



# QUALITY STANDARDS HOTELS

Department for Enterprise

Visit Isle of Man

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

## **Improving Quality Standards**

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

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

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

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

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

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# CODE OF CONDUCT AND CONDITIONS FOR PARTICIPATION

## Code of Conduct

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

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

## Insurance

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

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

**In this Condition:**

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

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

# CODE OF CONDUCT AND CONDITIONS FOR PARTICIPATION

## Advertising Rules - Isle of Man Visitor Accommodation

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

### **Just a reminder! – Legally you must advertise transparently**

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

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

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

# THE QUALITY STANDARD FOR HOTELS

## Quality Assessment

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

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

## Quality Terminology

The phrases such as 'good', 'very good' etc. signify ascending levels of quality in broad terms only. These standards indicate typical consumer expectations of each star level. They are neither prescriptive nor definitive because we recognise the wide variety of quality elements that can be included - for example, style, which can range from traditional to minimalist.

## What is Quality?

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

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



# THE QUALITY STANDARD FOR HOTELS

## How is the quality (Star-rating) assessed?

### Registration Certificate

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

### Star Grading and Accolades

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

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

The property will be classed as 'Rating Pending' until a Quality in Tourism assessor visits your 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 credit left to right: Palace Hotel, Ramsey Park Hotel, Sefton Hotel

# 1. GENERAL OVERVIEW

## 1.1 INTRODUCTION

### 1.1.1 Serviced Accommodation

Serviced accommodation is broadly divided into three categories:

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

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

### 1.1.2 Common Standards

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

### 1.1.3 The Requirements

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



# 1. GENERAL OVERVIEW

## 1.1 INTRODUCTION

### 1.2.1 One Star

The key requirements for achieving a One Star hotel rating are:

- Bedrooms that are smaller than the following sizes are unlikely to meet the minimum requirements.
- Single 5.6sq.m/60sq.ft
- Double 8.4sq.m/90sq.ft
- Twin 10.2sq.m/110sq.ft

When assessing bedroom size the useable space available around the furniture and fittings is taken into account. For a higher quality rating, rooms will be expected to considerably exceed these minimum sizes.

- 100% of bedrooms with en-suite or with - private facilities. New participants, however, will be required to meet this when they join the scheme.
- Resident guests, once registered, have access to the hotel at all times. Proprietor and/or staff on site and on call to resident guests 24 hours a day.
- All areas of operation should meet the minimum standards for cleanliness, maintenance and hospitality as well as the minimum standards for the quality of physical facilities and delivery of services.
- A dining room/restaurant or similar eating area serving a cooked breakfast seven days a week unless the hotel is designated a Town House Hotel.
- A dining room/restaurant or similar eating area serving evening meals at least five days a week – unless the hotel is designated a Metro Hotel or a Town House Hotel.
- A bar or sitting area with a Liquor Licence.
- Hotel open seven days a week during its operating season providing, on every day open, the level of service and facilities appropriate to its star rating.
- Proprietor and/or staff available during the day and evening to receive guests and provide information/services such as hot drinks and light refreshments.
- A clearly designated reception facility.
- Meeting all the current statutory obligations and providing Public Liability cover.
- Reservation procedures in line with current statutory requirements.

### 1.2.2 Two Star

- The key requirements for achieving a Two Star rating, in addition to the requirements for One Star are:
- All areas of operation should meet the Two Star requirements for cleanliness, maintenance and hospitality, and for the quality of physical facilities and delivery of services.
- A dining room/restaurant or similar eating area serving evening meals at least seven days a week.

# 1. GENERAL OVERVIEW

## 1.2 KEY REQUIREMENTS AT EACH RATING LEVEL

### 1.2.3 Three Star

- The key requirements for achieving a Three Star rating, in addition to the requirements for Two Star are:
- All areas of operation should meet the Three Star requirements for cleanliness, maintenance and hospitality, and for the quality of physical facilities and delivery of services.
- Once registered, residents have access at all times during the day and evening (e.g. from 7am until midnight) without use of a key.
- Access available outside these times.
- Room service of hot and cold drinks and light snacks (e.g. sandwiches) during daytime and evening.
- Provision of one room service meal, either continental breakfast or dinner, clearly advertised in bedrooms.
- All bedrooms with en-suite bathrooms.

### 1.2.4 Four Star

The key requirements for achieving a Four Star rating, in addition to the requirements for Three Star are:

- All areas of operation should meet the Four Star requirements for cleanliness, maintenance and hospitality, and for the quality of physical facilities and delivery of services.
- Once registered, residents should have 24 hour access, facilitated by on-duty staff.
- Enhanced services offered e.g. 24 hour room service including cooked breakfast, offer of luggage assistance, meals at lunchtime, table service on request at breakfast.
- At least one restaurant, open to residents and non-residents, for breakfast and dinner seven days a week.
- All bedrooms with en-suite bathrooms and all with WC and thermostatically controlled showers.
- Additionally, at least half of these bedrooms should have a bath.
- At least one suite available.

### 1.2.5 Five Star

- The key requirements for achieving a Five Star rating, in addition to the requirements for Four Star are:
- All areas of operation should meet the Five Star requirements for cleanliness, maintenance and hospitality, and for the quality of physical facilities and delivery of services.
- Hotel open seven days a week all year.
- Enhanced services offered e.g. valet parking, escort to bedrooms, pro-active table service in bars and lounges and at breakfast, 'concierge' service, 24 hour reception, 24 hour room service, full afternoon tea.
- At least one restaurant, open to residents and non-residents, for all meals seven days a week.
- All bedrooms with en-suite bathroom with WC, bath and thermostatically controlled shower.
- A choice of environments in public areas of sufficient size to provide generous personal space.
- Additional facilities e.g. secondary dining, leisure, business centre, spa etc.
- A number of permanent luxury suites available.

# 1. GENERAL OVERVIEW

## 1.3 SUB CATEGORIES/DESIGNATORS

### 1.3.1 Types of Sub Categories/Designators

All hotels will be positioned in one of the following descriptive sub categories. We have developed these sub categories to help consumers understand more clearly the different types of hotels available in the hospitality industry.

- Hotel
- Country House Hotel
- Small Hotel
- Town House Hotel
- Metro Hotel

Hotels in each of these sub categories need to fulfill all hotel requirements detailed in this booklet. However Metro Hotels do not have to offer dinner.

1.3.2	General Descriptors
Hotel	Formal accommodation with full service. Minimum six guest bedrooms but more likely in excess of 20.
Country House Hotel	A country house hotel with ample grounds or gardens, in a rural or semi-rural situation with an emphasis on peace and quiet.
Small Hotel	Smaller hotels with a maximum of 20 bedrooms. They will be personally run by the proprietor and are likely to have limited function business.
Town House Hotel	High quality town/city centre properties of individual and distinctive style with a maximum of 50 rooms. High staff-to-guest ratio. Public areas may be limited. Possibly no dinner served but room service available instead. Where a dining room is not available room service breakfast is acceptable.
Metro Hotel	A town/city hotel providing full hotel services with the exception of dinner. Within easy walking distance of a range of places to eat.

# 2.0 MINIMUM ENTRY REQUIREMENTS

# MINIMUM ENTRY REQUIREMENTS

These are the minimum entry requirements for all Star ratings. To obtain a higher Star rating it will be necessary to meet both the level of quality, facilities and services specified in the quality indicators for that Star level and any additional requirements.

## 2.1 DETAILED REQUIREMENTS

### 2.1.1 Statutory Obligations (All star levels)

**All star levels** • Fulfilment of all statutory obligations, where applicable, relating to:

- Fire Precautions
- Price Display Orders
- Food Safety/Hygiene
- Licensing
- Health & Safety
- Disability Discrimination
- Trade Description
- Data Protection
- Hotel Proprietors Act
- Planning and Building Control
- Alcohol Licenses
- Equality Act 2017
- General Data Protection Regulation (GDPR) 2018
- TV Licenses

We may ask proprietors to provide evidence that Public Liability Cover is being maintained and that the above requirements are being fulfilled.

### 2.1.2 Safety and Security (All star levels)

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

# MINIMUM ENTRY REQUIREMENTS

## 2.1.3 Maintenance

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Buildings, their fixtures, furnishings, fittings and exterior and interior décor maintained in a sound, clean condition and fit for the purpose intended.</li><li>• All electrical and gas equipment in good working order and regularly serviced to ensure guests' safety.</li><li>• Monitoring procedure in place for reporting of broken/damaged items in guests' bedrooms.</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Buildings, their fixtures, furnishings, fittings and exterior and interior décor maintained in a quite good, clean condition.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Buildings, their fixtures, furnishings, fittings and exterior and interior décor maintained in a good, clean condition.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Buildings, their fixtures, furnishings, fittings and exterior and interior décor maintained in a very good, clean condition.</li></ul>   |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Buildings, their fixtures, furnishings, fittings and exterior and interior décor maintained in an excellent, clean condition.</li></ul>  |

## 2.1.4 Cleanliness (All star levels)

- |                        |  |
|------------------------|--|
| <b>All star levels</b> | <ul style="list-style-type: none"><li>• A high standard of cleanliness maintained throughout the property. As the cleanliness of hotels at every star level is of paramount importance to the consumer, the highest standards of cleanliness are essential at every hotel and are not expected to vary between star levels.</li><li>• Particular attention should be given to bathrooms, shower rooms and toilets especially items involving direct contact for guests, including:<ul style="list-style-type: none"><li>• Bedding, linen and towels</li><li>• Baths, showers, washbasins and WCs</li><li>• Flooring and seating</li><li>• Crockery, cutlery and glassware</li></ul></li><li>• All bathrooms and shower rooms cleaned daily and checked to ensure very high standards of cleanliness.</li><li>• Bathrooms and shower rooms clean and fresh smelling. Particular attention paid to WCs, plug-holes, shower curtains, mirrors and extractor fans.</li></ul> |
|------------------------|--|

## 2.1.5 Physical Quality

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Hotels providing accommodation of acceptable quality and comfort.</li></ul>   |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Hotels providing accommodation of quite good quality and comfort.</li><li>• Hotels providing good quality, comfortable and more spacious accommodation.</li></ul>         |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Hotels setting high standards for the hospitality industry.</li><li>• All aspects of the hotel offering a very good level of quality, spaciousness and comfort.</li></ul> |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Hotels setting the highest international standards for the hospitality industry.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• All aspects of the hotel offering an excellent level of quality, spaciousness and comfort, providing an overall luxurious standard.</li></ul>                             |

## 2.1.6 Hospitality (All star levels)

- |                        |  |
|------------------------|--|
| <b>All star levels</b> | <ul style="list-style-type: none"><li>• Guests will be greeted and acknowledged in a friendly, efficient and courteous manner throughout their stay.</li></ul> |
|------------------------|--|



# MINIMUM ENTRY REQUIREMENTS

## 2.1.7 Services

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• A relatively straightforward range of services offered - often provided by the proprietor and family.</li><li>• All enquiries, requests and reservations, correspondence and complaints from visitors dealt with promptly and politely.</li><li>• Service and efficiency skills of a competent standard.</li><li>• Every effort made to take account of individual guest's needs.</li></ul>   |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Service possibly informal, often provided by the proprietor and a small team of staff.</li><li>• Management and staff well informed about their hotel and other local information.</li><li>• Service and efficiency of a quite good standard, with evidence of some technical skills.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Good guest service, with ample staff to provide a prompt and efficient service without detriment to other service areas at the same time. For example: it is unlikely that service of this quality will be provided by a member of staff acting as sole bar-person and receptionist at the same time – depending on likely guest demand.</li><li>• Good social skills and anticipation of individual guest's needs evident in dealings with all guests.</li><li>• All staff demonstrate a positive attitude and a willingness to help.</li></ul>                                    |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Very good guest service, giving guests the impression of being well cared for by trained professional and attentive staff.</li><li>• Very good social skills and anticipation of individual guest's needs evident in dealings with all guests.</li><li>• Service, efficiency and technical skills of a very good standard and without detriment to other service areas at any time.</li></ul>   |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Flawless and unobtrusive guest service, giving guests the impression of being very well cared for by highly trained, professional, pro-active and well-managed staff.</li><li>• Excellent social skills and anticipation of individual guest's needs evident in dealings with all guests.</li><li>• Service and efficiency of an excellent standard without detriment to other service areas at any time. Delivered by a structured team of staff with a management and supervisory hierarchy.</li><li>• Some multi-lingual staff in hotels with an international market.</li></ul> |

## 2.1.8 Opening

- |                   |   |
|-------------------|---|
| <b>1 to 4star</b> | <ul style="list-style-type: none"><li>• Hotel open seven days a week during its operating season providing, on every day open, a consistent level of service and facilities appropriate to its star rating.</li></ul> |
| <b>5 star</b>     | <ul style="list-style-type: none"><li>• Open seven days a week all year, providing a consistent level of service and facilities.</li></ul>  |



Photo credit: Claremont Hotel

## MINIMUM ENTRY REQUIREMENTS

### 2.1.9 Guest Access

- 1 star**
  - Once registered, resident guests have access to the hotel at all times. Proprietor and/or staff to be on site and on call to resident guests 24 hours a day.
  - It is acceptable for a front door key or security code to be issued.
- 2 star**
  - As One Star.
- 3 star**
  - Once registered, residents must have access at all times during the day and evening without needing to use a key. Best practice suggests between 7.00 a.m. and midnight.
- 4 star**
  - There must be access available outside these times possibly using a door key, key or security code.
- 5 star**
  - 24 hour access, facilitated by on-duty staff.
  - Both prior to and after registration, guests should have access without having to ring a bell. During the night a bell is acceptable.

## 2.2 SERVICES

### 2.2.1 Staff Appearance

- 1 star**
  - Staff tidily dressed and well groomed.
  - Staff clothing fresh and well ironed.
  - Particular attention given to personal hygiene.
  - The style of the hotel may dictate how staff dress – from formal uniforms to informal and casual outfits.
- 2 star**
  - Staff smartly attired.
- 3 star**
  - Staff dressed in such a way that guests can easily distinguish between staff and guests.
- 4 star**
  - As Three Star.
- 5 star**
  - Staff impeccably presented and in a uniform way.

# MINIMUM ENTRY REQUIREMENTS

## 2.2.2

### Reservations, Prices and Billing

#### All star levels

- There should be an easy and efficient booking service that includes the following:
  - Prospective visitors told clearly what is included in the prices quoted for accommodation, meals and refreshments, including service charge, taxes and other surcharges.
  - Other information which may impact on the guests' stay, e.g. smoking policy, refurbishment work in progress, planned functions/events etc. provided. Where house policy dictates that certain facilities need to be pre-booked, e.g. spa treatments, dinner etc., these should also be mentioned at the time of booking.
  - Advance warning if the restaurant is to be closed or likely to become fully booked.
  - Full details of the hotel's cancellation policy if there is one. This especially includes information about charging credit cards for cancellation or changes to the booking.
  - Information about deposits if required, including details of how the deposit is taken and whether or not it is refundable on cancellation.
  - Clear explanation of charges for additional services or available facilities including cancellation terms.
  - Information about any unacceptable types of payment, e.g. credit cards, travellers cheques etc.
  - Information and full details about any fees charged for the acceptance of credit cards.
  - Communication with prospective guests, whether verbal or written, should be prompt, efficient, professional and helpful. A good first impression is critical at all levels. Therefore:
    - The price agreed at the time of booking must not be exceeded.
    - All agreed prices must include service charges, taxes and other surcharges where applicable.
    - Every endeavour should be made to advise guests in advance about the hotel location and any car parking restrictions.
    - Visitors advised when they are booking, and subsequently in the case of any change, if the Levels accommodation offered is in an unconnected annexe or has separate external access.
    - Unless notified in writing in advance, price confirmation at least indicated on a key card or similar.
    - Prospective guests left confident that their booking was recorded accurately.
    - As a minimum, name, address, and/or contact telephone number recorded at the time of booking.
    - All bookings handled in a friendly and courteous manner, even when there is no dedicated reservations department.
    - Provide each guest with printed or clearly written details of payment due and a receipt on request.
    - Presentation of accounts ensuring that purchases are clearly detailed.
    - Particular attention should be paid to accuracy.
    - The VAT element of the account (where applicable) should be clearly identified.

#### 3 star

- Ability to make a prompt and effective reservation during the day and evening.
- Guests should be able to charge all account services to one main account, and pay on departure.
- Guest accounts to be updated on an outgoing basis to minimise the delay at check-out.

#### 4 star

- Ability to make a prompt and effective reservation during the day and up to 11.00 p.m.
- Confirmation provided on request.

#### 5 star

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

# MINIMUM ENTRY REQUIREMENTS

## 2.2.3 Reception - Staff Availability for Guest Arrival and Departure

<b>1 star</b>	<p>As reception is likely to be the guests' first and last point of contact with a hotel, special attention should be given to providing a good standard of customer care.</p> <p>Direct guest contact given priority over other reception duties.</p> <p>Proprietor or staff available to receive guests and provide information/services from just before breakfast to late evening at approx 10.00 p.m.</p> <p>Receptionist's attention possibly summoned by a bell or telephone.</p> <p>Guests clearly directed to their room and given a brief explanation of location of hotel facilities.</p> <p>The issuing of a bedroom key to guests and the charging of items to account always done discreetly to ensure guest security.</p> <p>In the interests of safety, guests to be escorted to bedrooms if requested.</p>
<b>2 star</b>	<p>Guests informed of meal times, bar opening times etc.</p>
<b>3 star</b>	<p>A receptionist on duty from just before breakfast service until late evening. Best practice suggests 7.00 a.m. to 11.00 p.m.</p> <p>Receptionist on duty during busy check in/out times when it is essential to provide full cover. However at other times, possibly summoned by bell or telephone for minimal delay.</p> <p>Additional reception services such as express checkout, 24 hour check in/out, provided in hotels where the need exists, e.g. hotels in city centres and hotels by airports.</p>
<b>4 star</b>	<p>Reception staffed at all times and at least between 7.00 a.m. and 11.00 p.m. Staffing levels sufficient to ensure a minimal delay.</p> <p>A member of staff – possibly the night porter – on duty and able to perform reception duties between 11.00 p.m. and 7.00 a.m.</p>
<b>5 star</b>	<p>24 hour reception with sufficient highly skilled staff to ensure no delay for guests.</p> <p>Arriving guests greeted without delay outside the hotel entrance. Valet parking offered.</p> <p>A seamless transition on arrival from outside the hotel entrance to the reception area.</p> <p>All guests offered an escort to the bedroom by a member of staff with excellent skills.</p> <p>Guests informed of important hotel and bedroom facilities by the escort.</p>

## 2.2.4 Luggage Handling

<b>1 star</b>	<p>Assistance with luggage available on request throughout the day and evening.</p>
<b>2 star</b>	<p>Secure short-term luggage storage.</p>
<b>3 star</b>	<p>As Two Star.</p>
<b>4 star</b>	<p>Assistance with luggage readily available and advertised as available for departure.</p>
<b>5 star</b>	<p>Hotel staff taking control of luggage from guest's arrival outside to prompt delivery in bedroom. The same quality of service repeated on departure.</p> <p>Secure short-term luggage storage with receipt provided.</p>

# MINIMUM ENTRY REQUIREMENTS

## 2.2.5 Other - Reception/Concierge/Housekeeping Services

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Iron and ironing board available.</li><li>• A shoe cleaning service, a conveniently positioned machine or shoe cleaning materials available. If shoe cleaning materials not in the bedroom, the shoe cleaning service or machine's location advertised in the bedroom.</li><li>• Early morning call on request or an alarm using a clock, telephone or television available in the room.</li><li>• Message-taking service available. Messages possibly delivered verbally but always delivered promptly.</li><li>• Appropriate tourist, travel and/or local information available and well presented e.g. in a folder or rack.</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Incoming telephone calls to resident guests handled in a professional and discreet manner.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Laundry service provided and advertised with prices.</li><li>• Messages written down and every effort made to inform guests a message is waiting for them. Interactive TV and voicemail systems are acceptable.</li><li>• A selection of daily newspapers available for purchase.</li><li>• Well-presented travel and/or local information such as details of visitor attractions, taxi firms, banks, places of worship, railway stations, florists etc. available in bedrooms.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Laundry and dry cleaning service provided and advertised with prices.</li><li>• Early morning call. Guests not expected to set their own alarm call.</li><li>• Messages delivered promptly to the bedrooms or to the guest in the public areas.</li><li>• Newspapers can be ordered and delivered to guests' bedrooms.</li></ul>   |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Pressing service (minimum same day) and 24 hour return laundry service.</li><li>• Cloakroom service (coat storage) with a receipt provided.</li><li>• An advertised shoe cleaning service.</li><li>• All messages discreetly handled and written messages presented in an envelope.</li><li>• A full concierge service provided. This may vary depending on location and style of the hotel but may include some or all of the following: theatre bookings, sight-seeing trips, taxi bookings, valet parking, travel and other requests.</li></ul>   |

# MINIMUM ENTRY REQUIREMENTS

## 2.3 ALL MEALS – DINING QUALITY AND INFORMATION

### 2.3.1 Dining Provision

- 1 star**
- Designated eating areas can include restaurant, dining room, brasserie, bistro or bar.
  - A designated eating area open to residents for breakfast seven days a week.
  - Evening meals provided at least five days a week.
  - Guests informed when they book if dinner is not available. When this happens a range of refreshments and snacks e.g. soups, sandwiches, etc. should always be offered.
- 2 star**
- A restaurant or similar eating area serving breakfast and evening meals seven days a week.
  - Resident's guests may take dinner by prior arrangement.
- 3 star**
- At least one restaurant open for breakfast and dinner seven days a week to residents as well as non-residents where location is appropriate e.g. city centre and by airports.
  - A bar is not acceptable as the only eating area.
  - It is acceptable that non-residents are required to book dinner in advance.
- 4 star**
- At least one restaurant, open to residents and non-residents, for breakfast and dinner seven days a week.
  - A superior brasserie/bistro/bar is acceptable for lunches, providing that guests are able to eat at a full height dining table, order and be served at the table.
- 5 star**
- At least one restaurant, open to residents and non-residents, for all meals seven days a week.
- A town/city hotel that does not serve dinner but does have a sufficient range of places to eat within easy walking distance, may be designated a "Metro Hotel". In Town House Hotels where a dining room is not available room service is acceptable.*

### 2.3.2 Restaurant Ownership

- All star levels**
- Where dinner is served in a restaurant, which is separate or contracted out, it will nevertheless be assessed as part of the overall operation. Such a restaurant is acceptable as long as:
  - The hotel accepts full responsibility over the quality of surroundings, food and service provided in the restaurant.
  - Guests are informed when they book a bedroom that dinner is served in a separate restaurant.
  - Access is easy e.g. within approx. 250 metres, 1/4 mile or ten minutes walk, preferably umbrella provided, or within 5/10 minutes if hotel provides complimentary transport.
  - There is a facility for guests to charge meals and drinks to their hotel account.



# MINIMUM ENTRY REQUIREMENTS

## 2.3.3 Tables/Table Appointments

- 1 star**
  - Individual tables available for each guest or party.
  - Table appointments of acceptable quality and appropriate to the type of meal served.
  - Tables of an appropriate height for comfortable dining, even if set close together.
- 2 star**
  - Table appointments of quite good quality.
- 3 star**
  - Table appointments of good quality.
- 4 star**
  - Table appointments of very good quality.
  - Tables to be a good size and well spaced.
- 5 star**
  - Table appointments of excellent quality.

## 2.3.4 Meal Service - Staff

- 1 star**
  - Sufficient staff to ensure prompt service at all meals served.
  - Polite and courteous staff providing an acceptable standard of customer care and demonstrating acceptable levels of knowledge about the dishes being served.
- 2 star**
  - Sufficient staff to ensure prompt and efficient service at all meals served.
  - Polite and courteous staff providing a quite good standard of customer care and demonstrating quite good levels of knowledge about the dishes being served.
- 3 star**
  - A supervisor on duty in the dining area to ensure a more efficient service.
  - Polite and courteous staff providing a good standard of customer care and demonstrating good levels of food, beverage & wine product knowledge and service skills.
- 4 star**
  - A manager on duty in the restaurant to ensure a highly efficient service.
  - Unobtrusive, polite and courteous staff providing a very good standard of customer care and demonstrating very good levels of food, beverage & wine product knowledge and service skills.
  - Guests promptly greeted and seated.
- 5 star**
  - A well-structured team of staff with management presence. The restaurant always staffed.
  - Unobtrusive, polite and courteous staff providing an excellent standard of customer care. Highly trained, professional and proactive staff.
  - Guests welcomed and escorted to their table at all meals and in all areas where food and drinks are served.
  - Prompt table service in public areas where guests seat themselves.
  - Staff demonstrating excellent levels of food, beverage and wine product knowledge and service skills.

# MINIMUM ENTRY REQUIREMENTS

## 2.4 BREAKFAST

### 2.4.1 Provision

- All star levels**
- A cooked and continental breakfast provided in a designated eating area on the premises and advertised as such.
  - In Town House Hotels where a dining room is not available room service is acceptable.

### 2.4.2 Breakfast Times

- 1 star**
- Breakfast served for a period of time and not at only one fixed time e.g. 8.00 a.m. – 9.00 a.m. and not at 8.00 a.m. only.
  - Appropriate breakfast times where there is a specific market need e.g. city centre hotels, airport hotels and rural hotels.
- 2 star**
- Breakfast served for at least one hour.
- 3 star**
- Breakfast served for at least one and half hours.
- 4 star**
- Breakfast served for at least two hours.
- 5 star**
- Breakfast served for at least three hours.

### 2.4.3 Pricing

- 1 star**
- Breakfast price on display when a room-only rate option is available.
  - The price of any breakfast items carrying an additional charge clearly advertised.
- 2 star**
- As One Star.
- 3 to 5 star**
- Breakfast where available to non-residents, with the price clearly displayed.

### 2.4.4 Menu

- 1 star**
- A verbal explanation of dishes available is acceptable.
- 2 star**
- A clean and well-presented menu provided for breakfasts served from the kitchen.
  - Where there is a buffet, any items available but not included on the buffet, detailed on a menu.
- 3 star**
- As Two Star.
- 4 star**
- A menu detailing the full breakfast range provided for guests opting for table service.
- 5 star**
- A menu detailing the full breakfast range provided.

# MINIMUM ENTRY REQUIREMENTS

## 2.4.5 Range of Dishes

- 1 star**
  - A set menu is acceptable.
  - Core items to include fruit juice, cereal, bacon, egg, coffee, tea and toast or regional variations. A minimum choice of two hot items.
- 2 star**
  - A choice of additional hot and cold items, including vegetarian options.
  - Guests offered a choice of how their eggs are cooked.
- 3 star**
  - A good range of hot and cold items, together with a choice of good quality accompaniments. Possible examples include preserves, ground and decaffeinated coffee, teas, butters and spreads.
  - Guests offered a greater choice of how their eggs are cooked to include fried, poached, boiled and scrambled.
- 4 star**
  - A very good range of hot and cold items.
- 5 star**
  - A comprehensive range of excellent quality hot and cold dishes. Examples might include fresh juices and fruits, cold meats and cheeses, free range eggs, local specialities, fresh fish and range of bakery items and pastries, special dietary produce and a comprehensive range of appetising hot items.

## 2.4.6 Food Quality

- 1 star**
  - All hot foods well presented and served at the correct temperature on hot plates.
  - Care taken to ensure that juices are chilled, toast is crisp and coffee/tea is freshly made.
- 2 star**
  - Food prepared with a quite good level of skill, care and presentation and served at the correct temperature.
- 3 star**
  - Good quality ingredients cooked and presented to a good standard.
  - Consideration given to providing healthy eating options.
- 4 star**
  - All food cooked correctly and prepared with a very good level of skill, care and presentation and served at the correct temperature.
- 5 star**
  - High quality ingredients cooked and presented to an excellent standard.

## 2.4.7 Style of Service

- All star levels**
  - Breakfast tables laid with a table setting for each guest of main knife, side knife, fork, cereal spoon, cup, saucer, tea spoon, side plate and napkin. The table laid with salt, pepper, sugar, milk, butter and preserves.
- 1 star**
  - Self-service buffet style is acceptable. However buffets should be replenished on a regular basis. Where provided, buffets laid out and operated in a practical and customer friendly manner.
  - Hot beverages served at the table.
- 2 star**
  - As One Star.
- 3 star**
  - As One Star.
- 4 star**
  - Table service advertised and available on request.
- 5 star**
  - Table service offered.
  - Where there is a buffet, a higher level of assistance available.

# MINIMUM ENTRY REQUIREMENTS

## 2.5 OTHER MEALS

### 2.5.1 Dinner - Hours of Service

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Last orders for dinner no earlier than 6.30 p.m. A fixed mealtime is acceptable but not before 6.30 p.m.</li><li>• Some snack or cold meal provision for late arrivals, by prior arrangement.</li><li>• It is acceptable for resident guests to be asked to choose dishes for dinner at an earlier time of the day. However, guests who prefer to choose later, including up to last order time, must be able to do so without being put under any pressure to choose earlier. New arrivals should not be asked to choose dishes for dinner in advance of arrival.</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Last orders for dinner no earlier than 7.00 p.m. A fixed mealtime is acceptable but not before 7.00 p.m.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Last orders for dinner no earlier than 8.00 p.m. A fixed mealtime is acceptable but not before 8.00 p.m.</li><li>• Guests not expected to choose dishes for dinner at an earlier time of the day.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Last orders for dinner no earlier than 9.00 p.m. A fixed mealtime is not acceptable.</li></ul>   |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Last orders for dinner no earlier than 10.00 p.m.</li></ul>  |

### 2.5.2 Range of Dishes

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Two courses available. The main course should be a substantial hot dish. In addition a cold alternative should be provided.</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• As One Star.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Three courses available.</li><li>• A choice of substantial hot and cold dishes.</li></ul>   |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• As Three Star.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• An extensive choice of food.</li><li>• A broad range of dishes of outstanding quality.</li></ul>                                      |

# MINIMUM ENTRY REQUIREMENTS

## 2.5.3 Menu and Pricing

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Acceptable quality, clean, well presented written menus, with accurate descriptions. However, it is acceptable instead to offer a verbal description of the dishes available.</li><li>• The price of dinner should be displayed if the accommodation tariff does not include dinner.</li><li>• Clearly advertised price for any surcharge made for a particular dish.</li><li>• Additional charges, such as VAT, service, and cover charge clearly identified on the menus.</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Written menus provided. Dinner available to residents' guests, with the price clearly displayed.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Written menus with prices clearly displayed.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• As Three Star.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Well presented, menus with prices clearly displayed.</li></ul>  |

## 2.5.4 Food Quality

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• All meals freshly cooked/prepared on the premises with an acceptable level of skill and presentation, and served at the correct temperature. Evidence of some fresh produce.</li><li>• At least one vegetarian option available (at least on request) at each course.</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• All meals prepared with a quite good level of skill, care and presentation and served at the correct temperature.</li><li>• More evidence of fresh foods being used.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• All meals, including any room service, prepared with a good level of skill, care and presentation and served at the correct temperature.</li><li>• Particular attention given to food quality rather than extensive menus.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• All meals, including any room service, prepared with a very good level of skill, care and presentation and served at the correct temperature.</li><li>• All food cooked correctly and presented in an appetising way.</li></ul>   |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• All meals, including any room service, prepared with an excellent level of skill using fresh produce. Cuisine quality meeting a high international standard.</li><li>• Provision made for a variety of dietary requirements.</li></ul>  |

## 2.5.5 Style of Service

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• A self-service operation, e.g. carvery or buffet style, is acceptable.</li></ul>                   |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• As One Star.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• The main course, served to the guest at their table on request. A carvery is acceptable.</li></ul> |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Table service of at least main course should be provided.</li></ul>                                |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• All courses served to the guest at their table.</li></ul>  |

# MINIMUM ENTRY REQUIREMENTS

## 2.5.6 Wine and Wine Service

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Red and white wine provided.</li><li>• Wine prices and measures clearly displayed.</li><li>• Staff demonstrating basic knowledge about the wines available e.g. country of origin.</li></ul>  |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• A range of red and white wines offered.</li><li>• Staff demonstrating knowledge about the wines available.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• A choice of good quality wines offered.</li><li>• Clean and well presented wine list, clearly and accurately listing the choice of wines and measures available, provided.</li><li>• Staff demonstrating good knowledge of the wines available.</li></ul> |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Very good range and quality of wines offered.</li><li>• An informative and detailed wine list.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Excellent range and quality of wines offered.</li><li>• Staff demonstrating excellent wine knowledge and wine service skills.</li></ul>   |

## 2.5.7 Alcoholic Drink Services/Licences

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• A current liquor licence or equivalent.</li><li>• Alcoholic drinks served at meal times to residents.</li><li>• A range of drinks available in a bar or lounge. Honesty bars and dispense bars are acceptable.</li><li>• A price list displayed wherever drinks are served.</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• As One Star.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Alcoholic drinks served throughout the day and evening to residents and their guests.</li><li>• A wide range of drinks provided in a bar or lounge.</li><li>• Table service should be provided in the lounge if there is no bar counter.</li></ul>                                    |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Alcoholic drinks served 24 hours to residents.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Table service on request.</li><li>• A comprehensive range of drinks, including wines and cocktails.</li><li>• Table service provided.</li></ul>   |

## 2.5.8 Lunch Service

- |                    |  |
|--------------------|--|
| <b>1 to 3 star</b> | <ul style="list-style-type: none"><li>• Lunch service is not required.</li></ul>   |
| <b>4 star</b>      | <ul style="list-style-type: none"><li>• A superior brasserie/bistro/bar is acceptable for lunches, providing that guests are able to eat at a full height dining table, order and be served at the table.</li><li>• A choice of hot and cold dishes at each course of starters, main courses and desserts.</li></ul> |
| <b>5 star</b>      | <ul style="list-style-type: none"><li>• Lunch served in a formal restaurant.</li><li>• Extensive choice at each course.</li></ul>  |



# MINIMUM ENTRY REQUIREMENTS

## 2.5.9 Light Refreshments, Snacks and Afternoon Teas

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>Hot and cold drinks available to residents and their guests in the public areas during the day and evening, at least from 10.00 a.m. to 10.00 p.m. This service to be clearly advertised.</li><li>Guests may be required to order at reception or at the bar. (Referral to in-room facilities is not acceptable.)</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>As One Star.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>Light refreshments of at least hot and cold drinks and sandwiches available to residents and their guests in the public areas during all day and evening.</li></ul>   |
| <b>4 star</b> | <ul style="list-style-type: none"><li>Light refreshments and hot and cold snacks available to residents and non-residents in the public areas during all day and evening.</li><li>Guests able to order and be served at their table.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>Light refreshments and hot and cold snacks available to residents in the public areas 24 hours.</li><li>Full afternoon tea available.</li></ul>   |

## 2.5.10 Room Service – Provision

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>Any room service provided may be limited in choice. (Optional except in the case of illness or disability)</li></ul>   |
| <b>2 star</b> | <ul style="list-style-type: none"><li>As One Star.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>As One Star.</li></ul>   |
| <b>4 star</b> | <ul style="list-style-type: none"><li>Room service should be provided and delivered to the room where there is a market need during service hours (including breakfast and dinner). It is acceptable to have a central area where guests can help themselves to a range of food and drink.</li></ul>   |
| <b>5 star</b> | <ul style="list-style-type: none"><li>24 hour room service of hot and cold snacks, and drinks including alcoholic drinks where there is a market need. Guests able to choose from the full dinner menu during restaurant hours. For breakfast a wide choice of substantial hot and cold dishes. Room size and layout, and delivery method ensures the highest guest dining experience.</li></ul> |

## 2.5.11 Room Service – Service and Presentation

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>Where provided, carefully presented room service and large enough tray to accommodate contents.</li></ul>   |
| <b>2 star</b> | <ul style="list-style-type: none"><li>As One Star.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>As One Star.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>Room service items well presented and served on a tray large enough to easily accommodate its contents. Appropriate cutlery, crockery and condiments provided.</li><li>Prompt and efficient service.</li><li>Procedure in place to arrange for the collection of trays etc.</li><li>A priced menu of room service items and times of service provided in the bedrooms.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>Room service ordered, delivered and cleared in a highly professional and efficient manner and without impacting on other services.</li><li>Full floor service of lunch and dinner during restaurant hours.</li><li>Service delivery allows each course to be eaten at the correct temperature. All meals served on a dining table or heated trolley, or each hot course delivered separately. Presentation of the highest standard.</li></ul> |

# MINIMUM ENTRY REQUIREMENTS

## 2.5.12 Room Service – Breakfast

- |                    |   |
|--------------------|---|
| <b>1 to 3 star</b> | <ul style="list-style-type: none"><li>• No requirement.</li></ul>   |
| <b>4 star</b>      | <p>Where room service breakfast is served the following should be adhered to:</p> <ul style="list-style-type: none"><li>• Hot drinks should be freshly served with any room service breakfast.</li><li>• Where room service breakfast is only continental, there should be a substantial choice of items.</li><li>• Guests able to order their morning breakfast by phone or breakfast order card without leaving their room either in the morning or the night before.</li></ul> |
| <b>5 star</b>      | <ul style="list-style-type: none"><li>• A wide choice of substantial hot and cold dishes.</li></ul>   |

## 2.6 BEDROOMS

### 2.6.1 Provision

- |                        |   |
|------------------------|---|
| <b>All star levels</b> | <ul style="list-style-type: none"><li>• Minimum of five letting bedrooms.</li></ul> |
|------------------------|---|

### 2.6.2 General Quality

- |                        |  |
|------------------------|--|
| <b>All star levels</b> | <ul style="list-style-type: none"><li>• Means of securing bedroom doors from inside and out, and a key or key card provided.</li></ul>   |
| <b>1 star</b>          | <ul style="list-style-type: none"><li>• Acceptable quality and condition in the standard of furniture, furnishings, flooring, fittings and décor.</li><li>• Every effort made to minimise noise levels from adjacent rooms and corridors e.g. creaking floorboards, noisy extractor fans, mechanical toilets, noisy plumbing etc.</li><li>• Hotels situated in a particularly noisy environment – in a city centre or by an airport – need to have tried to minimise noise, possibly by using double/triple glazing.</li></ul> |
| <b>2 star</b>          | <ul style="list-style-type: none"><li>• Quite good quality and condition with some evidence of co-ordination in the standard of furniture, furnishings, flooring, fittings and décor.</li></ul>  |
| <b>3 star</b>          | <ul style="list-style-type: none"><li>• Good quality and condition, with a matched and well co-ordinated standard of furniture, furnishings, flooring, fittings and décor.</li><li>• Better levels of sound insulation provided by more substantial doors and walls.</li></ul>   |
| <b>4 star</b>          | <ul style="list-style-type: none"><li>• Very good quality and condition, with a superior standard of furniture, furnishings, flooring, fittings and décor.</li></ul>   |
| <b>5 star</b>          | <ul style="list-style-type: none"><li>• Excellent intrinsic quality and condition, with a luxurious standard of furniture, furnishings, flooring, fittings and décor.</li><li>• Internal and external noise levels absolutely minimal. Possibly achieved by use of double-glazing, excellent structural insulation and a spacious bedroom lobby area.</li></ul>  |

# MINIMUM ENTRY REQUIREMENTS

## 2.6.3

### Housekeeping

#### 1 star

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

#### 2 star

- As One Star.

#### 3 star

- Bed linen including duvet covers (even if top sheet provided) changed at least every three days and for each new guest.

#### 4 star

- As Three Star.

#### 5 star

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



Photo credit left to right: Claremont Hotel, Sefton Hotel, Claremont Hotel

# MINIMUM ENTRY REQUIREMENTS

## 2.6.4 Size and Spaciousness

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• All bedrooms with sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds. Rooms small but careful planning ensures best use of space.</li><li>• The ceiling height for the major part of the room sufficient for a person of 6 ft to move around without stooping. Sloping eaves and roofs acceptable provided they do not impinge on a major part of the room.</li><li>• When we assess the acceptability of bedroom size, we will take into account the useable space available around furniture and fittings, including sofa beds. There should be no restriction of free movement.</li><li>• Family rooms should be more spacious.</li><li>• Doors and drawers fully openable without having to move furniture.</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• All bedrooms more generously proportioned with convenient layout of furniture for practical use.</li><li>• Easy and convenient use of facilities e.g. use of surfaces without moving tea tray or TV, access to power points etc.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• All bedrooms with good free space to allow the appropriate level of room service.</li><li>• Area available for luggage storage without cluttering the room or obstructing access.</li><li>• Consideration given to location of bedroom facilities, including power sockets for ease of use. This also includes televisions being placed at a convenient viewing height and visible from the bed and from easy seating.</li><li>• Family rooms to be substantially more spacious.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• All bedrooms with a very good degree of spaciousness, allowing ample ease of use for guests and considerably exceeding the minimum entry requirements.</li><li>• Provision made for room service meals to be eaten in comfort.</li><li>• Where the hotel has a substantial leisure market, the dining comfort of both guests in a double/twin room taken into account.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• The significant majority of bedrooms very spacious, allowing generous ease of use for movement, comfort, dining and relaxation.</li><li>• All bedrooms with a well-planned layout relative to the needs of the guest i.e. business or leisure use.</li><li>• Greater space would be expected where temporary beds or bed-settees are used.</li><li>• Room size and layout, and delivery method ensures the highest guest dining experience for room service.</li></ul>  |

## 2.6.5 Suites

- |                    |  |
|--------------------|--|
| <b>1 to 3 star</b> | <ul style="list-style-type: none"><li>• Not required.</li></ul>  |
| <b>4 star</b>      | <ul style="list-style-type: none"><li>• At least one suite to be available, as either a permanent fixture or by temporary conversion i.e. by opening an inter-connecting room.</li></ul>   |
| <b>5 star</b>      | <ul style="list-style-type: none"><li>• A minimum of one permanent luxury suite / superior luxury room available.<br/><i>N/B. a suite consists of at least three separate rooms - bedroom, bathroom and sitting room, all with a door.</i></li></ul> |

# MINIMUM ENTRY REQUIREMENTS

## 2.6.6 Bed Size – Quality

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Minimum bed sizes, including sofa beds and bunks, as follows:<ul style="list-style-type: none"><li>• Single: 190cms x 90cms/6ft 3ins x 3ft</li><li>• Double: 190cms x 137cms/6ft 3ins x 4ft 6ins</li></ul></li><li>• 76cms/2ft 6ins beds are unacceptable, except in family rooms where they are clearly designated for children only.</li><li>• Sofa beds are not acceptable as permanent bed spaces.</li><li>• Bunk beds* (permanent bed spaces) are acceptable for child use only. When bunk beds are used, guests must be told when they make the booking. N.B. Bunk beds should have a minimum 75cm/30ins clear space between the mattress of the bottom of the bed and the underside of the top bed. (Bunk Bed Regulations 1997)</li><li>• All beds, including supplementary beds, such as z-beds, sofa beds etc, to be of acceptable quality and in good condition. They should have a sound base and sprung interior, foam or similar quality, modern, comfortable mattress.</li><li>• Secure headboard or equivalent on all permanent beds.</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Beds and headboards of better quality and condition.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• All children's beds to be full adult size. Single: 190cms x 90cms/6ft 3ins x 3ft.</li><li>• Sofa beds meeting the bed size requirements for permanent beds.</li><li>• Beds and headboards of good quality and condition.</li></ul>   |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• A choice of larger sized beds.</li><li>• Very good quality beds e.g. pocket sprung mattress and base, in very good condition with superior headboards or similar.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Beds for single occupancy to exceed 90cm/3ft in width.</li><li>• Beds for double occupancy to be at least 153cms/5ft in width. Several beds to exceed this size.</li><li>• Bunk beds are not acceptable.</li><li>• Beds and headboards of excellent quality and condition.</li></ul>   |

## 2.6.7 Bed Access

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• There should be access to both sides of beds for double occupancy.</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Easy access to both sides of beds for double occupancy.</li></ul>            |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Good access to both sides of beds for double occupancy.</li></ul>            |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• As Three Star.</li></ul>   |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Generous access to both sides of beds for double occupancy.</li></ul>        |

# MINIMUM ENTRY REQUIREMENTS

## 2.6.8 Bedding Requirements

- All star levels**
- Adequate bedding and bed linen provided suitable for the season.
  - Additional bedding available on request.
  - Sufficient quantity of linen provided for each guest.
  - Where feather duvets or pillows are used, a non-allergenic alternative available on request.
  - Two pillows in individual pillowcases, per person.
  - Spare pillows and blankets available on request.
  - Any additional bedding kept in bedrooms to be clean, fresh and wrapped.
  - A mattress protector provided for each bed. Plastic or rubber mattress protectors are not acceptable except for children's beds.

## 2.6.9 Bedding Quality

- 1 to 3 star**
- Bedding of good quality and condition. 100% man-made fibre sheets are unacceptable.
- 4 star**
- Bedding of very good quality and condition. The presentation of the bed enhances the overall impression of the room.
- 5 star**
- Beds presented to an excellent standard. All bedding of the highest quality and immaculately laundered.

## 2.6.10 Décor – Walls, Ceiling and Paintwork

- 1 star**
- Décor in sound condition.
- 2 star**
- A quite good standard of décor and paintwork.
- 3 star**
- A good standard of décor and paintwork in good condition with some thought given to coordination of design.
  - Some use of decorative enhancements where appropriate.
- 4 star**
- Very good quality, professionally applied wall coverings with decorative enhancements where appropriate. Décor and paintwork in very good condition.
- 5 star**
- Décor showing attention to detail and co-ordination of design, as well as finished to a professional standard. Wall coverings and paintwork of an excellent intrinsic quality and condition. High quality paintings and prints in evidence.

# MINIMUM ENTRY REQUIREMENTS

## 2.6.11 Heating and Temperature Control - provided at no extra cost

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Heating provided at no extra cost, and controllable (on/off) by the guest.</li><li>• Supplementary heating provided in rooms on request when temperature levels are not within the control of the guest e.g. some central heating systems.</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Heating to come on automatically prior to breakfast and during main hours of guest occupancy e.g. check-in and early evening.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Fixed individually controlled thermostatic heating.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Best practice suggests an effort be made to provide fans on request for guests' use in hot weather.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Individually controlled thermostatic heating operable 24 hours.</li><li>• Fans provided during hot weather when air conditioning is not provided.</li></ul>  |

## 2.6.12 Lighting

- |                        |   |
|------------------------|---|
| <b>All star levels</b> | <ul style="list-style-type: none"><li>• As guidance, bedrooms should be well lit. A low energy light bulb is acceptable.</li></ul>  |
| <b>1 star</b>          | <ul style="list-style-type: none"><li>• Bedrooms well lit. A shade or cover provided for all bulbs, unless decorative.</li><li>• At least one light controlled from the door.</li><li>• Bedside reading light for and controllable by each person, in addition to the light controlled from the door. However, twin beds may share a central bedside light.</li></ul> |
| <b>2 star</b>          | <ul style="list-style-type: none"><li>• Quite good lighting intensity with greater level of light. Fluorescent lighting alone is not acceptable.</li></ul>  |
| <b>3 star</b>          | <ul style="list-style-type: none"><li>• Good lighting intensity with thought given to ambience and a range of lighting options. Lighting specifically provided to illuminate the writing desk/dressing table.</li></ul>   |
| <b>4 star</b>          | <ul style="list-style-type: none"><li>• Very good levels of lighting with good positioning and ease of use including lighting specifically for the lobby area, wardrobe area, dining area and easy seating.</li><li>• Two bedside lights in a twin bedded room.</li></ul>   |
| <b>5 star</b>          | <ul style="list-style-type: none"><li>• Excellent levels of lighting with a range of separately controllable options.</li><li>• One bedside light per person.</li><li>• Room lighting controllable from the bedside.</li></ul>  |

# MINIMUM ENTRY REQUIREMENTS

## 2.6.13 Windows

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

## 2.6.14 Window Coverings

- 1 star**
- Opaque curtains, blinds or shutters provided on all windows including glass panels to doors, fanlights and skylight windows so that guests have privacy and can exclude any light from outside the room.
  - All window coverings to be properly fitted or hung.
  - Curtains large enough to draw easily and completely across the width and height of the window with or without linings.
  - In ground floor bedrooms additional privacy provided by means of a net curtain or blind.
- 2 star**
- Window coverings of quite good quality and condition. All curtains lined.
- 3 star**
- Window coverings of good quality and condition. Curtains, where used substantial with ample drape and width.
  - Window coverings providing full blackout in hotel rooms with a specific market need, such as hotels in city centres with high levels of outside illumination and airport hotels with guests on different time zones.
- 4 star**
- Window coverings of a very good quality and condition.
- 5 star**
- Excellent quality window dressing.
  - Window coverings providing full blackout.

## 2.6.15 Flooring

- 1 star**
- All flooring, carpets, rugs, hard wood flooring etc. properly fitted and of an acceptable quality and condition.
- 2 star**
- Flooring of a quite good quality and condition throughout.
- 3 star**
- Flooring of a good quality and condition throughout.
- 4 star**
- Flooring of a very good quality and condition throughout.
- 5 star**
- Flooring of an excellent quality and condition throughout.



# MINIMUM ENTRY REQUIREMENTS

## 2.6.16 Furniture, Soft Furnishings and Fittings

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• All furniture, soft furnishings and fittings providing acceptable ease of use and of an acceptable quality and condition.</li></ul>    |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• All furniture, soft furnishings and fittings providing a satisfactory ease of use and of a quite good quality and condition.</li></ul> |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• All furniture, soft furnishings and fittings providing good ease of use and of a good quality and condition.</li></ul>                 |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• All furniture, soft furnishings and fittings providing very good ease of use and of a very good quality and condition.</li></ul>       |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• All furniture, soft furnishings, and fittings providing excellent ease of use and of an excellent quality and condition.</li></ul>     |

## 2.6.17 Tables

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Dressing table or equivalent such as substantial flat surface or desk providing sufficient free space for practical use with mirror adjacent.</li><li>• Lighting adequate for use. Conveniently positioned spare 13amp power socket.</li><li>• A bedside table or equivalent provided for each person. Twin beds may share a bedside table.</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Dressing/writing table provided.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Dressing/writing table with clear under-space so guests can easily use it.</li><li>• Lighting provided specifically to illuminate the dressing/writing table.</li></ul>   |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Dressing/writing table providing very good and ample free space.</li><li>• Occasional/dining tables of appropriate height for dining – unless trolleys are used.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• As Four Star.</li></ul>   |

## 2.6.18 Clothes and Luggage Storage

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Wardrobe or clothes hanging space.</li><li>• An alcove is an acceptable substitute but hooks on walls or behind doors are not.</li><li>• Acceptable drawer or shelf space. Drawers running freely and lined or with an easily wiped interior surface.</li><li>• A raised surface that is not a bed or chair, usable for unpacking luggage.</li><li>• The amount of clothes storage provided suitable for the style of hotel and the number of guests the room will accommodate.</li><li>• Sufficient – at least six – good quality hangers (not wire) per person.</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• As One Star.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Dedicated area for unpacking luggage – possibly a moveable stand.</li></ul>   |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Alcoves acceptable only when located in the entrance or lobby area.</li></ul>   |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• A fully fitted or freestanding wardrobe. N.B. Open alcoves not acceptable.</li><li>• A generous amount of clothes storage.</li><li>• A wide range of quality hangers provided.</li><li>• Illumination inside the wardrobe expected.</li></ul>   |

# MINIMUM ENTRY REQUIREMENTS

## 2.6.19 Seating

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Single – one chair.</li><li>• Double/Twin – two chairs or one chair plus one stool.</li><li>• Seating provided appropriate to the style and size of the room.</li></ul>   |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• All chairs upholstered on seat and back. Stools to have upholstered seats.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Single – one easy chair. Where this is the only chair, consideration given for ease of use at the dressing/writing table, or an additional chair provided.</li><li>• Double/Twin – two easy chairs or one easy chair plus one upholstered stool. An easy chair has arms, fully upholstered on seat and back and offers a greater degree of comfort.</li></ul> |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Double/Twin – two easy chairs (stools are not acceptable).</li><li>• Where the hotel's market is predominantly business clientele, a substantial (armed and upholstered) chair at the dressing table/desk may replace the second easy chair.</li><li>• Seating used for room service eating of an appropriate style and height.</li></ul>                     |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Single – one substantial easy chair plus an additional chair providing comfortable use at the dressing/writing table.</li><li>• Double/Twin – two substantial easy chairs plus an additional chair providing comfortable use at the dressing/writing table.</li></ul>   |

## 2.6.20 Mirrors

- |                    |   |
|--------------------|---|
| <b>1 star</b>      | <ul style="list-style-type: none"><li>• At least one mirror in the bedroom.</li><li>• If there is only one mirror it should be a full-length mirror and be placed next to the dressing table surface or equivalent. A full-length mirror is a mirror of suitable size and in a convenient position for guests to see themselves from head to toe.</li></ul> |
| <b>2 to 5 star</b> | <ul style="list-style-type: none"><li>• At least two mirrors in the bedroom, one of which must be a full-length mirror and one at the dressing table area.</li></ul>  |

## 2.6.21 Beverage Making Facilities

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Tea/coffee making facilities provided in bedroom, unless 24 hour room service is advertised and available.</li><li>• Where only room service is provided, the availability of a hospitality tray at no extra charge to be advertised to guests.</li><li>• Fresh milk available on request and ingredients for making hot drinks kept wrapped or in lidded containers.</li><li>• Kettles should not have to be operated at floor level.</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• As One Star.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• A wider range of hot drinks likely to be provided e.g. choice of teas, biscuits, and other drinks such as hot chocolate.</li></ul>   |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• As well as 24 hour room service, the availability of a hospitality tray, if not provided, advertised to guests.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• In-room facilities, where provided, of an excellent standard e.g. china cups and teapot, choice of hot drinks including a range of speciality teas, fresh milk, and freshly ground coffee.</li></ul>   |

# MINIMUM ENTRY REQUIREMENTS

## 2.6.22 In-Room Entertainment

- 1 star**
  - Colour TV available in bedrooms. All available channels properly tuned in.
  - Televisions may be safely mounted on a wall bracket. Ease of viewing and safety taken into account when positioning television.
  - A radio with all available channels properly tuned in provided, on request, in each bedroom.
  - Where clock radios are used, instructions for use provided and clock set accurately.
  - Free WiFi available in public areas for the use of email checking and light internet browsing. Charges are acceptable for downloading of music, films and other heavy internet usage.
- 2 star**
  - As One Star.
- 3 star**
  - TV remote control provided.
  - Guests able to watch TV in comfort from both a chair and the bed.
  - Radio provided in each bedroom – possibly part of television installation.
  - Free complimentary WI-FI in all bedrooms and public areas
- 4 star**
  - Televisions with generously sized screens – greater than 46cm/18ins.
  - Free complimentary WI-FI in all bedrooms and public areas
- 5 star**
  - Additional audio-visual options provided as well as terrestrial channels e.g. in-house channels, CD
  - Player, DVD or video library, satellite, cable, and play station etc.
  - A range of radio channels.
  - Adoption of the latest innovation in entertainment technologies expected. High speed Broadband available to guests where connectivity allows.
  - Free complimentary WI-FI in all bedrooms and public areas

## 2.6.23 Communication and Business Services

- 1 star**
  - Bedroom telephone optional. Where not provided, a means of communication with staff at night in the event of an emergency must be provided, and advertised in the bedroom.
  - Telephones, where provided, displaying the hotel telephone number together with the bedroom extension or telephone number.
  - Telephones, where provided, with instructions on how to use any additional services such as telephone message service, and room-to-room calls.
  - Free complimentary WI-Fi available in public areas for the use of email checking and light Internet browsing. Charges are acceptable for downloading of music, films and other heavy Internet usage.
- 2 star**
  - As One Star.
- 3 star**
  - Direct dial telephone provided.
  - Telephones displaying the hotel telephone number, the bedroom extension/telephone number and instructions on how to use any additional services such as telephone message services and room-to-room calls.
  - Notepad with pen or pencil provided.
- 4 star**
  - An additional socket for internet connection, where there is a business market need.
  - Writing materials, including stationery.
- 5 star**
  - A minimum of two direct dial telephones – one at the bedside and one on the desk/dressing table.
  - Broadband connection.
  - Guests able to call individual hotel departments directly.

# MINIMUM ENTRY REQUIREMENTS

## 2.6.24 Telephone Charges

- All star levels**
- Where telephones are provided, rate card displayed in bedrooms illustrating typical charges for local, long-distance, international, internet, use of phone cards and connection to mobile phones.
- Hotels expected to provide, as a minimum, the following information to guests:
- The cost of one 5 minute IOM call at peak rate. The cost of one 5 minute IOM call at off-peak rate.
  - The cost of one 5 minute UK call at peak rate.
  - The cost of one 5 minute UK call at off-peak rate.
  - The cost of one 5 minute international call at peak rates, e.g. USA.
  - The cost of one 5 minute international call at off-peak rate, e.g. USA.
  - In addition, a clear explanation of what constitutes a peak and off-peak call.

## 2.6.25 Hairdryers

- 1 to 3 star**
- A hairdryer provided in every bedroom.
- 4 to 5 star**
- An additional hairdryer to be available on request when the hairdryer is in a fixed location in the bathroom.

## 2.6.26 In-Room Information

- 1 to 3 star**
- Hotel services and facilities advertised in all bedrooms, possibly contained in a room information folder.
- This should include the following where applicable:
  - How to summon assistance in a night-time emergency.
  - Multi-lingual instructions or diagram for fire evacuation procedure.
  - Telephone information e.g. charges, internal directory, local services.
  - Meal times (and menus).
  - Room service menu.
  - Message taking service.
  - Laundry/pressing/dry cleaning service.
  - How to use TV, radio and all electrical appliances.
  - Do not disturb' notices for guests to use.
  - Shoe cleaning facilities advertised if not already in the bedroom. Iron and ironing board advertised as available, if not already provided in the bedroom, even if a trouser press is provided in room.
- 4 star**
- A more comprehensive guest directory.
- 5 star**
- Consideration given to multi-lingual and visually enhanced material.

# MINIMUM ENTRY REQUIREMENTS

2.6.27

## Miscellaneous

**1 to 4 star**

- A waste paper container.
- A drinking tumbler per guest, in clear glass, scratchless plastic or wrapped disposable.
- Sufficient and conveniently situated power sockets allowing for the safe use of all electrical equipment provided.

**5 star**

- An in-room safe.



Photo credit left to right: Sefton Hotel, Claremont Hotel, Ramsey Park Hotel

# MINIMUM ENTRY REQUIREMENTS

## 2.7 EN-SUITE BATHROOM AND SHOWER ROOMS AND PRIVATE FACILITIES

2.7.1	Provision
<b>1 star</b>	<ul style="list-style-type: none"> <li>All bedrooms to have en-suite bathroom or shower rooms or private facilities, which all have WC and bath or shower.</li> <li>A private facility is one designated solely for the occupants of one bedroom, situated close to the bedroom on the same floor and lockable with a key provided. Guests informed of this at the time of booking.</li> <li>Access to private bathrooms or WCs, or extra public bathrooms, from bedrooms via public areas such as reception or lounge etc. is not acceptable.</li> <li>A washbasin with hot and cold running water and a minimum internal measurement of 36 x 24cm/14 x 9.5ins. Basin provided in either the bedroom, en-suite or private facility.</li> </ul> <p>N.B. An en-suite facility has the bath or shower and WC situated in room(s) with a door(s) separate to the bedroom. In-bedroom showers are not acceptable.</p>
<b>2 star</b>	<ul style="list-style-type: none"> <li>As One Star.</li> </ul>
<b>3 star</b>	<ul style="list-style-type: none"> <li>All bedrooms to have en-suite bathrooms or shower rooms, which all have WC and bath or shower.</li> <li>A full-sized washbasin. Where sited in the bedroom area, likely to be in a vanity unit commensurate to Three Star quality.</li> </ul>
<b>4 star</b>	<ul style="list-style-type: none"> <li>All bedrooms to have en-suite bathrooms. All en-suites with WC and thermostatically controlled showers. At least half of these with a bath in addition to the shower.</li> <li>Where there is no bath, the quality of the shower fittings, water pressure, space etc. must be of an excellent standard to compensate for the loss of the bath.</li> <li>Washbasin situated within the en-suite facility or designated dressing area.</li> </ul>
<b>5 star</b>	<ul style="list-style-type: none"> <li>All bedrooms with en-suite facilities with WC, bath and thermostatically controlled shower.</li> </ul>
2.7.2	General Quality (applies to all bathroom and shower room types)
<b>1 star</b>	<ul style="list-style-type: none"> <li>All bathrooms of acceptable quality and condition with practical fittings, flooring and décor providing ease of use.</li> <li>Practical, well-fitted and easily cleanable flooring.</li> <li>Best practice suggests that washable flooring is more hygienic than carpeting.</li> <li>Particular attention given to maintenance and lighting levels.</li> </ul>
<b>2 star</b>	<ul style="list-style-type: none"> <li>All bathrooms of quite good quality and condition, and providing satisfactory ease of use with some evidence of co-ordinated fittings, flooring and décor.</li> </ul>
<b>3 star</b>	<ul style="list-style-type: none"> <li>All bathrooms of good quality and condition, and providing good ease of use with matched and well co-ordinated fittings, flooring and décor.</li> </ul>
<b>4 star</b>	<ul style="list-style-type: none"> <li>All bathrooms of very good quality and condition, and providing very good ease of use with a superior standard of fittings, flooring and décor.</li> </ul>
<b>5 star</b>	<ul style="list-style-type: none"> <li>All bathrooms of excellent quality and condition, and providing excellent ease of use with a luxurious standard of fittings, flooring and décor.</li> </ul>

# MINIMUM ENTRY REQUIREMENTS

## 2.7.3 Room Size

- 1 star** • Bathrooms of sufficient size for adequate guest comfort and ease of use.
- 2 star** • As One Star.
- 3 star** • Bathrooms more spacious and with a good degree of free space.
- 4 star** • As Three Star.
- 5 star** • Spacious bathrooms with generously sized bath, basin and shower.

## 2.7.4 Water Supply

- 1 star** • Sufficient hot water provided at all reasonable times – usually 7.00 a.m. until 10.00 p.m.
  - Baths and showers providing a strong and easily adjustable flow of water.
- 2 star** • As One Star.
- 3 to 5 star** • Sufficient hot water available at all times.

## 2.7.5 Equipment in En-Suite and Private Facilities

- All star levels** • All bathrooms or shower rooms – private and en-suite – equipped with:
  - Internal lock or bolt on all private bath or shower rooms but not necessary for en-suites.
  - A mirror situated above or adjacent to the washbasin.
  - Bath or shower, washbasin and mirror.
  - Adequate storage with space for guests' own toiletries.
  - Soap and soap dish.
  - Hook for clothes.
  - Non-slip surface or mat for use in baths or showers.
  - Towel rail or equivalent sufficient for the number of guests in the room.
  - Conveniently located electric shaver point, with voltage indicated.
  - Windows fitted with curtains, blinds or shutters to ensure privacy. Window coverings possibly not necessary for Velux-style windows fitted in the ceiling and in no way overlooked.
  - All toilets equipped with:
    - A lidded WC.
    - Toilet paper and holder plus spare toilet paper.
    - A lidded sanitary disposal bin and sanitary bags.

# MINIMUM ENTRY REQUIREMENTS

## 2.7.6 Lighting, Heating and Ventilation

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Lighting - adequate covered lighting in all bathrooms, shower rooms and toilets. Lighting provided above or adjacent to the washbasin mirror.</li><li>• Heating - adequate heating. Heater light bulbs are not acceptable. All bathrooms with an external window require dedicated heating. A heated towel rail is acceptable.</li><li>• Ventilation - adequate ventilation and extraction (window or extractor fan). Where a Velux-style window or skylight acts as the only form of ventilation, a pole or other means of opening should be provided. Opaque window covering required.</li><li>• Security fittings installed on any bathroom window, which could be left open and access gained from outside e.g. windows near fire escapes.</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Combined light and heater is not acceptable.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Good lighting, heating, ventilation and extraction.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• A heated towel rail or equivalent (with on/off switch) operational throughout the year. Or some means of providing guests with additional dry towels on request.</li></ul>   |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Excellent light intensity overall, especially at the mirror.</li><li>• Excellent heating, ventilation and extraction.</li></ul>  |

## 2.7.7 Towels and Toiletries

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• A clean, absorbent, cotton hand and bath towel provided for each new guest and changed every day except where, as part of an advertised environmental policy, guests are invited and agree to a less frequent change during their stay.</li><li>• Bathmat. N.B. Paper mats not acceptable.</li><li>• Fresh soap provided for each new letting. Particular attention paid to the cleanliness and hygiene of liquid soap dispensers where provided.</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• As One Star.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Generously sized, co-ordinated towels of good quality and condition.</li><li>• Good quality soap, shampoo and bath/shower gel provided.</li><li>• Emergency toiletries such as toothbrush, and disposable razor available, possibly for a charge.</li></ul>   |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• A range of very good quality guest toiletries.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• A range of towels which includes bath sheets, robes and face cloths of excellent quality and condition.</li><li>• An excellent range of luxury guest toiletries (for example hand soap, bath soap, shampoo, gels, body lotion, tissues etc).</li></ul>  |



# MINIMUM ENTRY REQUIREMENTS

## 2.8 PUBLIC AREAS - QUALITY

2.8.1	General Quality – All Public Areas (Bars, Lounges, Reception, Restaurants etc)
<b>1 star</b>	<ul style="list-style-type: none"><li>• Furnishings, fittings and décor of acceptable quality and condition.</li><li>• Acceptable space and comfort for guests, relative to the number of bedrooms.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Furnishings, fittings and décor of a quite good quality and condition.</li><li>• Quite good space and comfort for guests.</li><li>• Decorative enhancements creating a welcoming ambience, e.g. pictures, mirrors, plants, ornaments etc.</li><li>• Acceptable space and comfort for the needs of residents' guests for meals or drinks.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Furnishings, fittings and décor of good quality and condition.</li><li>• Good space and comfort for guests, and non-residents, possibly including separate sitting areas and a choice of seating styles.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• Furnishings, fittings and décor of very good quality and condition.</li><li>• Very good space and comfort for guests, taking into account the needs of different markets (e.g. business or leisure).</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Furnishings, fittings and décor of an excellent quality and condition, providing an overall luxurious standard.</li><li>• A choice of environments of sufficient size to provide generous personal space.</li><li>• Additional facilities such as secondary dining, leisure, business centre, spa.</li></ul>
2.8.2	Lighting, Heating and Ventilation
<b>1 star</b>	<ul style="list-style-type: none"><li>• Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings at night.</li><li>• Good levels of heating and ventilation, providing an ambient temperature and adequate air flow at all times of the year.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• As One Star.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Good levels of lighting with thought given to both intensity and to positioning, e.g. for reading menus.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• Very good lighting, giving sufficient light for all practical purposes and also designed to good effect showing off features.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Excellent lighting.</li><li>• Excellent temperature control, which may include air-conditioning.</li></ul>

# MINIMUM ENTRY REQUIREMENTS

## 2.8.3 Reception Areas/Lobby

- 1 star**
  - A clearly designated reception facility that is at least a hallway and either an appropriate flat surface, a hatch or the use of a table in the hotel office. A clearly designated area at one end of a bar counter is acceptable.
  - A bell or internal telephone provided to summon attention when staff not present.
- 2 star**
  - The reception facility separate from a bar counter. A bar used for reception purposes is not acceptable.
- 3 star**
  - Sufficient space for guests arriving with luggage. Dedicated reception area with desk, counter or table. N.B. A hatch or occasional table is not acceptable.
- 4 star**
  - Greater amount of space and comfort (including seating) for arriving and departing guests.
- 5 star**
  - A clearly designated reception area within an impressive foyer or entrance hall.

## 2.8.4 Bars, Lounge, Sitting Areas and Restaurants

- 1 star**
  - A bar or lounge with adequate comfortable seating for resident guests accessible throughout the day and evening – at least from breakfast time to 10.00 p.m.
  - Provision of further seating where there is a market need e.g. in resort hotels, leisure and business hotels and where non-residents dine or visit the bar.
  - The bar and lounge possibly combined and providing the only sitting area in the hotel's public areas.
  - Guests should not be expected to share tables in the restaurant.
- 2 star**
  - As One Star.
- 3 star**
  - Suitable seating layout and range of furniture appropriate for meeting the market needs of certain hotels e.g. hotels where business meetings take place or where refreshments are offered in the lounge.
- 4 star**
  - There should be sufficient full height dining tables, especially at breakfast, to prevent delays.
- 5 star**
  - The environment of all sitting areas of excellent quality and condition, and of sufficient size and with well-designed layout to provide generous personal space and privacy for guests.
  - A variety of seating styles expected.
  - Sitting areas not necessarily all lounges but certainly offering a range of environments.
  - Restaurant tables should have sufficient space around them to allow a high degree of privacy and freedom of movement.

# MINIMUM ENTRY REQUIREMENTS

## 2.8.5 Other Public Areas including Corridors and Staircases

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Corridors and stairs in good repair and free from obstruction. Adequately lit 24 hours.</li><li>• Particular attention given to the maintenance of door handles, numbers, brassware and glass panels.</li><li>• Clear, directional signage to bedrooms and reception (where needed).</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• As One Star.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Corridors and staircases well-lit 24 hours.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Corridors normally wide and spacious.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Corridors and staircases wide and spacious allowing freedom of movement for guests and service trolleys.</li><li>• A serviced coat storage cloakroom provided. Receipts given.</li><li>• Corridors and staircases permanently lit.</li></ul>   |

## 2.8.6 Lifts

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Optional.</li><li>• Assistance with luggage available on request when there is no lift.</li></ul>   |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Where there is no lift, this should be made clear at the time of booking.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• A lift is required when there is a guest bedroom that is more than two floors higher or lower than the entrance level floor i.e. on the fourth floor.</li></ul> |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• As Three Star.</li><li>• At this level, it is not only the provision of a lift that is important, but also the size, comfort, quality and speed.</li></ul>      |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• It is expected that a lift will be provided to all floors in the main building and assistance with luggage offered.</li></ul>                                   |

### Accessibility Best Practice

- On each step or change of level, provide a nosing strip that contrasts in colour to the floor.
- Provide at least one continuous handrail on steps and where changes in levels occur.
- Provide clear sign-age. The Sign Design Society [www.signdesignsociety.co.uk](http://www.signdesignsociety.co.uk) can provide inspiration for clear sign-age in public areas.
- Ensure lifts provide audible messages and have raised letters and numbers on the control panel. A mirror on the rear wall assists a wheelchair user to manoeuvre in and out of the lift.

### General Best Practice

- Dispensation is possible in older buildings and/or architecturally listed buildings where it can be shown that fitting a lift is impractical or unacceptable to planning and building authorities. Dispensations must be authorised by Visit Isle of Man. In this instance, help with luggage must be offered on arrival and departure.
- A separate lift for hotel services, including transporting luggage, laundry and room service

# MINIMUM ENTRY REQUIREMENTS

## 2.8.7 Public Telephone

- |                    |   |
|--------------------|---|
| <b>1 to 4 star</b> | <ul style="list-style-type: none"><li>• A telephone accessible 24 hours a day unless direct dial, in-room facilities are provided (payphones, house phones or mobile handsets).</li></ul> |
| <b>5 star</b>      | <ul style="list-style-type: none"><li>• Public and courtesy telephones offering a degree of privacy.</li></ul>  |

## 2.8.8 Public Area WCs

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Where hotel is open to non-residents:</li><li>• Toilet facility conveniently situated for the public areas. Toilets possibly shared by ladies &amp; gentlemen.</li><li>• All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following facilities provided as a minimum: washbasin with soap, hand drying facilities, seat with lid, covered light, mirror, hook on door, lidded sanitary bin and bags, toilet roll holder with toilet paper.</li></ul> |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• As One Star.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• More spacious, higher quality standards.</li><li>• Efficient hand drying and ample mirrors.</li><li>• Separate facilities for ladies and gentlemen.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• As Three Star.</li></ul>   |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Spacious, luxurious and numerous toilet facilities and with refinements such as individual hand towels, high-quality toiletries and accessories.</li></ul>   |

## 2.9 EXTERNAL AREAS (AS APPLICABLE)

### 2.9.1 Bars, Lounge, Sitting Areas and Restaurants

- |                    |   |
|--------------------|---|
| <b>1 to 3 star</b> | <ul style="list-style-type: none"><li>• External areas include the appearance of the building, grounds and gardens, pathways and drives and any car parking.</li><li>• Particular attention given to the safety and security of guests and their belongings in car parks, ground floor and annex bedrooms including external paths and walkways.</li><li>• The hotel entrance should be clearly identifiable and the doorway illuminated when it is dark.</li><li>• Adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night.</li><li>• Grounds and gardens well maintained and kept tidy.</li><li>• Parking areas tidy, well maintained, clearly defined, well lit and clearly signed.</li><li>• Security issues taken into account.</li><li>• External smoking area provided</li></ul> |
| <b>4 star</b>      | <ul style="list-style-type: none"><li>• Grounds and gardens a feature in their own right. Well maintained and high-quality appearance all year round.</li></ul>   |
| <b>5 star</b>      | <ul style="list-style-type: none"><li>• As Four Star.</li></ul>   |

## 2.10 ANNEXES

### 2.10.1 Bars, Lounge, Sitting Areas and Restaurants

- |                    |   |
|--------------------|---|
| <b>1 star</b>      | <ul style="list-style-type: none"><li>• Where a hotel has an annexe, we will take into account the facilities provided in this annexe when determining the rating for the hotel as a whole.</li><li>• Annexe accommodation may be situated in a separate unit or units within the hotel grounds or within easy walking distance of the main building – with good levels of external lighting.</li></ul> |
| <b>2 to 4 star</b> | <ul style="list-style-type: none"><li>• As One Star.</li></ul>  |
| <b>5 star</b>      | <ul style="list-style-type: none"><li>• Under cover access to any accommodation separate to the main building. This could include chauffeured transport or escort with umbrella provided.</li></ul>   |



Uncover more at [visitisleofman.com](https://www.visitisleofman.com)

