound and have had an appropriate finish (varnish, sealant etc).
4 Star	A very good standard of flooring throughout the bedroom areas. Carpets may be of a very good 'contract' quality but well fitted with no obvious marks, wear or damage. Wooden floors will be well finished and maintained.
5 Star	Flooring of a uniform excellent standard, carpets will be properly fitted, free of obvious signs of wear or any damage and with good quality underlay. May be higher quality loop pile carpets, laminate flooring or high quality finish and condition of original floorboards with additional bedside rugs or carpet squares.

3.6.4 Lighting

The assessment of these aspects will normally include consideration of: Level, distribution and range of lighting provision. Heating appliances and level of provision/controllability.

1 Star	Adequate lighting within the main bedroom may be just a single pendant.
2 Star	Quite good lighting levels, sufficient for most practical purposes. All bulbs, unless decorative, to have appropriate shade or cover. Fluorescent tubes with diffusers.
3 Star	Effective lighting to all parts of the room. May include some bedside lighting.
4 Star	Thoughtful provision of high quality effective lighting reaching all parts of the room, this should include bedside lights per person in some rooms and some occasional or task lighting where appropriate.
5 Star	High quality effective lighting, giving sufficient controllable and appropriate illumination to all parts of the room e.g. task lighting at wash hand basins, shelving and mirrors and occasional lighting where appropriate. May also include provision of separate low wattage night light.

3.6.5 Heating

1 Star	Adequate heating should be effective for the full room during colder periods. Some form of free standing heating should be available for the colder months if the bedrooms do not have fixed heating.
2 Star	Heating available but only at certain times e.g. older night storage heaters or central heating system on restricted timing. Small free-standing heaters showing age or wear.
3 Star	Good level of heating which maintains a good background temperature. Effective and available at appropriate times. May be more modern (i.e. more effective) style of storage heaters but without boost facility or wet central heating system with flow controls only and radiators of minimal effective size and distribution for the room.
4 Star	Fixed heating, fully responsive to customers needs. Well positioned heating appliances.
5 Star	Responsive, thermostatically controlled source of heat in all rooms. Available 24 hrs a day. E.g. Central heating with individual thermostatic valves. May be combined heating/ventilation or air conditioning system.

3. QUALITY GUIDANCE

3.6 BEDROOMS

3.6.6 Beds and Bedding

Assessment of these aspects will normally include consideration of: Bunks, Beds, Alpine platforms, frames, bases, and mattresses. Duvets, duvet covers, blankets, sheets, sheet sleeping bags, pillows and pillowcases.

1 Star	Beds and bunks solid and movement free, secure and safe access to upper bunks, beds to an acceptable quality - some may show some signs of wear but still be in a serviceable condition. Some marks, damage or wear on finishes to bed/bunk frames or bases. Narrow (2' 6") width beds still in use. Adequate range of bedding and linen to include sufficient blankets/duvets and sheets or sheet sleeping bags. Mattress and pillow protectors would be anticipated.
2 Star	Beds/bunks or sleeping platforms generally to a quite good standard, some of an older/more basic style and showing some signs of wear. Clean and well presented bed linen/sheet sleeping bags. Tog ratings on duvets (where provided) appropriate to climate.
3 Star	Good quality bed/bunk frames and firm mattresses. May be high quality foam mattresses but more likely to be internally sprung. Well presented bedding and linen, all in good condition, pillows should be substantial, good quality pillow and mattress protectors in use.
4 Star	Most, if not all, beds and bunks to be full sized (i.e. 3' or 4' 6" width) and in very good condition, usually with full depth sprung mattresses. High quality linen and pillows in very good condition. Linen may well be co-ordinated with other aspects of the soft furnishings.
5 Star	Top quality (may often be commercial quality) full sized (i.e. 3' or 4' 6" width) beds or bunks with internally sprung full depth mattresses. Co-ordinated and crisply laundered bed linen/sheet sleeping bags. High quality duvets or weighty blankets with spares available.

3.6.7 Space, Comfort and Ease of Use

This assessment will normally include consideration of: Spaciousness, layout, access to storage units, light and heat controls. The impact (negative or positive) of additional furnishings, coombed ceilings, narrow or awkwardly shaped rooms and access to beds will also be considered in assessment of this aspect.

1 Star	Bedrooms of an adequate size in relation to number of beds. Little space for storage or free movement. Access to windows, heating and lighting controls may be restricted.
2 Star	An overall quite good standard of room size and layout. Some rooms may be of a very good standard but others more restricted. Although minimum spaciousness requirements will have been exceeded, the impression is likely to remain that the maximum possible number of beds have been put into rooms is affecting guests comfort.
3 Star	Good-sized bedrooms with sufficient space for free movement; good access to windows, lighting and heating controls. Some bedrooms may be slightly small, but well laid out. Some coombed ceilings but not over the majority of floor space. May be very good sized bedrooms but with no additional furniture.
4 Star	Very good sized rooms with ample free floor space and no restrictions on access to windows, power sockets or heating controls. Likely to have some items of additional furniture which enhance visitors comfort and use of the room.
5 Star	Spacious bedrooms, well laid out with clear emphasis on guest's comfort and convenience. At the highest standard some (if not all) bedrooms can be expected to be well furnished, possibly including for example, lockers, well organised storage space, bedside or occasional tables and easy seating. Minimum criteria floor space requirements can be anticipated to be exceeded by at least 50%

3. QUALITY GUIDANCE

3.7 BATHROOMS AND WCS

3.7.1 Decoration

Assessment of this aspect will normally include consideration of: All wall coverings, finishes, pictures, posters, borders etc. on all bath/shower room and WC walls and ceilings.

1 Star	Décor in an acceptable condition, some aged or damaged décor with marks or wear evident, some flaking paint but mostly sound.
2 Star	Quite good quality and condition of décor, but may show signs of wear.
3 Star	Good quality décor with minimal wear. May be functional but fresh looking and well maintained. May see DIY effectively done but without a 'professional' finish. Tiling will be basically sound throughout although perhaps not pristine.
4 Star	A very good standard of décor throughout. May be a relatively simple finish e.g. emulsion or bathroom paint but executed and maintained in an excellent condition. Tiling may be extensive and uniformly of a very good standard. Standards maintained through all bathroom areas. Very little, if any, visible marks or damage.
5 Star	All of excellent quality and condition. May be fully lined with bathroom wall panelling or a combination of more traditional finishes. Attractive tiling (and grout) in excellent condition.

3.7.2 Sanitary Ware and Fittings

Assessment of this aspect will normally include consideration of: All shower units, sanitary ware, shower trays, shower cubicles, shower curtains/doors, shelving, mirrors, room curtains/blinds. Clothes hooks, towel rails, soap dishes, disposal bins, wash basins and taps. Lighting and heating fittings and equipment.

1 Star	Fixtures and fittings may be dated but will still be in a serviceable condition. There should always be a reasonable hot water supply.
2 Star	Fixtures and fittings presented to quite a good standard, may see undersized wash hand basins, basic quality shower heads & trays. All fittings should be in sound working order, easily used and responsive. There should be plenty of hot water at all times. Heating and lighting fixtures and fittings may show some, wear.
3 Star	Efficient showers with properly set temperature or effective controls, standard sized washbasins in good condition. Standard size/quality ceramic shower trays or non-slip shower floor tiles. Heating and lighting appliances well maintained. Fresh looking shower curtains of a good quality or effective shower doors.
4 Star	Efficient showers with properly set temperature or effective controls, standard sized washbasins in good condition. Standard size/quality ceramic shower trays or non-slip shower floor tiles. Heating and lighting appliances well maintained. Fresh looking shower curtains of a good quality or effective shower doors.
5 Star	Bathrooms will be well co-ordinated and thoughtfully designed. The facility should create an excellent overall impression, with matching sanitary wear. All ancillary fittings, curtains/blinds etc. will be of a similarly excellent quality and condition.

3. QUALITY GUIDANCE

3.7 BATHROOMS AND WCS

3.7.3 Flooring

Assessment of this aspect will normally include consideration of: Floor finishes and coverings in all bath/shower rooms and WC's.

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| 1 Star | Practical domestic non-slip flooring in an acceptable condition. All floors should be properly prepared and sealed. |
| 2 Star | An overall quite good standard. May be of a modest quality but in very good condition. Flooring may be showing some wear but all intact and secure. May be of an intrinsically higher quality but not well fitted or now showing some wear. |
| 3 Star | Flooring of a standard quality in good condition. Well sealed edges and seams. |
| 4 Star | High quality bathroom flooring, well fitted and in very good condition. May be of excellent innate quality but perhaps no longer in pristine condition. |
| 5 Star | Contract quality non-slip flooring or high quality floor tiles, professionally fitted and in an excellent condition. |

3.7.4 Lighting, Heating and Ventilation

Assessment of these aspects will normally include consideration of the following: Level and distribution of lighting provision. Heating appliances and level of provision/controllability. Efficiency and maintenance of ventilation/extraction systems.

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| 1 Star | Adequate wattage offering acceptable lighting levels. Ventilation available e.g., may just be an opening window. Little or no effective heating provision. A centre light, but no or minimal effective lighting at the washbasin or mirror. Usually some limited mechanical ventilation, some heating available within the bathrooms. |
| 2 Star | A centre light but no or minimal effective lighting at the wash hand basin or mirror. Usually some limited mechanical ventilation. Some heating available within the bathrooms. |
| 3 Star | Effective lighting and ventilation in all areas, often supplemented with shaver lights/sockets. Effective mechanical ventilation appropriate for the size of facilities. Heating which maintains a good background temperature and which is effective and available at appropriate times. |
| 4 Star | Well positioned lighting effective for all purposes, may see lights set on timers. Ventilation systems will be fully effective and capable of maintaining a fresh environment during periods of heavy use. Fully effective and controllable heating provision, e.g. central heating with individual thermostatic valves. |
| 5 Star | High quality lighting often with dedicated lighting in each shower and toilet cubicle, shaver lights and sockets. Ventilation system may incorporate individual extractors over each shower cubicle, perhaps Coupled to humidity/movement sensors, a remote fan and/or timing devices. Controllable fully effective heating available 24hrs. |

3. QUALITY GUIDANCE

3.7 BATHROOMS AND WCS

3.7.5 Space, Comfort and Ease of Use

Assessment of this aspect will normally include consideration of: Spaciousness, layout, ease of use and degree of privacy.

1 Star	Adequately sized facilities but perhaps rather restricted in places. Consideration needs to be given to the privacy of guests when changing or drying.
2 Star	Quite good spaciousness overall, some facilities may be restricted while others may be rather better. Standard sized cubicles. Restricted changing area and facilities tight for space when used by a number of guests.
3 Star	Good-sized bathrooms, sizeable shower cubicles, ample space for changing, well positioned fixtures and fittings for ease of use.
4 Star	A very good overall standard which in many properties is likely to represent a mix of some excellent facilities with others being more restricted and of a 'good' standard.
5 Star	Generously sized and well planned facilities. Shower cubicles will be of a size and layout that enables privacy for changing within the cubicle in a dry area separate from the shower tray. Wash basins should be well spaced to allow ease and comfort of use at busy periods.

3.8 SELF CATERING KITCHEN

3.8.1 Décor and Flooring

Assessment of these aspects will normally take into consideration: All wall coverings, finishes and floor coverings.

1 Star	Acceptable quality décor, some wear evident i.e. around the cooking areas, although overall of an adequate standard. May show some wear to the flooring in heavy traffic areas but otherwise of an acceptable condition.
2 Star	Décor and flooring overall of a quite good standard, perhaps some signs of wear but not significant.
3 Star	Good quality décor with minimal wear. May be functional but fresh looking and well maintained. Tiling grouting and sealant to be in a good clean condition. Domestic quality vinyl flooring or floor tiling, all in good condition.
4 Star	Décor throughout the kitchen areas of a very good standard with only some relatively minor blemishes or weaknesses differentiating from an otherwise excellent standard. Flooring likely to be of a very good domestic quality, free of any marks or damage and professionally fitted.
5 Star	Décor to be high quality & durable with consideration given to both practicality and visual impression. Likely to include some commercial quality aspects such as fitted stainless steel splashbacks or use of appropriate quality wall-boardings, Flooring of a uniform excellent standard. May well be heavy Contract quality non-slip vinyl flooring.

QUALITY GUIDANCE:

3.8 SELF CATERING KITCHEN

3.8.2 Furniture and Fittings

Assessment of these aspects will normally include consideration of: All kitchen furniture, fitted units, shelving, dry storage, tables etc. Light and heating fittings and equipment, curtains or blinds.

1 Star	Furniture and fittings may show some wear but still in a serviceable condition. May be basic open shelving with worktops above or old domestic units. Worktop surfaces may be damaged worn in places.
2 Star	Kitchen furnishings overall of a quite good standard. May be standard quality domestic fitted units showing some age and wear.
3 Star	Good standard of furnishings, possibly domestic in quality but in good condition with only slight evidence of wear. May be DIY construction but executed to a very good standard. Cupboard, drawer and shelf interiors all in a good condition with only minor damage or wear.
4 Star	A very good standard throughout which is likely to be represented by standard quality domestic fitted units all in excellent condition. Very little, if any, noticeable signs of wear or damage.
5 Star	High quality furniture and fittings, may be craftsman made to an excellent standard, could be commercial quality kitchen furnishings or domestic quality of a higher than usual standard. Units may or may not have doors. Kitchens equipped to this standard may well incorporate stainless steel work/food preparation surfaces or shelving.

3.8.3 Cookers and Electrical Equipment

Assessment of these aspects will normally take into consideration: cooking appliances including microwave ovens, grills, hobs and conventional ovens. 'White' goods including fridge, freezer, kettle, toaster, water boiler. Quality and range will also be considered.

1 Star	Well used equipment but serviceable and in a safe condition. Basic range of equipment e.g. fridge space very limited in relation to number of guests accommodated. Cookers and hobs properly installed and safe to use but may show some wear.
2 Star	Equipment overall of a quite good standard which may reflect some considerable variation in quality/condition of different items. Likely to be domestic quality equipment with some wear damage evident.
or	
3 Star	Equipment may show some wear but not extensive, being of a generally good condition. Fridge interiors all sound, seals all complete and effective. Cookers and hobs often of a standard domestic quality but in very good condition. May be second hand/refurbished catering equipment in good condition.
4 Star	A very good overall standard which may be differentiated from an otherwise excellent standard by restricted range of equipment or by individual items being of a noticeably lower standard. Fridge space provision will be generous in respect of the number of guests accommodated with clear facility for hygienic food separation.
5 Star	Full size cookers and hobs of top domestic quality or, often, commercial catering quality in excellent condition. A wide range of high quality electrical equipment, all in excellent condition. May include 'luxury' items such as toastie/toasters, blenders, coffee machine etc. A freezer would normally be provided. Likely (especially in larger properties) to include at least some commercial quality equipment, e.g. water boilers or toasters.

QUALITY GUIDANCE:

3.8 SELF CATERING KITCHEN

3.8.4 Kitchen and Dining Ware

Assessment of these items will normally include consideration of: All pots, pans, cooking utensils, cutlery, crockery, glassware.

1 Star	Very mixed crockery and utensils, some showing wear. Pan surfaces pitted or damaged, aluminium utensils oxidizing, some handles burnt or otherwise worn.
2 Star	Largely free of damage or significant signs of wear. It is recommended to include some of bulk catering size where group bookings are accommodated.
3 Star	Utensils and crockery in a good condition and enabling appropriately full table settings to be made.
4 Star	A very good range of cutlery, crockery and glassware available. Full range of utensils all in a very good condition.
5 Star	An extended range of utensils, crockery and glassware, all in an excellent condition, usually considerably in excess of minimum requirements. Additional items may be provided e.g. Range of items suitable for microwave or specialist knife sets.

3.8.5 Space, Comfort and Ease of Use

Assessment of this aspect will normally consider: Spaciousness, layout, ergonomic design. Level of provision and space relative to level of use.

1 Star	Adequate work and storage space. May be rather restricted in respect of the normal level of use or with particularly poor ergonomic design.
2 Star	Quite good size and layout of kitchen although may become a little tight for space during peak use periods. Sufficient but less than generous provision of convenient work and food preparation surfaces.
3 Star	Sufficient space for food preparation and cooking, appropriate for the number of guests and normal level of use. Plentiful power points functionally placed. A provision of individual food storage space should be available for a significant proportion of the maximum number of guests.
4 Star	A very good size and layout of the kitchen and food preparation areas. May be less generous in terms of space or size for the level of peak potential use than an excellent standard, but not to a point which could be reasonably expected to cause any major inconvenience.
5 Star	The kitchen should be ergonomically designed with generous allowance for ease of movement and work for all guests. Individual food preparation areas are recommended in larger kitchens. Kitchen space at this standard would not be anticipated to be compromised by dual use as a dining area.

QUALITY GUIDANCE:

3.9 OTHER FACILITIES

These may or may not be provided, but where they are, they will form part of the assessment.

3.9.1 Laundry and Drying Rooms

Assessment of these facilities will normally consider: Quality of facility and equipment, maintenance and cleanliness.

1 Star	Ageing equipment, either commercial or domestic, showing some signs of wear. Insufficient provision of hanging and storage space for all potential users. Drying room with minimal equipment for hanging clothing and only marginally effective equipment for ensuring equipment and clothing is dried. This standard may also reflect where an otherwise good facility is being used as a storage area to the detriment of its intended use or a facility that is good but restricted in size relative to its potential use.
2 Star	Clean and well presented facility, perhaps quite basic or limited in its provision but generally of a quite good standard.
3 Star	A good sized facility relative to the number of guests. Standard domestic or commercial laundry equipment might be showing some signs of wear, but generally be in good order. Drying room equipped with hanging/rail and boot rack facilities. The drying room will be fitted with fully effective and controllable equipment to ensure clothing and equipment can be dried in reasonable timescales. (e.g. overnight) under normal circumstances
4 Star	Laundry and drying facilities will be well designed, spacious and equipped to a high standard. In respect of the laundry this will usually require commercial coin or token-op machines. There should be sufficient equipment to ensure that normal guests' requirements for use can be met. In respect of the drying room this standard will usually be achieved by a facility equipped with comprehensive drying facilities and very effective drying systems. This will most often be achieved by a combination of de-humidifiers, background heating and ventilation. Both facilities will be well maintained and show excellent standards of cleanliness.
5 Star	An excellent standard will be most often demonstrated in these areas by the provision of an extended range of high quality equipment, spin dryers, iron, ironing board, laundry baskets etc. in addition to meeting all the expectations of a 'Very Good' standard.

3.9.2 Recreation / Additional Facilities

Assessment of this aspect will normally include any additional recreational facilities provided for guests use. This may include, for example only and not definitively or exclusively: Quality, range and maintenance of additional recreational facilities such as. Pool table, game machines, internet access, table tennis, library, shop, games room, Internet café, leisure facilities, specialist equipment storage provision e.g. canoes/ bikes/climbing gear.

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