



# QUALITY STANDARDS SELF CATERING ACCOMMODATION

Department for Enterprise

Visit Isle of Man

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# WELCOME TO THE ISLE OF MAN'S QUALITY "COMMON STANDARDS" FOR SELF CATERING ACCOMMODATION

## **Improving Quality Standards**

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

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

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

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

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

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# CODE OF CONDUCT AND CONDITIONS FOR PARTICIPATION

## Code of Conduct

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

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

## Insurance

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

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

**In this Condition:**

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

**Before starting the registration process, we advise you to check with your mortgage provider, insurance provider and management company (apartments) that you are not contravening any agreement you have in place by operating self catering 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 as examples.
- Highlight your good bits and bad bits i.e. the second bedroom is rather small with a low ceiling, but perfect for visitors up to a height of 4 feet.
- Think about what you look for when you're booking something and make sure that your guests can access this information quickly and easily for your accommodation.
- Make sure you provide clear contact information for visitors to communicate with you and give an indication of how long it will be before you get back to them via a direct response or answer machine message e.g. we will endeavour to contact you within 48 hours.
- Do you have your booking, cancellation and refund policy and if so, are these communicated clearly to visitors before booking, upon booking and after booking? If you don't have any policies in place, this is something you must think about putting in place.
- Do you send an email to visitors once they have made the booking to confirm their reservation, arrival details and to clarify the cancellation policy? If not, this is worth doing! If visitors are made aware of all of the terms of their booking at the earliest opportunity it alleviates the possibility of visitors complaining at a later stage.

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

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

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

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



# THE QUALITY STANDARD FOR SELF CATERING ACCOMMODATION

## Quality Indicators and Quality Scores

All aspects of the property will be given a Quality Score as part of the assessment process.

Where terms such as 'adequate', 'good', 'very good' etc are used, these signify ascending levels of quality in broad terms only. They are deliberately non-specific recognising the wide variety of quality elements that could be included in the quality scoring.

All assessors throughout the Isle of Man have been trained to score quality in exactly the same way. They are also trained to ignore their personal preferences.

Aggregate scores for all the sections give an overall score for the property, which is then expressed as a percentage of the maximum possible score.

This quality percentage is then used to help determine the One to Five Star rating. To obtain a higher star rating an establishment will provide an enhanced quality across all areas – exterior, cleanliness, management efficiency, public areas, bedrooms, bathrooms and WCs, kitchen, additional facilities. Our research indicates that quality is of key importance to visitors.

In addition to the enhanced quality there are certain key requirements that must also be met.

## Ratings

The final rating will be a combination of:

- The quality levels
- The provision of the Additional Requirements specified for certain levels.



Photo credits left to right: Ballachrink Barn Cottages, Island Escapes - Sea View, Groudle Glen Cottages

# THE QUALITY STANDARD FOR SELF CATERING ACCOMMODATIONS

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

### Registration Certificate

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

### Star Grading and Accolades

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

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

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

### What happens during the assessment?

The Assessor will make contact with the accommodation and will arrange for a convenient time to meet with the management and assess the accommodation.

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.

# 1.0 MINIMUM ENTRY REQUIREMENTS



# MINIMUM ENTRY REQUIREMENTS

## 1.1 GENERAL REQUIREMENTS

These are the minimum entry requirements for a **One Star** rating. To obtain a higher quality grade it will be necessary to meet both the level of quality and condition specified in the quality indicators for that Star Level and any additional requirements specified. For example to obtain a rating of **Three Star**, all the minimum entry requirements for **One Star** and **Two Star** should be met along with any additional requirements for **Three Star**.

### 1.1.1 Quality 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 self-catering accommodation in the Isle of Man ensuring these are in line with international standards applied across the UK and the Channel Islands.

### 1.1.2 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.

These are the minimum entry requirements for a One Star rating. To obtain a higher quality grade it will be necessary to meet both the level of quality and condition specified in the quality indicators for that Star Level and any additional requirements specified. For example to obtain a rating of Three Star, all the minimum entry requirements for One Star and Two Star should be met along with any additional requirements for Three Star.

### 1.1.3 Minimum and Key Requirements at each Grading Level

To be recognised within the self catering standard you must meet all the Detailed Requirements listed between page 8 and page 16 of this document.

You must also provide sufficient quality to meet the minimum requirements for One Star, in all areas of the operation covered by the Quality Indicators in the Quality Guidance Section between page 22 and page 55. If you wish to achieve a 2, 3, 4 or 5 Star Rating, you must meet the required standards outlined between page 22 and 55.

### 1.1.4 Statutory Obligations

- Health and Safety
- Fire, Gas and Electrical Safety
- British Standards applying to items such as cots, high chairs and play pens
- Planning Permission
- Housing
- TV Licensing
- Disability Discrimination
- Data Protection
- Trade Descriptions
- 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.

### 1.1.5 General Miscellaneous

In assessing the acceptability of 'enclosed' floor area available, assessors will take account of usable space around furnishings and fittings. It is unlikely that the minimum requirements will be met where accommodation is less than the following:

- 18.60 sq m (200 sq ft) for a 2 person unit plus 7.40 sq m (80 sq ft) for each additional person normally accommodated.
- Enclosed floor area includes living, sleeping, cooking and bathroom areas. Consideration should be given to freedom of movement, the ceiling height for the major part of the room to be sufficient for a person of 183 cm (6 ft) to move around without stooping. Sloping eaves and roofs are acceptable providing these do not restrict guests' movements to an unacceptable degree.

# MINIMUM ENTRY REQUIREMENTS

- There must be reasonable space for movement in bedrooms/sleeping and living room areas and for easy access to beds, doors and drawers.
- Doors and drawers to be fully openable. Account should be taken of space needed for convertibles, e.g. bed settees etc.
- All fixtures, furniture, furnishings, crockery and cutlery to be adequate for the maximum number of occupants, including any extra sleeping accommodation.

## 1.2 MAINTENANCE

- All electrical and gas or oil fired equipment must meet all relevant statutory obligations (see previous page), be safely maintained, in good working order and serviced regularly, as appropriate.
- Fixtures, furnishings, floor coverings and fittings must also meet all relevant statutory obligations, particularly in relation to fire safety. These must be maintained in a sound, clean condition and be fit for the purpose intended.
- The exterior should be free from hazards on roads and pathways and the building itself.

## 1.3 HEALTH, SAFETY AND SECURITY

- A high degree of general safety and security maintained, including information on procedures in the event of an emergency.
- At least one smoke alarm to be provided in all units, situated appropriately within a hallway or landing area. Larger units or those with a more unusual layout may require more than one alarm.
- We will need to check that the property meets current Fire Safety requirements and you will be asked to complete a Fire Safety Risk Assessment document prior to registration. All properties must supply suitable fire equipment. We advise you to read the Fire Guidance for Tourist Accommodation to understand what is required. If the Visit Isle of Man team have any concerns regarding the safety of the property, a referral to Building Control and/or the Fire Safety Officers will be made. It should be noted that any additional recommendations made by the Fire Safety Team that are not acted upon may result in your application for registration as tourist premises being refused.
- If you are intending on accepting 7 or more guests or operating any room above the first floor then you may require a fire certificate, an application must be made which will then be reviewed by the Fire Safety team. You can apply for a certificate here: <https://www.gov.im/categories/home-and-neighbourhood/emergency-services/fire-and-rescue-service/business-fire-safety/>
- Provide a Carbon Monoxide Detector in every room where gas or oil are burner and in rooms where there is an open fire or wood burner. A detector should always be placed in a kitchen unless all appliances are electric and in any room where a central heating boiler is housed. Carbon Monoxide Poisoning can be fatal.
- If the proprietor is not resident on the premises, his/her name, address and telephone number or that of his/her agent, who must have a set of keys, to be prominently displayed, together with clear details of how to summon assistance in the event of an emergency.
- Prominently displayed printed details of how to summon the assistance of emergency services to be provided e.g. doctor, dentist, location of nearest payphone and casualty unit and vets (if pets accepted).
- All units to be provided with suitable refuse disposal arrangements as required by the Local Authority. Dustbins, where provided, must have lids. Arrangements for refuse collection to be specified and prominently displayed.
- Occupiers to be provided with a key to the entrance door of their unit, and where applicable a key giving access to the building and any other relevant facilities. •Adequate levels of lighting at night for safety and comfort in all public areas, including on stairways and landings and in car parks and paths/steps to the property at night, should be provided.
- Electricity should be available (not necessarily mains supply). Where it is not, this must be stated. Voltage to be stated if not on mains.
- Where electricity is available, an adequate number of power sockets to be provided, commensurate with the number of electrical appliances provided.
- Some form of emergency lighting to be available, e.g. torch or night-lights. Candles are not acceptable for safety reasons.

# MINIMUM ENTRY REQUIREMENTS

## 1.4 EXTERIOR

### 1.4.1 Appearance of Buildings

- Buildings maintained in a sound, clean condition and fit for the purpose intended. Entrance adequately lit.

### 1.4.2 Grounds and Gardens

- Gardens and/or open areas that are part of the unit maintained in good order.
- Where gardens are available then garden furniture should be provided.
- If the property is advertised as being suitable for children ensure all safety measures are taken in relation to ponds or dangerous areas e.g.. fence pond areas, place 'warning' signs where necessary for safety
- If the property has ancillary areas, the facilities provided will be taken into account in the assessment of the establishment, where under the control of the operator. They should be well surfaced, in good condition and adequately lit.

## 1.5 Cleanliness

- Cleanliness is of paramount importance to guests, so a high standard of cleanliness must be achieved and maintained throughout the property. Particular attention must be given to kitchens, bathrooms, shower rooms and toilets and items involving direct contact for guests, such as bedding, linen, towels, baths, showers, washbasins,
- WCs, flooring, seating, crockery, cutlery, glassware, kitchen utensils and equipment.
- It is the proprietor's responsibility to ensure that all properties are thoroughly cleaned throughout, before each new let, irrespective of whether the guests have cleaned it prior to departure. Any broken or damaged items should be replaced.

## 1.6 MANAGEMENT EFFICIENCY

### 1.6.1 Bookings and Prices

- To make clear to guests exactly what is included in the prices quoted for the property including service charge, taxes and other surcharges, e.g. electricity, fuel, linen, towels, cots etc. Where VAT is applicable, all prices to be shown inclusive of VAT at standard rate.
- Full details of accommodation, including sleeping arrangements and bathroom (whether it is equipped with a bath or a shower) provided in writing or printed form in advance of normal booking. Where sleeping accommodation is provided by means of bed settees, 'Z' beds, in addition to the bedroom accommodation, the type, size and number of bed spaces to be clearly indicated.
- Details of any in-house policies, e.g. no smoking, no pets etc, must be communicated at the time of booking. If requested, allow guests to see the property before booking (if property is occupied, this may not be possible).
- A printed (or type written) brochure or information leaflet to be available. A floor plan is encouraged. Arrangements for access communicated pre-arrival.
- Prospective guests should be made aware, prior to booking, of charges for additional services or facilities available, including cancellation terms, housekeeping and/or breakage deposits.
- Visitors advised at the time of booking or subsequently in the event of any change in booking details.
- Prices quoted at time of booking not exceeded.
- Visitors provided with details of payments due and a receipt if required.
- The receipt to be clearly presented and well laid out.

# MINIMUM ENTRY REQUIREMENTS

## The following information readily available prior to booking:

- Car parking arrangements near unit
- Arrangements for pets
- Distance of unit from nearest shop(s), etc.
- Distance of unit from nearest public transport
- Nature of water supply, if not mains (water supply must meet all statutory regulations for drinking water)
- Types of energy supply if not electric
- Electricity voltage, if not standard
- A map and/or directions provided showing the location of the unit on booking or with brochure. (This may be provided in more detail after booking).

## Welcome and Arrival

- An inventory of equipment to be available.
- Guest and Tourist Information

## 1.7 PUBLIC AREAS (LIVING AND DINING AREAS)

### 1.7.1 Guest Comfort

- | 1.7.1                  | Guest Comfort  |
|------------------------|--|
| <b>All star levels</b> | <ul style="list-style-type: none"><li>• Dining table and seating facilities for the maximum number of occupants.</li><li>• Where there is a functional open fireplace, a fireguard, poker, hearth brush, tongs, shovel, fuel container and ashes bucket provided.</li><li>• Easy chair and/or sofa seats provided, sufficient for the maximum number of advertised occupants.</li><li>• A colour TV to be provided where a TV signal is available, at no extra charge. Where terrestrial TV channels are not available every effort should be made to provide a satellite TV.</li><li>• Non-flammable waste paper bins provided in living areas.</li></ul> |
| <b>4 star</b>          | <ul style="list-style-type: none"><li>• All easy seating to be provided in the main lounge/ lounges.</li></ul>   |
| <b>5 star</b>          | <ul style="list-style-type: none"><li>• Please refer to requirements under General Miscellaneous.</li></ul>  |

### 1.7.1 Flooring

- All rooms/areas, passages and staircases must have suitable finishes or coverings.

### 1.7.2 Furniture, Furnishings and Fittings

- All exterior windows in living areas fitted with opaque curtains, blinds or shutters. Glass in exterior/interior doors will also require covering where the lounge is used for sleeping or where lack of privacy could be an issue. (The apex of an 'A' framed window and roof light windows need to be curtained only where the lounge is used as sleeping accommodation).
- Where there is sleeping accommodation in living areas, there must be adequate storage for bedding and guests' clothes.

# MINIMUM ENTRY REQUIREMENTS

## 1.7.3 Heating and Ventilation

- Adequate means of heating must be available at all times which will mean heating will be provided in living areas.
- Guest must be able to override a time switch for the heating and hot water. If storage heaters are the means of heating the property, additional supplementary (portable) heaters must be provided. Free standing paraffin and Calor gas heaters are not acceptable. Coin meters are not acceptable except for a washing machine in a laundry.
- All living room areas to have at least one window opening directly into the open air.

## 1.7.4 Lighting

- All living areas must be adequately lit and lights must have shades (unless bulbs are decorative e.g. candle).
- Minimum lighting levels acceptable are 160 watts for a single room and 220 watts (cumulative) for a double room and low wattage equivalent for living areas. Greater wattage and range of lighting will be expected in larger rooms.
- Energy saving light bulbs are acceptable

## 1.8 BEDROOMS

### 1.8.1 Flooring

- All rooms must have suitable floor finishes or coverings.

### 1.8.2 Guest Comfort

- | 1.8.2                  | Guest Comfort  |
|------------------------|--|
| <b>All star levels</b> | <ul style="list-style-type: none"><li>• A bedside table/shelf and light for each permanent bed, including bunk beds (twin beds may share a table and light and top bunk to have light, but a shelf should be provided only where safe to do so).</li><li>• Non-flammable waste bins to be provided.</li><li>• A dressing table (or equivalent) with mirror, wardrobe or clothes hanging rail and adequate drawer space in each unit (shelf space is an acceptable alternative to drawers), in at least one double or twin room, to be provided. Hooks on backs of doors etc are not acceptable, garments should be able to hang free.</li><li>• Six hangers per person. Wire hangers are not acceptable.</li></ul> |
| <b>3 star</b>          | <ul style="list-style-type: none"><li>• Bedside table or shelf and light for each occupant (twin beds may share). For bunk beds a light per occupant is required and a shelf for the top bunk should be provided, except where it is not safe to do so.</li></ul>  |

# MINIMUM ENTRY REQUIREMENTS

## 1.8.3 Beds and Bedding

- Adult Single - 190 x 90cm / 6'3" x 3'  
Adult Double - 190cm x 137cm / 6'3" x 4'6"  
Child Size - 183cm x 76 cm / 6' x 2'6"
- At least one bed for adults which is not bunk beds.
- All mattresses sprung or foam or similar quality and in sound clean condition.
- All beds in sound condition with a secure headboard or equivalent.
- Bedding supplied in sufficient quantity i.e. bedspread and two blankets per bed, or one duvet of suitable tog rating, and two pillows per person. For winter, late or early season letting, the amount of bedding should be increased. Bedding clean and well aired.
- A mattress protector or under blanket fitted to all beds. (Plastic or rubber mattress protectors are not acceptable for normal use. Where a rubber cover is provided for children, it should be as an optional extra in addition to the normal mattress protector).
- Where linen is provided, it should be changed for all new occupants and weekly change offered during the letting period.
- Spare linen and bedding available on request. Sheets must be poly-cotton or cotton.
- Where a bedroom is accessed via another bedroom, then this must be clearly advertised in the brochure
- Where a bathroom is accessed via a bedroom (not including enSuites), then these units must be designated, and advertised in the brochure, as only being suitable for single family occupation.
- Where there is only access to one side of a double bed, a maximum rating of three star can be achieved. Guest must be made aware at the time of booking of the access restrictions

## Quality Indicators

- |                           |  |
|---------------------------|--|
| <b>All star levels</b>    | <ul style="list-style-type: none"><li>• Bed linen must be included in the rental fee at all star rating levels</li><li>• All double beds to have access to both sides.</li><li>• Bed linen available with or without extra charge. (Cot bedding not included).</li></ul>   |
| <b>4 star</b>             | <ul style="list-style-type: none"><li>• All advertised sleeping spaces are to be in bedrooms only. (Where studio flats are clearly advertised as such, an exemption will be made to this).</li><li>• Bed linen provided and included in the hire charge. Beds must be made up for guests' arrival.</li></ul>   |
| <b>5 star</b>             | <ul style="list-style-type: none"><li>• All beds are to be full sized proper beds including beds for children (excludes 'Z' beds used on a temporary basis for children only).</li><li>• Hairdryers are required in all bedrooms</li></ul> <p>(It is unlikely that where a bedroom or bathroom is accessed via another bedroom that this would ever achieve Five Star).</p>                        |
| <b>Galleried bedrooms</b> | <ul style="list-style-type: none"><li>• Where a property accommodates only two people, any rating can be achieved. The galleried bedroom must be advertised as such in the brochure.</li><li>• Where the property accommodates more than two guests and there is a galleried bedroom, this must be clearly advertised in the brochure.</li><li>• Hairdryers are required in all bedrooms</li></ul> |

## Heating and Ventilation

- Means of heating must be available at all times which will, in most cases, mean heating to be provided in each bedroom.

## Lighting

- All bedrooms must be adequately lit and lights must have shades. Minimum lighting levels 140 watts (cumulative) or low wattage equivalent. Greater wattage and range of lighting will be expected in larger rooms.



# MINIMUM ENTRY REQUIREMENTS

## 1.9 BATHROOMS AND WCS

### 1.9.1 General

- All units to have at least one bathroom and WC for every six guests. The bathroom to be equipped with a bath or shower, bathmat, towel rail (pegs and hooks are not acceptable), shelf or flat surface and wash basin. Where the base of the bath or shower is not anti-slip then a non-slip mat must be available. Soap dish to be provided in showers.
- If any bedrooms have an en-suite bathroom, then the ratio of other bathroom(s) to other bedrooms must meet the minimum of :6 guests For example, a property with five double/twin bedrooms, one en-suite bathroom and one shared bathroom will not meet the ratio, as four double/twin bedrooms will share one bathroom. A property with five double/twin bedrooms, two ensuite bathrooms and one shared bathroom will meet the ratio, as three double/twin bedrooms share one bathroom.
- Where no bath is available, this must be clearly advertised.
- Unless ensuite, access through a bedroom to the bathroom is not normally acceptable, except where the unit is for single family occupation.
- Washbasin in main bathroom is a minimum of 36cm x 24cm (14" x 9") internal, although a standard size wash basin is always recommended where space allows. (Additional basins offered in ensuites or separate WCs where basin in main bathroom complies, could be of a smaller dimension).
- A mirror above or adjacent to the wash basin.
- All units to have at least one WC equipped with toilet paper and holder, toilet brush, and disposal bin with sanitary bags, or a lidded bin.
- All windows to have opaque curtains, blinds or shutters.(Glass doors to bathrooms and WCs must also have opaque curtain or blind).
- A means to provide hot water available at all times.
- A lock or bolt to be provided on all bathroom/WC doors, including ensuites.
- Shaver point adjacent to mirror, preferably with light. An adapter elsewhere in the unit is an acceptable alternative, providing it can be used close to a mirror.

### Quality Indicators

- |               |   |
|---------------|---|
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Where more than three guests are accommodated a shower should be available. This must be hands free, but can be fitted over a bath e.g. mixer tap.</li><li>• Towels (one hand and one bath towel per person) available with or without extra charge.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Extra WC and washbasin (which may be in another bath/shower room) to be provided if the unit sleeps more than five. Bathroom ratio of 1:6 to be maintained.</li><li>• Towels (one hand and one bath towel per person) available with or without extra charge.</li></ul>   |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• All units to have at least one bathroom with bath/shower, WC and basin for every four guests. Ratio to be maintained if the property sleeps more than four guests. If no baths in the unit, showers should be of exceptional quality and the shower room spacious with top quality fittings, and this must be clearly highlighted in pre-booking information.</li><li>• If the property sleeps five or more and there are four guests per bathroom, an extra W.C./cloakroom is required, but not if the ratio of bathrooms to guests is better/higher than one to four. For example:<ul style="list-style-type: none"><li>• A property with four double bedrooms and two shared bathrooms will have four guests per bathroom and will therefore need an extra W.C./cloakroom.</li><li>• A property with three double bedrooms and two shared bathrooms will have three guests per bathroom and therefore will not need an extra W.C./cloakroom.</li><li>• There must be a means of drying towels in the bathroom all years round (e.g. towel rail with electric element).</li></ul></li></ul> |

# MINIMUM ENTRY REQUIREMENTS

## 1.9.2 Flooring

- All bathrooms/WCs must have suitable floor coverings. Consideration should be given to the suitability of floor coverings for hygiene and housekeeping reasons.

## 1.9.3 Heating and Ventilation

- Heating to be provided in all bathrooms where there is an external window. A heated towel rail is acceptable. Heated light bulbs are not acceptable.
- All bathrooms and WCs to have an opening window or Local Planning Authority approved ventilation system.

## 1.9.4 Lighting

- All bathrooms/WCs must be adequately lit and all lights must have shades or be suitably protected.

## 1.10 KITCHEN

### 1.10.1 General

- A cooker with an oven, with at least two shelves, a grill and at least four boiling rings that may be used simultaneously with the oven or grill. If two people only are accommodated, then two boiling rings plus oven and grill must be provided.
- For any larger numbers i.e. twelve or more, accommodated, it is anticipated that additional cooking facilities will be provided. A microwave is an acceptable alternative for one boiling ring. A combination microwave (oven, grill and microwave) is acceptable as a grill or oven, provided that a three-ring hob is also available separately.
- Cookers to be clean and in sound condition and functioning properly.
- Microwave oven to be provided, and microwave cookware or compatible crockery.
- A refrigerator with an ice making compartment (unless a freezer is also provided). Larder fridges are not acceptable if no freezer is provided.
- A sink equipped with a draining board, dish drying rack, hot water and cold drinking water supply to be provided.
- At least one hygienic work surface.
- An opening window or Local Planning Authority approved ventilation system. Opaque curtains, shutters or blinds on external glass doors and windows.
- A covered waste disposal bin to be provided, with liner.
- A fire extinguisher designated as suitable for kitchen fires, or fire blanket to be readily available. This should ideally be between the cooker and the door, and wall mounted. Storage in a cupboard or over the cooker is not acceptable.
- It could be sited outside the kitchen, provided it is quickly and easily accessible. (Further advice can be sought from the Fire Safety Department.)
- Storage space suitable for food.
- Vacuum cleaner provided in each unit (may be compact type), unless a daily cleaning service is provided.
- Where a dishwasher is provided, crockery, cutlery and utensils should be dishwasher safe. Extra crockery should also be provided, so dishwasher does not have to be operated at each mealtime for smaller numbers of guests.
- Sufficient storage space for crockery, cutlery, kitchen and cleaning equipment provided.

# MINIMUM ENTRY REQUIREMENTS

## Quality Indicators

### 4 star

- Access to washing machine if not provided in the unit. Ratio of one machine to every five units.
- 24 hour return laundry service also acceptable.
- Freezer space available (3\*\*\* icebox in a fridge is acceptable). Ratio of a large freezer to 5 units on a multi-unit site is acceptable. On multi-unit sites thought should be given to security of each property's food items.

### 5 star

- Freezer provided within the unit (icebox not acceptable at this level).
- Dishwasher provided within the unit (consider size for number the unit accommodates).
- Washing machine provided in the unit (may be provided in an exterior purpose made laundry room on multi-unit sites, but must have 24 hour access). Ratio maximum of one machine to every five units.
- Use of property owner's washing machine is not acceptable, but it may be coin operated. (24hr return laundry service also acceptable)

### 1.10.2 Flooring

- All kitchens must have suitable floor finishes or coverings. Consideration should be given to the suitability of floor coverings for housekeeping and hygiene reasons.

### 1.10.3 Heating and Ventilation

- Adequate means of heating must be available at all times which will, in most cases, mean heating provided in the kitchen, if large or separate.
- There should be an opening window or local planning authority approved ventilation system.

### 1.10.4 Lighting

- Kitchens must be adequately lit and all lights must have shades or be suitably protected. As guidance, minimum lighting levels, 140 watts (accumulative) or low wattage equivalent. Greater wattage and range of lighting will be expected in larger rooms.



Photo credits left to right: Stumbleholme, Island Escapes - Ballduke, Island Escapes - Applegarth

# MINIMUM ENTRY REQUIREMENTS

## 1.10.5 Kitchen Inventory

- Consideration should be given to the number of items provided in respect of guest's visitors and the minimum and maximum number of occupants.

### Per Person

- Per Person – Matching Crockery
- Bowl – Cereal or Soup
- Plate – Large & Small
- Egg Cup
- Mug
- Tumblers – Large & Small
- Wine Glass
- Knives
- Spoons – Dessert & Tea
- Forks – Table

### Per Unit

- Bread Knife
  - Carving knife, fork and dish
  - Corkscrew & bottle opener
  - Cutlery box or drawer divider
  - Fish slice
  - Kitchen scissors
  - Ladle
  - Potato masher
  - Potato peeler
  - Table spoon
  - Tin opener
  - Vegetable knife
  - Whisk
  - Wooden / plastic mixing spoon
  - Biscuit or cake tin
  - Bread/Chopping board
  - Bread bin or similar
  - Cafetiere or coffee maker
  - Casserole dish with lid
  - Condiment set
  - Grater
  - Ice making tray
  - Kettle – automatic electric
  - Measuring jug
  - Milk jug
  - Mixing bowl – large & small
  - Pie dish
  - Serving dishes x 4
  - Sieve or colander
  - Sugar basin
  - Baking tray or tin
  - Colander or sieve
  - Frying pan (suitable size)
  - Oven roasting tray
  - Saucepans – large, medium, small & lids 8+ two additional pans
- Miscellaneous:**
- Ashtrays (If smoking permitted)
  - Basic cloths drying, Line or rack
  - Broom
  - Bucket
  - Cleaning agents, washing up liquid
  - Clothes pegs – at least 24
  - Dish cleaning cloths (change each let)
  - Door mat at exterior doors
  - Duster
  - Dustpan & Brush
  - Floor cloth and/or mop
  - Iron & Ironing board (1:5 multi unit)
  - Oven cloth or mitts
  - Spare light bulbs
  - Table cloth or place mat
  - Tea towels, hook, rails or suckers
  - Vacuum cleaner
  - Washing up bowl with brush or sponge

# MINIMUM ENTRY REQUIREMENTS

## 1.10.6 Kitchen Inventory Guidance

Item	Notes	Higher Star Ratings
Matching crockery and cutlery	Sufficient for number of guests unit sleeps. Extra if dishwasher in unit. Plenty of teaspoons essential, nothing chipped or cracked. Egg cups should be included	Greater range of items, e.g. different sizes of plates and bowls and mugs/cups and saucers. Not essential to offer cups and saucers but aim for very good quality and range. Guest will expect small knives and forks and soup spoons at higher star ratings.
Glassware	At least tumblers and wine glasses. A water jug might be appreciated.	Possibly champagne flutes or greater range and quality of glasses to suit target market. Greater range and quality expected at higher levels.
Serving dishes and serving spoons	To suit target market- possibly salad bowl, platter, fruit bowl, bread basket etc. Consider small containers/dishes for serving crisps and nuts.	
Teapot, milk jug and container for sugar, condiments (salt and pepper)	Cafetiere or coffee maker might be included, depending on target market.	At higher star rating guests may expect different sizes of teapots, cafetieres and jugs
Useful containers for bread, items etc.	Some airtight lidded plastic in different sizes worth including, especially if can go through dishwasher.	
Bread knife, carving knife and other sharp knives	Larger capacity units would need greater range so if group all cooking together, they have sufficient	
Chopping board(s), bread board etc.		
Range of kitchen utensils, measuring jugs etc.	e.g. tin opener, potato peeler, grater, fish slice or similar, potato masher, ladle, kitchen scissors, whisk etc. Kitchen scales should be considered, depending on target market.	At high star ratings more gadgets would be expected, e.g. food processor, bread mixer, pasta maker, electric whisk etc. and pestle and mortar.
Range of kitchen bowls, measuring jugs etc.	Kitchen scales should be considered, depending on target market.	At higher star rating, guests may expect bakery items, such as cake tins, cooling racks, rolling pin, cutters, pie dishes, casserole dish etc.
Roasting tin(s) and other oven-proof trays, dishes etc.		
Electric kettle and toaster	Ensure adequate provision of large saucepans and frying pans if unit takes larger groups. Omelette pan might be appreciated.	Ensure frying pans in very good condition.

# MINIMUM ENTRY REQUIREMENTS

## 1.10.6 Kitchen Inventory Guidance

Item	Notes	Higher Star Ratings
Colander or sieve		
Corkscrew and bottle opener		
Tray(s)		
Ice-making (unless ice making kit)		
Vases		
Straws (for children and disabled guests)		
Ashtrays (if smoking is permitted)		
Matches/Lighter		
Facility to dry clothes (airer or clothes line with pegs)	Plastic/wicker laundry basket might be appreciated	
Vacuum/broom, floor mop and bucket, dustpan and brush, as appropriate depending on flooring		
Basic supply of cleaning materials, washing-up liquid, toilet roll for each WC	Guests might appreciate start of supply of dishwasher powder / tablets	At higher star rating, operators might consider leaving kitchen roll, foil, cling film etc.
Iron and ironing board		
Oven glove or mitts		
Supply of clean tea towels/kitchen towel		
Spare lightbulbs		
Torch(es)		
Tablecloth or place mats, as appropriate	Consider plastic cloth(s) for dining tables if welcome families	Linen/cloth napkins may be appreciated by some guests
Washing-up bowl with new sponge/ disposable cloths/ clean brush		
Door mat at exterior door (s)		



# MINIMUM ENTRY REQUIREMENTS

## 1.10.7 Kitchen Inventory - Serviced Apartments

- Serviced apartments provide self-catering accommodation with additional elements of service. All of the self-catering standards are relevant to Serviced Apartments. Serviced Apartments are awarded a Star Rating and will use the designator 'Serviced Apartments'.

The additional service elements are:

- 24 hour concierge service
- 5 out of 7 days daily cleaning service.

In the light of these additional services the following reduced inventory is acceptable, providing that the remainder of items are available via the concierge and advertised as such in each apartment.

### Per Person

• Crockery: Bowl – Cereal / dessert Plate – large and small Egg cup	Mug Tumbler Wine glass Knives* – table and side	Spoons – soup, dessert and tea Forks* – table and dessert.  *Knives and forks: it is acceptable to provide double the amount i.e. 2 of each rather than table and side/dessert.
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### Per Unit

<ul style="list-style-type: none"> <li>• Ashtrays – if smoking permitted</li> <li>• Baking tray or tin</li> <li>• Basic clothes drying facility – line or rack</li> <li>• Biscuit or cake tin or storage container</li> <li>• Bread bin/Storage container</li> <li>• Bread knife</li> <li>• Broom</li> <li>• Bucket</li> <li>• Butter dish</li> <li>• Cafetiere or coffee maker</li> <li>• Chopping board</li> <li>• Cleaning agents / dishwasher tablets/ liquid/powder if dishwasher provided</li> <li>• Cloths</li> <li>• Colander</li> <li>• Condiment set</li> <li>• Corkscrew and bottle opener</li> <li>• Cutlery box or drawer divider</li> <li>• Dish cleaning cloths (Changed for each new let)</li> <li>• Door mat</li> <li>• Dustpan and brush</li> <li>• Fish slice</li> <li>• Frying pan</li> <li>• Grater</li> <li>• Ice making tray</li> <li>• Kettle – automatic electric</li> <li>• Kitchen scissors</li> <li>• Ladle</li> <li>• Measuring jug</li> <li>• Milk jug</li> <li>• Oven cloth or mitt</li> </ul>	<ul style="list-style-type: none"> <li>• Potato masher</li> <li>• Potato peeler</li> <li>• Saucepans – large, medium, small with lids</li> <li>• Sugar basin</li> <li>• Table cloth / place mats</li> <li>• Table spoon x2</li> <li>• Teapot</li> <li>• Tea towels</li> <li>• Tin opener</li> <li>• Toast rack</li> <li>• Toaster</li> <li>• Tray</li> <li>• Vegetable dish x2</li> <li>• Vegetable knife</li> <li>• Washing up bowl with brush or sponge</li> <li>• Washing up liquid</li> <li>• Water jug</li> <li>• Whisk</li> <li>• Wooden spoon.</li> <li>• If the following items are not available in the apartment they must be available on request via the concierge:</li> <li>• Carving knife, fork and dish</li> <li>• Clothes pegs</li> <li>• Duster</li> <li>• Floor cloth or mop</li> <li>• Iron and ironing board</li> <li>• Mixing bowls</li> <li>• Oven roasting tray</li> <li>• Pie Dish</li> <li>• Sieve</li> <li>• Spare light bulbs.</li> </ul>
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## 1.11 ADDITIONAL FACILITIES

- Laundry, recreation, reception, shop, bar, restaurant. None of these are required, but where they are provided, their quality and condition will form part of the quality assessment.

# 2.0 QUALITY GUIDANCE

# QUALITY GUIDANCE

## 2.1 QUALITY GRADING

The following sliding scale indicates examples of quality, which may be in evidence, in order to achieve the various levels of quality (One to Five). These indicators are representative of what might be seen at each quality level, but they are neither exhaustive nor prescriptive; that is to say they are included to offer suggestions on how quality can be improved and enhanced, but will not in themselves guarantee a higher quality grade. The assessors' personal tastes in style or design are not considered.

**The following aspects are considered as part of the quality assessment.**

### **Exterior:**

- Appearance of buildings
- Grounds, gardens and parking
- Environment and setting

### **Cleanliness**

- Public areas (corridors/stairways/dining room/lounge areas)
- Bedrooms
- Bathrooms
- Kitchen

### **Management efficiency:**

- Pre-arrival guest information including brochure
- Welcome and arrival procedure
- In-unit guest information and personal touches.

### **Public areas:**

- Decoration
- Flooring
- Furniture, furnishings and fittings
- Lighting and heating
- Space, comfort and ease of use

### **Bedrooms:**

- Decoration
- Flooring
- Furniture, furnishings and fittings
- Lighting and heating
- Beds
- Bedding and linen
- Space, comfort and ease of use.

### **Bathrooms & WC:**

- Decoration
- Flooring
- Fixtures, fittings, sanitary ware
- Lighting, heating and ventilation
- Space, comfort and ease of use

### **Kitchen:**

- Decoration
- Flooring
- Furniture and fittings
- Lighting, heating and ventilation
- Electrical equipment
- Crockery, cutlery and glassware
- Kitchenware, pans and utensils
- Space, comfort and ease of use

### **Additional Facilities:**

- Laundry
- Recreation
- Reception, shop, bar, restaurant

# QUALITY GUIDANCE

## Star Rating Quality Indicators

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Factors which indicate the minimum level of quality equivalent to One Star. Items may be described as acceptable. Generally, everything must be safe and clean, and older items, or those lacking in intrinsic quality, must work and be fit for their purpose. There should be no outstanding need for immediate repair and maintenance. This level will be presented to the consumer as a fair and satisfactory standard.</li></ul>              |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Factors which indicate a quality level commensurate with Two Star. Items may be described as Quite Good to Good. Generally described as quite good, these items may be of simple quality and the range may be limited. However, they should be in good working order and there will be a high standard of cleanliness.</li></ul> <p>This level will be presented to the consumer as a Good overall standard of quality.</p>                        |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Factors which indicate a quality level commensurate with Three Star. Items may be described as Good to Very Good. Generally described as 'good'. Not necessarily expensive, but they must be of good, sound quality and show some care has been taken. There must be a good standard of maintenance and decoration.</li><li>• This level will be presented to the consumer as a Very Good standard.</li></ul>                                      |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Factors which indicate a quality level commensurate with Four Star. Items may be described as Very Good to Excellent. Generally described as 'very good'. May be brand new, but not of the highest intrinsic quality or originally of high intrinsic quality, but not now necessarily in the best condition.</li><li>• This level will be presented to the consumer as an Excellent standard.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Factors which indicate a quality level commensurate with Five Star. Items may be described as Excellent to Exceptional. Generally described as 'excellent'. Providing high standards in the overall fabric of the building both internally and externally; together with excellent standards of management efficiency and guest services.</li><li>• This level will be presented to the consumer as Exceptional or World Class standard.</li></ul> |

### Advice:

Where possible, advice regarding overall quality has been included throughout this document in order to help you achieve or maintain a rating.

# QUALITY GUIDANCE

## 2.2 EXTERIOR

### 2.2.1 Appearance of buildings:

The décor, maintenance and repair of the building will be assessed under this section. This includes stonework, woodwork, paintwork, gutters, fall pipes, external plumbing, chimneys and roofs. External signage attached to the building (clarity and maintenance) and lighting is taken into account here. Any outbuildings and storage areas e.g. refuse areas will be assessed here as well. Window boxes, tubs and hanging baskets attached to the building will also be assessed under this heading.

#### Star Rating Quality Indicators

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Exteriors maintained in a sound, acceptable and clean condition, overall.</li><li>• Some signs of ageing may be present and small defects to stone or brickwork.</li><li>• Overall tidiness of immediate area including storage buildings/areas.</li></ul>   |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Signs of ageing and defects should be limited to a small number of areas.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Well maintained - weathering may be present.</li><li>• No obvious structural defects.</li><li>• Where displayed, signs to be maintained in good condition.</li></ul>   |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• High quality maintenance of stonework and paintwork, some natural weathering may be present.</li><li>• Some additional external features to enhance appearance, this includes window boxes, especially in properties without a garden.</li></ul>   |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Excellent standards of external maintenance Including: outbuildings and signs e.g. fresh well maintained paint work, no unsightly staining to stonework. Addition of features such as flower tubs and window boxes where appropriate.</li><li>• Attractive architectural features may be in evidence.</li><li>• Well illuminated and clearly signed.</li></ul> |

# QUALITY GUIDANCE

## 2.2.2 Grounds, Gardens, Roadways and Car Parking:

If the property has no grounds, gardens or parking this section is not assessed. Assessment of this area will include garden areas, garden furniture, hedges, paths, driveways, parking and all other areas within the boundaries of the property which are visible from the property or which guests have access to and which are under control of the owner.

### Star Rating Quality Indicators

<b>1 star</b>	<ul style="list-style-type: none"><li>• An adequate first impression, e.g. refuse bins discreetly positioned.</li><li>• Immediate surroundings maintained so as not to detract from overall appearance e.g. lawns and borders not overgrown.</li><li>• Reasonably easy access, safe and adequately maintained parking. If parking not available, information provided for potential guests on where to park.</li><li>• Consideration given to control wild and domestic animals access around the property.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Evidence of more effort made to make gardens more attractive, tidy and litter free.</li><li>• Pathways without trip hazards.</li><li>• Some attempt to define parking area.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Well maintained and tidy overall appearance of grounds, gardens driveways and footpaths etc.</li><li>• Easy access to parking with well maintained surface and clear definition.</li><li>• Effective lighting where required e.g. long driveway or path to the property. Parking area may also require light.</li><li>• Parking to be on a better surface and pothole free.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• High standards of maintenance of garden. Generally tidy beds, pathways and hedges and all trees and shrubs, well tended.</li><li>• Dustbin areas not visible, preferably screened.</li><li>• Evidence of some attention to detail e.g. well surfaced, pothole free driveways, colourful borders and wide level pathways.</li><li>• Parking area to be weed free, on well maintained surface and preferable close to the property.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Maintained to an excellent standard e.g. well tended borders or shrubs, tidy pathways and edges in good condition and well cut, hedges trimmed and an overall attempt to maintain the appearance throughout the year.</li><li>• Attention to detail, including landscaping, driveways, the provision of garden furniture or architectural features, e.g. gazebo, pergola, summer house etc.</li><li>• Ample car parking spaces adjacent to unit to accommodate likely number of guests.</li><li>• Good, well positioned lighting.</li><li>• Consideration given to the security of guests' cars.</li></ul>

#### Advice:

First impression is important, so grounds, gardens parking and driveways should be kept as weed free and tidy as possible. Consider the market your property serves; for families, formal flower beds and ponds may not be suitable and grass may need to be a more resilient variety. Couples, however, may appreciate colourful, well-stocked gardens. Where properties are situated close together or close to the owner's property, guests may prefer some kind of screening in an attempt to provide privacy. Where wild & domestic animals are free to wander, guests may enjoy this aspect, but may not enjoy the mess they leave behind.



# QUALITY GUIDANCE

## 2.2.3 Environment and Setting:

A reflection of the positive or negative aspects of the location of the property and surrounding area that could affect the guests' comfort. Personal preference is avoided. Consideration will be given to efforts made to overcome a poor environment by screening or banking to reduce any unsightly outlook and noise e.g. double glazing. The approach to the property from the road is also taken with account.

### Star Rating Quality Indicators

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Satisfactory first impression.</li><li>• Minimal excessive noise levels from traffic or industrial sources.</li></ul>  |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Units may be close together.</li><li>• Some attempt at noise insulation e.g. double glazing.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Good first impression.</li><li>• No excessive noise levels.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Maybe in an excellent location, but in close proximity to other units.</li><li>• In secluded location, but access may be difficult.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Establishment is inviting.</li><li>• Attractive surroundings.</li><li>• Often a secluded situation in extensive grounds perhaps by a river or in an elevated position in an area of outstanding natural beauty.</li><li>• In a city close to centre with excellent access to facilities.</li></ul> |

# QUALITY GUIDANCE

## 2.3 CLEANLINESS

### 2.3.1 Public Areas (Living and Dining Rooms etc):

Windows, flooring and skirtings, stair treads, dado/picture rails and pictures, under seat cushions, inside and outside of furniture, power points and light switches, light fittings ceiling edges and electrical goods.

Star Rating Quality Indicators	
<b>1 star</b>	<ul style="list-style-type: none"><li>• All surfaces and equipment clean and generally free from dust but there may be limited signs of neglect.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• All carpets vacuumed and floors cleaned.</li><li>• All areas smelling fresh and clean for guests' arrival.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Quite good standard overall although some areas overlooked e.g. cobwebs.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• Evidence of attention to detail, particularly high and low level.</li><li>• Clean and fresh surfaces.</li><li>• Soft furnishings and carpets deep cleaned on a regular basis or as required.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Greater attention to detail, with high overall standards evident.</li><li>• Excellent level of cleanliness.</li><li>• Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail.</li><li>• Pristine soft furnishings and carpets.</li></ul>

#### Advice:

It is anticipated that any metalware is polished and tarnish free. Where pets are accepted, particular attention should be paid to removing pet smells and stale smoke smells where smoking is permitted, but beware overpowering perfumed air fresheners, which can be equally offensive.

Particular attention should be paid to room corners, under sofa/chair cushions, light fittings, curtain valances and electrical equipment, where static attracts dust. Check curtain linings for staining.

# QUALITY GUIDANCE

## 2.3.2 Bedrooms:

Inside and outside of furniture (tops and inside of wardrobes), light fittings and ceiling edges, flooring and skirtings, under beds, windows, bed heads, frames and mattresses.

### Star Rating Quality Indicators

<b>1 star</b>	<ul style="list-style-type: none"><li>• All surfaces and equipment clean and free from dust.</li><li>• All carpets vacuumed and floors cleaned.</li><li>• All areas smelling fresh and clean for guests' arrival.</li><li>• Limited signs of neglect.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Quite good standard overall although some areas overlooked e.g. cobwebs.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Evidence of attention to detail, particularly high and low level.</li><li>• Clean and fresh surfaces.</li><li>• Soft furnishings and carpets deep cleaned on a regular basis or as required.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• Greater attention to detail, with high overall standards evident.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Excellent level of cleanliness.</li><li>• Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail.</li><li>• Pristine soft furnishings and carpets.</li></ul>

### Advice:

Special attention should be given to tops and insides of wardrobes, insides of drawers, bedheads, underneath beds and mattresses, underneath furniture, curtain valances etc.

By moving hangers to one end of the wardrobe, it indicates to guests that attention has been given in this area.

# QUALITY GUIDANCE

## 2.3.4 Bathrooms:

This includes wall finishes, flooring, equipment, shower curtains, light fittings, extractor fans, plug holes, taps and toilet brushes.

### Star Rating Quality Indicators

<b>1 star</b>	<ul style="list-style-type: none"><li>• All surfaces and equipment clean and generally free from dust but there may be limited signs of neglect.</li><li>• All carpets vacuumed and floors cleaned.</li><li>• All areas smelling fresh and clean for guests' arrival.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Quite good standard overall although some areas overlooked e.g. cobwebs.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Evidence of attention to detail, particularly high and low level.</li><li>• Clean and fresh surfaces.</li><li>• Soft furnishings and carpets deep cleaned on a regular basis or as required.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• Greater attention to detail, with high overall standards evident.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Excellent level of cleanliness.</li><li>• Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail.</li><li>• Pristine soft furnishings and flooring.</li></ul>

### Advice:

Consider when guests are seated in the bath, they can see everything at a lower level, therefore do not forget areas not normally seen at standing height e.g. behind washbasin pedestals, and behind WC and soil pipe. Areas above head height often mistakenly get missed in the normal cleaning routine, so tops of shower rails or cubicles, venetian blinds and extractor fans should be added to that routine. Showerheads and taps may need more regular de-scaling in hard water areas during periods of constant use.

Plugholes need to be checked at every change over and baths/shower drainage pipes should be regularly checked also to ensure they drain freely. A change of shower curtains will allow laundering on a regular basis and prevent mildew build up, as most can be machine-washed at low temperatures. Old toiletries or bars of soap should be removed. Toilet brushes and holders require thorough and regular cleaning and replacement.

# QUALITY GUIDANCE

## 2.3.5 Kitchen:

This includes wall finishes, flooring, equipment and light fittings.

### Star Rating Quality Indicators

<b>1 star</b>	<ul style="list-style-type: none"><li>• All surfaces and equipment clean and free from dust.</li><li>• All carpets vacuumed and floors cleaned.</li><li>• All areas smelling fresh and clean for guests' arrival.</li><li>• Limited signs of neglect.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Quite good standard overall although some areas overlooked e.g. cobwebs.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Evidence of attention to detail, particularly high and low level.</li><li>• Clean and fresh surfaces.</li><li>• Soft furnishings and carpets deep cleaned on a regular basis or as required.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• Greater attention to detail, with high overall standards evident.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Excellent level of cleanliness.</li><li>• Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail.</li><li>• Pristine soft furnishings, flooring and kitchen equipment.</li></ul>

### Advice:

Areas which require regular attention include:

<b>Cookers</b>	Cooker hoods, inside of ovens, grillpans, area around controls, underneath of hobs, inside and especially upper surface of microwaves and splashbacks.
<b>Freezers and Fridges</b>	Seals, defrost ice boxes, door trays. Best to leave doors open when turned off and not in use, to avoid mould and odours.
<b>Dishwashers</b>	Clean filter and seals.
<b>Washing and Tumble Dryers</b>	Fluff and powder residue
<b>Other</b>	Food storage cupboards including removal of left over food, strip light diffusers, (dead flies and grime) extractor fans and inside of drawers.

# QUALITY GUIDANCE

## 2.4 MANAGEMENT EFFICIENCY

### 2.4.1 Pre-arrival - Guest Services:

The procedures for dealing with guests during booking, pre-arrival, arrival and information provision for the guests to make the most of their stay are assessed here.

### 2.4.2 Pre-arrival Guest Information including Brochure:

This covers the information sent prior to booking which aims to inform the guest about the property and the locality. This may also include the operators and/or agents website for the property.

#### Star Rating Quality Indicators

<b>1 star</b>	<ul style="list-style-type: none"><li>• Brochure may be a simple, typed sheet with basic information.</li><li>• Map/directions clear and easy to follow after booking.</li><li>• Confirmation letter sent by post/fax.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Brochure may include more detailed but could still be a single side.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Including one picture or sketch (may be black and white) with more detailed information.</li><li>• A letter of introduction may be included.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• Brochure would contain photographs and usually be in colour, but may not be professionally produced.</li><li>• Well laid out informative brochure on quality paper.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Produced to a professional standard with extensive, clear information.</li><li>• Detailed, easy to follow directions sent after booking.</li><li>• Personal letter of introduction with accompanying tourist information.</li></ul>

#### Advice:

Colour photographs speak volumes to guests, particularly of the setting and/or interior. Remember, guests will often obtain several brochures before making a decision and so your brochure needs to have impact.

A general indication of the property's location should be given, but detailed directions should be sent after booking for security reasons.

Many operators send local attraction information and/or leaflets along with their brochure, which illustrates how much there is to do in the area, thereby prompting repeat visits. Alternatively, you may wish to provide your guests with the link to the official tourism website [www.visitisleofman.com](http://www.visitisleofman.com) to help them discover things to do and see during their visit.

# QUALITY GUIDANCE

## 2.4.3 Welcome and Arrival:

This is the procedure used to welcome guests including arrangements for access e.g. key collection.

### Star Rating Quality Indicators

<b>1 star</b>	<ul style="list-style-type: none"><li>• It may not be possible to welcome guests personally.</li><li>• A key may be left for new arrivals.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Key could be obtained from key holder, but limited additional welcome information or provisions.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Welcome beverages provided e.g. tea and coffee, perhaps set on a tray.</li><li>• Welcome card inviting guests to contact owners or caretaker at any time during stay.</li><li>• Where bed linen is provided beds should be made up.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• Where no personal welcome given, a tea tray with welcome letter or a phone call or visit, some time after arrival to check all is well.</li><li>• A “Welcome pack” might be provided and may include tea, coffee, milk, fresh flowers and cake etc.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Guests greeted on arrival and / or satisfaction check after 24 hours.</li><li>• Welcome pack provided with e.g. fruit, flowers, gift etc.</li></ul>

### Advice:

It is important to ensure that if no personal welcome can be provided, guests should be made fully aware of a local contact, should the need arise. A “welcome pack” will make guests feel welcome and at home. On a simple level it can be tea, coffee and milk but may also include some of the following: wine, fresh flowers, fresh fruit, bread, eggs, home-baking or preserves, starter meal or seasonal gifts, e.g. Easter eggs. If a personal welcome is not possible, a telephone call the day after arrival to check everything is okay may be considered, likewise a courtesy call when guests have returned home.



# QUALITY GUIDANCE

## 2.4.4 Guest and Tourist Information:

In-unit guest information and personal touches – this includes the provision and presentation of tourist information e.g. attractions leaflets and household information such as how to use the equipment. Personal touches are those aspects which make the property more homely and welcoming such as plants, books, videos, ornaments etc.

### Star Rating Quality Indicators

<b>1 star</b>	<ul style="list-style-type: none"><li>• Selection of Tourist Information for local and surrounding area. No real presentation.</li><li>• Limited range of personal touches.</li><li>• Details provided of how to operate all equipment in the unit and refuse collection.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Reasonable selection of tourist information and not too out of date.</li><li>• Small range of items, e.g. ornaments, books.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Extended range of Tourist Information including places to eat, etc and normally up to date.</li><li>• Good standard of presentation for household information.</li><li>• Wider range including books, games and magazines.</li><li>• Detailed guest information e.g. local shops, pubs, leisure facilities, churches etc.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• A wide selection of tourist information for local area and further afield. Some organisation of leaflets would be expected.</li><li>• Additional information compiled by owners more than commercially produced leaflets. This could include information on local sporting and leisure activities, locality of banks, shops etc. particularly those selling local produce. This should be displayed in a loose leaf binder or in a rack.</li><li>• Very good range of personal touches including books, games, mending kit, barbecue, plants and magazines.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Comprehensive information may include local interest books, ordnance survey maps, walking information etc.</li><li>• Excellent range of items, could include e.g. toiletries, bathroom scales, cookbooks, telephone directories, CDs, videos, including blanks.</li><li>• Comprehensive details presented to highest standard.</li></ul>

### Advice:

Think what you would like to know if you were a stranger in the area and list your personal recommendations for things such as restaurants, pubs, shops, walks etc. Tourist information leaflets could be indexed, e.g. child-friendly, rainy day activities etc.

You need to let the guest know it will be worth them returning, as there is so much to see and do. Start a book of guest recommendations so they can record where they went and where they ate, this helps keep knowledge up to date.

It is wiser to photocopy only the relevant sections from manuals for electrical/gas equipment etc as they may otherwise be lost or damaged. These can be put into plastic wallets in a loose leaf binder for convenience.

Guests will appreciate a pleasant, homely atmosphere which for many will be achieved through the provision of homely touches that guests may be used to in their own homes.

# QUALITY GUIDANCE

## 2.5 PUBLIC AREAS

### 2.5.1 Public Areas (Sitting and Dining Areas):

Includes halls, stairs and landings as well as lounges, conservatories and separate dining rooms. Where bars and restaurants are on site these will be marked under Additional Facilities.

### 2.5.2 Decoration:

As well as wall and ceilings, the provision and quality of pictures and prints and all wall decorations are assessed here. The assessment of the decoration of walls, ceilings and woodwork looks at the quality, application and condition. The assessor's personal tastes of style or design are not considered.

#### Star Rating Quality Indicators

<b>1 star</b>	<ul style="list-style-type: none"><li>• Functional décor and limited co-ordination.</li><li>• Limited use of pictures and wall hangings.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Competently applied décor of a quite good quality. Few obvious blemishes.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Good interior, with evidence of co-ordinated design.</li><li>• Well finished, good quality wall coverings and paint work.</li><li>• Use of pictures etc., where appropriate, particularly on plain walls.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• A professional standard of finish in very good condition with appropriate level of adornment as befits the style.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Excellent interior design and overall impression.</li><li>• High quality wall coverings in excellent condition; professional finish to all aspects of decoration.</li><li>• Attractive use of pictures, prints and other decorative relief where appropriate.</li><li>• Interesting architectural features, objects of interest, artwork, and objects d'art.</li></ul>

# QUALITY GUIDANCE

## 2.5.3 Flooring:

This includes all types of flooring such as carpets, laminate, ceramic, natural wood or vinyl. Assessment covers quality, condition and fitting.

### Star Rating Quality Indicators

<b>1 star</b>	<ul style="list-style-type: none"><li>• Adequate comfort to flooring, some signs of wear and tear may be evident.</li><li>• May not be professionally fitted.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Quite good quality, but carpets may have a high man made fibre content.</li><li>• Tiling should have little damage.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Good quality flooring in sound condition and comfortable under foot. Some underlay for carpets.</li><li>• Tiling to have clean grouting.</li><li>• Wooden floors in good condition.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• High quality flooring, but not necessarily new, may show signs of wear or more moderate quality, but in pristine condition. Normally professionally fitted.</li><li>• High quality rugs would be anticipated on wood or laminate flooring.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• High quality flooring in excellent condition, with substantial underlay. No real signs of wear and professionally fitted.</li></ul>

## 2.5.4 Furniture, Furnishings and Fittings:

This includes the quality and condition of dining and lounge furniture including seating, scatter cushions, curtain poles, curtains, light fittings, heating appliances, televisions etc.

### Star Rating Quality Indicators

<b>1 star</b>	<ul style="list-style-type: none"><li>• A sparing but adequate provision of furniture, furnishings and fittings, in terms of quality and quantity.</li><li>• Limited co-ordination.</li><li>• Curtains may be unlined, but should meet in the middle, blinds should run free.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• A greater provision of furniture which may be dated or have wear but will be sound.</li><li>• No great degree of comfort for the guest.</li><li>• Curtains to be of better quality, clean and easy to draw.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Good quality furniture.</li><li>• More substantial, lined curtains. They should not be watermarked.</li><li>• Good use of co-ordination.</li><li>• Where separate dining area is provided, provision for maximum number of guests to dine in comfort.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• High quality furniture, not necessarily new, but which offers substantial comfort.</li><li>• Curtains to be full and may have additional embellishments, such as tiebacks.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• High quality modern, reproduction or antique furniture. Where drop leaf table provided, able to be used with minimum inconvenience. Excellent co-ordination of furniture and fabrics.</li><li>• Excellent quality and well-fitted window covering with ample drape and with high degree of comfort.</li><li>• High quality soft fabrics.</li></ul>

# QUALITY GUIDANCE

## 2.5.5 Space, Comfort and Ease of Use:

This takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guests. Can guests all sit and watch TV in comfort? Is there enough room for the maximum number of guests to all dine together? Does furniture have to be moved for the facilities to be used? The use of sofa beds will be taken into account here as this affects the comfort and ease of use.

### Star Rating Quality Indicators

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Acceptable comfort and range of furniture.</li><li>• Space for reasonably free movement.</li><li>• Large or over provision of furniture may mean it dominates the room and normal usage should be free from disturbing external noise, smells etc.</li><li>• Minimal intrusive noise from plumbing, corridors etc.</li><li>• Little thought given to layout.</li></ul>  |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Quite good levels of comfort and a limited range of seating.</li><li>• Environment free from disturbing external noise, smells etc.</li><li>• Easy use of facilities.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Range of sofas and/or armchairs.</li><li>• Ample space for freedom of movement.</li><li>• Convenient layout of furniture for practical use.</li><li>• Fresh and airy atmosphere.</li><li>• Sofa beds may be counted in the maximum number of sleepers up to 3 Stars.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Well planned layout of furniture to maximise use of free space. Guests should be able to dine together in comfort in one location.</li><li>• Generous free space.</li><li>• Where there is an open plan kitchen / living area, there should be adequate ventilation e.g. forced extraction to ensure minimal intrusion in the living area from steam and cooking odours.</li><li>• Any sofa bed in the property (bedroom or public area) must not be counted in maximum number of sleepers in any description on any website. Any search results should not include the sleepers accommodation on sofa beds. They can, however, be mentioned in descriptions.</li></ul>                       |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Lounge; generally separate from dining room or lounge/dining room with excellent spaciousness layout.</li><li>• Excellent range of comfortable seating.</li><li>• Large amount of free space which may include more than one sitting room.</li><li>• Easy and convenient use of facilities, e.g. use of surfaces and access to power points etc.</li><li>• No intrusive noise.</li><li>• Any sofa beds must not be counted in maximum number of sleepers (whether in bedrooms or public areas) and must not be mentioned in any descriptions on any websites. A sofa bed must be left in the property, but if not as comfortable as a regular sofa, the 'comfort' score may reduce.</li></ul> |

# QUALITY GUIDANCE

## 2.5.6 Heating, Lighting and Ventilation:

This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the unit and the number of guests accommodated. There should be a balance of natural and artificial light where appropriate.

Star Rating Quality Indicators	
<b>1 star</b>	<ul style="list-style-type: none"><li>• Adequate levels of lighting, appropriately positioned (including stairs, landings and corridors).</li><li>• Heating levels appropriate to size of rooms, may not be automatic or fixed.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Quite good levels of lighting, may be main light and one other light, higher wattage than the minimum of 140 watts.</li><li>• Heating might be free standing and may be automatic or thermostatically controlled.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Good levels of controllable lighting in all areas including stairs, landing and corridors etc.</li><li>• There is likely to be more than one source of lighting e.g. wall, standard lamps. Ample natural light.</li><li>• Effective levels of heating providing overall uniform temperature.</li><li>• Properly fitted, automatic fixed heating which may be thermostatically controlled.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• Very good levels of controllable lighting which may include use of dimmers in rooms. There should be several forms of alternative lighting e.g. table lamps wall lights, picture lights etc.</li><li>• Automatic heating will be fixed and thermostatically controlled.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Excellent lighting which creates a good effect and shows off rooms to best advantage.</li><li>• Light should be practical for all purposes such as reading etc.</li><li>• Heating levels fully controllable at all times of day/night by the guest: some older storage heaters may not meet this requirement.</li></ul>

# QUALITY GUIDANCE

## 2.6 BEDROOMS:

### 2.6.1 Decoration:

As well as wall and ceilings, the provision and quality of pictures and prints and all wall decorations are assessed here. The assessment of the decoration of walls, ceilings and woodwork looks at the quality, application and condition. The assessor's personal tastes in style or design are not considered.

#### Star Rating Quality Indicators

<b>1 star</b>	<ul style="list-style-type: none"><li>• Functional décor and limited co-ordination.</li><li>• Limited relief and adornment.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Competently applied décor of a quite good quality.</li><li>• Limited obvious blemishes.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Good interior, with evidence of co-ordinated design.</li><li>• Well finished, good quality wall coverings and paint work, applied to a professional standard.</li><li>• Use of pictures etc., where appropriate, particularly on plain walls.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• A professional standard of finish in very good condition with appropriate level of adornment as befits the style.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Excellent interior design and overall impression.</li><li>• High quality wall coverings in excellent condition; professional finish to all aspects of decoration.</li><li>• Attractive use of pictures, prints and other decorative relief.</li><li>• Interesting architectural features, objects of interest, artwork, objects d'art, floral arrangements.</li></ul>

### 2.6.2 Flooring:

This includes all types of flooring such as carpets, laminate, natural wood or vinyl.

#### Star Rating Quality Indicators

<b>1 star</b>	<ul style="list-style-type: none"><li>• Adequate comfort to flooring.</li><li>• Finishes may include carpets, solid flooring, wood, vinyl etc.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Quite good quality, but carpets may have a high man made fibre content.</li><li>• Tiling should have little damage.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Good quality flooring in sound condition and comfortable under foot.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• High quality flooring, but not necessarily new, may show signs of wear or more moderate quality, but in pristine condition.</li><li>• Normally professionally fitted. High quality rugs would be anticipated on wood or laminate flooring.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• High quality flooring in excellent condition. No real signs of wear and professionally fitted.</li></ul>

#### Advice:

High quality underlay for carpet is encouraged. Even a high quality underlay under a lesser quality carpet can help comfort and prolong the life of the carpet.

# QUALITY GUIDANCE

## 2.6.3 Furniture, Furnishings and Fittings:

This includes fitted and freestanding furniture, curtains and rails, scatter cushions, heating appliances and light fittings.

### Star Rating Quality Indicators

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• A sparing but adequate provision of furniture, furnishings and fittings in terms of quality and range; limited co-ordination.</li><li>• Curtains may be unlined, but should meet in the middle, blinds should run free.</li><li>• Lighting and heating fittings could be lacking intrinsic quality.</li></ul>  |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• A greater provision of furniture which may be dated or have wear but will be sound.</li><li>• No great degree of comfort for the guest.</li><li>• Curtains to be a better quality clean and run freely.</li><li>• Light and heating fittings of a quite good standard.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Ample provision would include dressing table and stool, drawers, etc., in each room.</li><li>• Clothes hanging space within a wardrobe or designated curtained area in each bedroom.</li><li>• Good quality fittings, in a sound and useable condition.</li><li>• Good use of co-ordination.</li><li>• The amount of furniture in proportion to the space available.</li></ul>   |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Dressing table facility, wardrobe and drawer space should be available in each bedroom.</li><li>• High quality furniture, not necessarily new, but which offers substantial comfort and space.</li><li>• Curtains to be full and may have additional embellishments such as tie-backs.</li><li>• Very good quality lighting and heating fittings maintained in a very good condition.</li></ul>                          |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Excellent quality modern, reproduction or antique furniture of sound construction.</li><li>• Excellent co-ordination of furniture and soft furnishings of high intrinsic quality.</li><li>• Additional features e.g. scatter cushions etc.</li><li>• Excellent quality and well-fitted window covering with ample drape and width.</li><li>• High quality lighting and heating fittings in pristine condition.</li></ul> |

## 2.6.4 Beds:

This includes the quality and condition of headboards or equivalent, bed bases, mattresses and frames.

### Star Rating Quality Indicators

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Acceptable quality bed and mattresses may or may not include a headboard which should be clean.</li></ul>   |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Beds of a quite good quality but mattresses may be thin and bases shallow.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Good quality comfortable bed, firm mattresses and sound base.</li><li>• Headboards and bed frames may be of older style, but in good condition.</li></ul> |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Very good quality firm mattresses with quality sprung base.</li><li>• Headboard and frame in very good condition.</li></ul>                               |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Excellent quality bed e.g. sprung mattress and high quality base.</li><li>• Clean headboard, perhaps offering a high degree of comfort.</li></ul>         |

### Advice:

Sagging mattresses should be replaced. It is advisable to turn and rotate mattresses in order to prolong their life.



# QUALITY GUIDANCE

## **2.6.5 Galleried Bedrooms:**

Where a property accommodates only two people, any grade can be achieved.

The galleried bedroom must be advertised as such in the brochure.

Where the property accommodates more than two guests and there is a galleried bedroom, this must be clearly advertised in the brochure. The highest grading that could be achieved is Four Stars. This is due to lack of privacy, light exclusion and noise interruption.

## **2.6.6 Sofa Beds:**

Sofa beds may be counted in the maximum number of sleepers up to 3 Stars.

- At 4 Stars any sofa bed in the property (bedroom or public area) must not be counted in maximum number of sleepers in any description on any website. Any search results should not include the sleepers accommodation on sofa beds. They can, however, be mentioned in descriptions.
- At 5 Star any sofa beds must not be counted in maximum number of sleepers (whether in bedrooms or public areas) and must not be mentioned in any descriptions on any websites. A sofa bed must be left in the property, but if not as comfortable as a regular sofa, the 'comfort' score may reduce.

## **2.6.7 Bed Access:**

Where there is only access to one side of a double bed, a maximum rating of 3 Star can be awarded and guests must be made aware at the time of booking

# QUALITY GUIDANCE

## 2.6.8 Bedding and Linen:

This looks at the quality and condition of pillows, duvets, blankets and sheets, pillow and mattress protectors, valances and bedspreads.

### Star Rating Quality Indicators

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Beds presented with acceptable quality, clean linen where provided and bed covers in good repair.</li><li>• Adequate range of bedding, including sufficient blankets and/or duvets.</li><li>• If additional bedding is provided, it should be clean and fresh, preferably wrapped to retain cleanliness. Pillows may be flatter and man made fibre filled.</li></ul>  |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Bedding may be faded but some attempt made to match it.</li><li>• Pillows to be unstained and plumper.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Well presented beds, with ample, good quality, pressed, co-ordinated linen and bedding.</li><li>• Valances may be present on divans.</li><li>• Extra pillows and bedding available.</li><li>• Pillows should be substantial.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Very good quality linen co-ordinated with bedding and room. Choice of pillows may be offered e.g. feather or hollow fibre. Pillow protectors may be anticipated at this level.</li><li>• Valances may be high quality and pleated.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Co-ordinated and crisply laundered linen. A choice of bedding available e.g. thickly quilted, or similar quality bedspreads and blankets, or duvets with appropriate tog rating. All of a high quality and co-ordinated with bedroom décor and other soft furnishings.</li><li>• Where duvets are used, then generosity of size should be considered, e.g. single beds having double duvets.</li><li>• Quality padded mattress covers and pillow protectors would be anticipated.</li></ul> |



Photo credits left to right: Cotterdale Apartment, Island Escapes - Shey Dy Vea , Ballacallin Court

# QUALITY GUIDANCE

## 2.6.9 Lighting, Heating and Ventilation:

This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the room and requirements e.g. reading in bed, making up, using a hairdryer at a dressing table. There should be a balance of natural and artificial light where appropriate. Heating needs to be sufficient for the size of the room and to cope with different guests' requirements.

### Star Rating Quality Indicators

<b>1 star</b>	<ul style="list-style-type: none"><li>• Adequate lighting appropriately positioned for practical use.</li><li>• Heating levels appropriate to size of room, may not be automatic or fixed.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Quite good levels of lighting, may be main light and one side light. Higher wattage than the minimum 140w.</li><li>• Heating might be free standing and may be automatic or thermostatically controlled.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Well positioned lights giving good levels of illumination which is easily controllable at night.</li><li>• Effective levels of heating providing overall uniform temperature.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• Very good levels of light with easy access to controls. Different types of lighting may be used e.g. wall lights and lamps.</li><li>• Properly fitted automatic fixed heating which may be thermostatically controlled.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Well positioned, high quality lighting, giving excellent levels of illumination for various purposes, e.g. reading and at the dressing table.</li><li>• Would be desirable to have main light controlled from door and bed.</li><li>• Heating levels fully controllable at all times of day and night by the guest. Some older storage heaters may not meet this requirement.</li></ul>

### Advice:

Bedside lamps with hidden controls could prove difficult to locate in the middle of the night, as could small shades with restricted space to reach the switch. If beds are heavily draped e.g. four poster beds, then the light from the bedside lamp could be obscured, so more thought may need to be given to positioning.

Higher marks will be given where care has been taken to provide light in every part of the room where it may be needed, e.g. at the dressing table and by or inside the wardrobe.

Lights for bunk beds should be hard wired for safety.

# QUALITY GUIDANCE

## 2.6.10 Space, Comfort and Ease of Use:

This takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guests. Does furniture have to be moved for the facilities to be used? Is there somewhere to store luggage?.

### Star Rating Quality Indicators

<b>1 star</b>	<ul style="list-style-type: none"><li>• Reasonable free movement not to be unduly restricted by intrusive low beams and ceiling.</li><li>• Large furniture may dominate a room and make it less usable.</li><li>• Little thought given to layout.</li><li>• Minimal intrusive noise from plumbing, corridors etc.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Quite good levels of comfort and a limited range of furniture.</li><li>• Easy use of facilities with an uncluttered appearance.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Sufficient space to allow free movement and a good degree of comfort.</li><li>• Easy use of facilities.</li><li>• Convenient layout of furniture for practical use.</li><li>• Good access to both sides of double beds.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• Well planned layout of furniture to maximise use of generous free space. Rooms may be smaller than for 5 Star, but well-planned positioning of furniture would make them more usable.</li><li>• Very good access to both sides of double bed.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Bedroom should be of a sufficient size to allow the provision of all appropriate bedroom furniture and still give an easy access when using these facilities.</li><li>• Area available for luggage storage without cluttering the room and obstructing access. This need not be in a bedroom.</li><li>• Easy and convenient use of facilities e.g. access to power points etc.</li><li>• Generous access to both sides of a double bed.</li><li>• No intrusive noise.</li></ul>

### Space, Comfort and Ease of Use:

When planning a bedroom, consider carefully whether installing too many beds will compromise the space for the guests. Perhaps by taking fewer guests overall, you create a higher quality experience, as they can fully use the rooms in comfort. Cramped, overpopulated rooms will invariably score lower for this section in the assessment.

Consider that guests may not always unpack and/or may need somewhere to store their suitcases.

Galleried bedrooms in units for more than 2 occupants are unlikely to score highly in this section due to lack of privacy and intrusive noise, light and smells. Bedrooms with 'sleeping platforms' with limited headroom and mattresses on the floor are also unlikely to score highly in this section.

There should be plenty of sockets strategically placed for all possible uses. This will include power points for lights, bedside alarm clocks and one located by a mirror for use with hairdryers etc. These should be easily accessible and negate the use of adapter plugs and extension leads, which could be a safety hazard.

# QUALITY GUIDANCE

## 2.7 BATHROOMS AND WCS

### 2.7.1 Decoration:

This refers to the quality and condition of décor of the walls and ceilings, including tiling, grouting and sealant.

#### Star Rating Quality Indicators

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Functional décor with limited co-ordination.</li></ul>  |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Quite good quality and condition of décor but may have some signs of wear.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Well maintained, practical décor; wall and ceiling covering well applied. All in good condition.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• May be recently redecorated, but not highest quality or excellent quality with slight ageing.</li></ul>   |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Excellent interior design.</li><li>• Professional finish to all aspects of decoration. Highest quality finish to wall coverings; well fitted, high quality tiles, grouting and seals.</li><li>• Attractive use of decorative enhancements, where appropriate.</li></ul> |

#### Advice:

Walls do not have to be fully tiled (or equivalent), but areas likely to come into contact with water, should be.

Always maintain grouting and sealant to stop it becoming discoloured and unsightly. Use of a sealant, which guarantees long-term mould resistance, is recommended.

Pipes where possible should be boxed in for ease of cleaning and aesthetic reasons.

### 2.7.2 Flooring:

This includes the quality and condition of carpet, vinyl flooring, wood flooring, laminate and ceramic tiles. Non-slip flooring is always advisable in bathrooms.

#### Star Rating Quality Indicators

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Practical, non-slip flooring with adequate comfort under foot.</li></ul>   |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Quite good quality flooring. Tiling should have little damage.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Good quality flooring in sound condition and comfortable under foot.</li></ul>   |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• High quality flooring, but not necessarily new. Some signs of wear or more moderate quality in pristine condition.</li></ul> |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Excellent quality flooring, in excellent condition. No real signs of wear and professionally fitted.</li></ul>               |

#### Advice:

Carpeting, while providing warmth underfoot, may not always be the best flooring for hygiene reasons and water damage may also occur.

# QUALITY GUIDANCE

## 2.7.3 Fixtures, Fittings, Sanitary Ware:

This includes the taps, plugs, showerheads, mirrors, shower screen/curtains, towel rails, shaver points, lighting and heating fittings, extractor fans, sanitary ware (bath, shower, WC, basin and bidet), towels curtains and blinds.

### Star Rating Quality Indicators

<b>1 star</b>	<ul style="list-style-type: none"><li>• Fittings of an acceptable quality.</li><li>• Correctly fitted, appropriate window covering.</li><li>• Sufficient water pressure and satisfactory drainage for practical use of facilities.</li><li>• Flat surface provided for guests' belongings.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Fittings of a quite good quality, but may be dated or worn.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Solid, matching, good quality and well-fitted appliances.</li><li>• Co-ordinated sanitary ware and bath or shower tray.</li><li>• Well fitted window covering, with sufficient width and height to draw completely across the window.</li><li>• Good shelf space for guests' belongings.</li><li>• Fixed razor point and light adjacent to mirror.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• Generally high quality fittings throughout, slight wear only. Good sized baths. Shower screen or heavy, high quality curtain.</li><li>• All sanitary ware in good order, no cracks, crazing or dull finishes.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Provision of bath and shower, with high quality fixtures and fittings, e.g. shower cubicles or shower screens, and thermostatically controlled showers. Full size washbasin and easy to use facilities.</li><li>• Excellent quality and well fitted window covering.</li><li>• Ample and convenient shelf space for guest belongings.</li></ul>

### Advice:

Assessment of bathroom fittings will cover their intrinsic quality and condition. Flimsy plastic towel rails or shelves will score less than high quality wooden, metal or ceramic fittings. Matching or co-ordinated fittings will usually attract a higher score than a mixture of different styles.

A sturdy well-fitted shower screen will score higher than a thin plastic curtain that tends to "stick" to the guest when taking a shower.

If a shower screen is ill fitting or awkwardly positioned so that access to the taps or shower controls, is difficult then the mark will be reduced accordingly. A sturdy cast iron bath would attract a higher score than a cheap plastic bath that creaks and moves about. If the bath surface is dull, scratched or stained it will score less.

Credit will be given in the assessment for the provision of good quality hooks on doors, shelves or other conveniently placed surfaces for toiletries and equipment. Thought must be given to shelf space and towel rail space where larger numbers are accommodated. Extra towel rail space can be provided in bedrooms. Position of mirrors should be appropriate for guests of most heights.

Where a shower is positioned over a bath, then the provision of a shelf/soap dish at standing height, as well as at bath sitting height is preferable.

Consider the size of shower cubicles - can they accommodate larger guests?

# QUALITY GUIDANCE

## 2.7.4 Lighting, Heating and Ventilation:

This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the bathroom. Lack of sufficient heating and/or ventilation will give rise to condensation. There should be a balance of natural and artificial light where appropriate..

### Star Rating Quality Indicators

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Heating levels appropriate to size. This should be fixed for safety.</li><li>• Adequate lighting appropriately positioned for practical use.</li><li>• Window only may be provided.</li></ul>  |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Heating to offer a good level of heat and may be automatically controlled.</li><li>• Quite good levels of lighting. Higher wattage than minimum (140 watt).</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Effective levels of heating providing overall uniform temperature.</li><li>• Well positioned lights giving good levels of illumination to the face.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Properly fitted, thermostatically controlled heating.</li><li>• Normally an extractor and an opening window might be expected.</li><li>• Very good levels of lighting, especially over or adjacent to a mirror.</li><li>• Different types of lighting may be evident.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Heating levels fully controllable at all times. Some older storage heaters may not meet this requirement. Additional heating in the form of a heated towel rail would be ideal.</li><li>• Extractor fan fitted with a humidistat might be provided as well as window/s.</li><li>• Well positioned excellent quality lighting, giving excellent levels of illumination.</li></ul> |

### Advice:

It is important to have lighting in the right place, the area around the washbasin and mirror should be well illuminated. If the bathroom is an unusual shape then thought should be given to placement of lights. Lighting over the bath and/or shower is extremely useful and adds to safety of use.

Combined light/heat bulbs are not encouraged for safety reasons. Bar heaters and circular radiant heaters will not score highly.

For the highest marks heating should be automatic and thermostatically controlled.

Guests cannot be relied upon to open bathroom windows, particularly in colder weather, therefore the addition of an extractor fan is best. Condensation and mildew is caused by a combination of a lack of heat and ventilation, and the provision of background heating and an extractor fan will help overcome this, especially one with a built in humidistat (as the humidity rises, the fan comes on).



# QUALITY GUIDANCE

## 2.7.5 Space, Comfort and Ease of Use:

This takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guest's freedom of movement; with safety being a prime consideration. Ease of use is likely to be affected by too many guests sharing one bathroom, particularly where the WC is within the bathroom or where there is only a bath provided.

### Star Rating Quality Indicators

<b>1 star</b>	<ul style="list-style-type: none"><li>• Adequate space and lay-out such as to allow for practical use of facilities.</li><li>• Minimal noise from plumbing.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Quite good levels of comfort and a limited range of fittings. Easy use of facilities.</li><li>• Convenient access to bath, shower and WC.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Sufficient space to allow guests easy access to and use of the facilities.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• Well planned layout of sanitary wear and fittings to maximise convenience and ease of use.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Ample space to allow free movement and easy access to the facilities.</li><li>• Convenient lay-out with generous free space.</li></ul>

#### Advice:

Thought should be given to planning of bathrooms e.g. heaters not too close to WCs and appropriate distance between facilities creating easy access and good ease of use.

Consider the number of guests and their toiletries in relation to the amount of shelf space provided – is it adequate for the job. If the family market is being targeted then the provision of a bath may be desirable as it is easier to wash small children in a bath, than a shower.

If a shower only is provided in a property catering for a larger number of guests, then consideration should be given to whether the hot water tank is sufficient in size for several of the guests to shower directly after one another. An electric shower or combination boiler may be a solution.

# QUALITY GUIDANCE

## 2.8 KITCHEN DECORATION

### 2.8.1 General Appearance:

The assessment of the decoration of walls, ceilings and woodwork looks at the quality of wall finishes, their application and condition. This includes splash backs, tiling, grouting and sealant. The provision and quality of pictures and prints and all wall decorations is also assessed here. In a kitchen hygiene is of prime importance, and some account of appropriateness of materials and finishes will have to be taken into consideration. The assessor's personal tastes as to style or design are not considered.

#### Star Rating Quality Indicators

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Functional décor including walls and ceilings.</li><li>• Minimal marks, splashing, grease or other signs of cooking.</li></ul>  |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Quality good quality and condition of décor, but may have some signs of wear.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Well maintained, practical décor.</li><li>• Well co-ordinated with suitable, durable finishes such as tiling in working areas, applied to a good standard.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• May be recently redecorated but not of highest quality, or excellent quality with slight ageing.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Excellent standard of décor, professionally applied.</li><li>• Co-ordinated interior design.</li><li>• Highly durable surfaces, showing negligible wear and tear.</li><li>• Freshly maintained grouting in tiled areas.</li></ul> |

#### Advice:

Use materials appropriate for a kitchen e.g. kitchen and bathroom paint which will resist stains and moisture. Splash-backs of some type are encouraged especially by cookers, sinks and to the rear of work surfaces.



Photo credits left to right: Spaldrick View Cottage, The Chapel, Ballagreyney Cottages

# QUALITY GUIDANCE

## 2.8.2 Flooring:

This includes the quality and condition of carpet, vinyl flooring, and wood flooring, laminate and ceramic tiles. Account will be taken of the quality of fitting especially around units and white goods.

### Star Rating Quality Indicators

<b>1 star</b>	<ul style="list-style-type: none"><li>• Well fitted flooring.</li><li>• Some signs of wear and tear may be evident. May not be professionally fitted.</li></ul>
<b>2 star</b>	<ul style="list-style-type: none"><li>• Quite good quality flooring.</li><li>• May be carpet or solid finish, but should be free from tears, stains or burns.</li></ul>
<b>3 star</b>	<ul style="list-style-type: none"><li>• Very good degree of maintenance even in heavy traffic areas. Very durable flooring.</li><li>• Tiling to have clean grouting.</li><li>• Wooden floor in good condition.</li></ul>
<b>4 star</b>	<ul style="list-style-type: none"><li>• High quality flooring, but not necessarily new. May show some signs of wear or more moderate quality in pristine condition.</li><li>• Normally professionally fitted.</li></ul>
<b>5 star</b>	<ul style="list-style-type: none"><li>• Flooring of highest quality in excellent condition.</li><li>• Easily cleaned and professionally fitted.</li></ul>

### Advice:

The practicality of carpets in kitchens is limited and may lead to problems with spillages or burns as well as general hygiene and cleanliness issues.

# QUALITY GUIDANCE

## 2.8.3 Lighting, Heating and Ventilation:

This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the kitchen. There should be a balance of natural and artificial light where appropriate and it should be adequate for safe use of the cooker and work surfaces. Lack of sufficient heating and/or ventilation will give rise to condensation. Ventilation is an important aspect in kitchens and air change should be provided to ensure removal of steam and cooking odours particularly in open plan units. An opening window, if it operates satisfactorily, can provide adequate ventilation.

### Star Rating Quality Indicators

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Practical levels of artificial and/or natural lighting for safety.</li><li>• Heating may be borrowed where open plan, but nevertheless of a satisfactory level.</li><li>• Adequate ventilation perhaps only provided by opening windows.</li></ul>                     |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Quite good levels of lighting. Higher wattage than minimum (140 watt).</li><li>• Heating to offer a good level of heat and may be automatically controlled.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Good overall lighting. May include lighting directly over work surfaces.</li><li>• Good ventilation may include forced extraction.</li></ul>   |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Very good levels of lighting, especially over work surfaces.</li><li>• Different types of lighting may be evident.</li><li>• Properly fitted, thermostatically controlled heating.</li><li>• Extractor fans as well as opening windows might be anticipated.</li></ul> |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Excellent lighting to all areas.</li><li>• All areas well lit including work surfaces and hob/cooker.</li><li>• Easily controllable heating e.g. thermostatic valve fitted to radiators.</li><li>• Forced extraction may include a humidistat.</li></ul>               |

### Advice:

Guests cannot be relied upon to open kitchen windows, particularly in colder weather, therefore the addition of an extractor fan is best. Condensation and mildew is caused by a combination of a lack of heat and ventilation and the provision of a background heating and an extractor fan will help overcome this especially one with a built in humidistat (as the humidity rises the fan comes on).

# QUALITY GUIDANCE

## 2.8.4 Furniture and Fittings:

This includes all kitchen fittings in terms of quality and condition to include kitchen units and cupboards, work surfaces, curtains and blinds, light and heating fittings, extractor fans and any free standing furniture such as kitchen table and chairs.

### Star Rating Quality Indicators

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Work surfaces and storage may be limited but adequate, with at least one cupboard or shelving for food storage.</li><li>• All surfaces sound and cupboard doors properly functioning.</li></ul>  |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Sufficient work surfaces and cupboards for practical use.</li><li>• Units of quite good quality.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• More than adequate cupboard and work surface space.</li><li>• Well fitted and co-ordinated units of good quality.</li><li>• Where the dining area is part of the kitchen, tables and chairs of good quality with seat padding, where appropriate.</li><li>• Provision for maximum number of guests to dine in comfort.</li></ul> |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Very good amount of work surface free from clutter and equipment.</li><li>• Very good quality and well maintained units.</li><li>• Ample storage space for guests' food etc.</li></ul>   |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Generous work surfaces of high quality finish, plentiful storage space including floor and wall mounted units.</li><li>• Professionally fitted units of excellent quality.</li></ul>   |

## 2.8.5 Electrical/Gas Equipment:

All electrical and gas equipment provided in the kitchen will be assessed in this section including cookers, hobs, refrigerators etc. All small electrical equipment such as food mixers and hand whisks etc are also considered here. Appliances such as washing machines, freezers etc, which are not located in the kitchen, but in another part of the property such as a utility room or the owners property, will be included here.

### Star Rating Quality Indicators

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Minimal or no provision beyond the basic requirement.</li><li>• Although some items may be older, all should be in sound and working condition.</li></ul>  |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Some additional items of equipment may be provided, but may show signs of wear and tear.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• All equipment in good order and very well maintained e.g. items free from signs of damage, marks, etc.</li></ul>   |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• May be excellent quality, but not in pristine condition. A very good range of equipment provided.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Wide range of excellent quality items which may include food processors etc.</li><li>• May include split level cookers for ease of use.</li><li>• Highest standards of equipment throughout.</li></ul> |

# QUALITY GUIDANCE

## 2.8.6 Crockery, Cutlery and Glassware:

This includes the quality, condition and range of crockery, cutlery and glassware for dining purposes. It does not include glass cookware for example.

### Star Rating Quality Indicators

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Minimal provision of acceptable quality.</li><li>• Crockery may be of heavy practical quality, all the same pattern.</li><li>• Cutlery may be thin, low quality and mismatched.</li><li>• Small range of glasses. May not be matching.</li></ul>  |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Crockery should have no signs of mismatch, chips, stains or crazing.</li><li>• Cutlery may be lightweight, but should all be matching.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Heavier styles of cutlery free from any signs of wear.</li><li>• More than ample supply for the number of guests of cutlery, crockery and glassware.</li><li>• A reasonable selection of glassware, of good quality.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Very good quality cutlery matching throughout.</li><li>• Very good quality in pristine condition or excellent quality in less than perfect condition.</li></ul>   |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Excellent standard of china or other high quality pot or stoneware.</li><li>• Highest quality stainless steel or silver-plate cutlery.</li><li>• Well matched high quality glassware in a larger range of sizes.</li><li>• Numbers of each item well in excess of the likely number of occupants.</li><li>• A number of ancillary items, e.g. ramekins.</li></ul> |

## 2.8.7 Kitchenware, Pans and Utensils:

This section looks at the quality, range and condition of pans, baking trays, cooking and serving bowls and dishes as well as utensils. Range and quantity at a basic level should be commensurate with the number of guests i.e. larger numbers will require larger pans and serving dishes etc.

### Star Rating Quality Indicators

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Acceptable quality and limited range of pans.</li><li>• Minimum range of mismatched utensils. Some items may be lighter weight or of more basic intrinsic quality.</li></ul>  |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Pans of a heavier quality. Handles all secure and well fitting lids.</li><li>• May have wide range of utensils, but not all of matching design.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Pans in a range of sizes, all of good solid weight.</li><li>• No old plastic utensils which are mis-shapen.</li><li>• Wide range of knives, wooden spoons, etc.</li></ul>   |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Pans may be high quality but showing signs of age or wear and tear.</li><li>• Greater range of utensils and cookware of various sizes and uses.</li></ul>   |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• All cookware and pans of the highest quality standard. Range of pans should be greater than the minimum.</li><li>• Wide range of additional items, all co-ordinated, e.g. wok, garlic press, kitchen scales, juicer, splatter guard, slotted spoon, etc.</li><li>• Range of items suitable for microwave.</li></ul> |

# QUALITY GUIDANCE

## 2.8.8 Space, Comfort and Ease of Use:

This section will cover the design and layout of the kitchen taking into account the important aspect of space. It could be possible to have too much space to the detriment of the practical use of the kitchen e.g. the layout precludes ease of use. Account will be taken of the maximum occupancy of the unit and the space in the kitchen for that number especially if the dining area is located in the kitchen, with safety being a prime consideration.

### Star Rating Quality Indicators

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Limited space throughout, which includes storage, work surfaces and free space.</li><li>• Adequate space to wash and drain dishes.</li></ul>  |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Adequate space and lay-out such as to allow for practical use of facilities.</li><li>• Convenient access to refrigerator, cooker/oven and hob.</li><li>• Evidence of more thought given to the various tasks carried out in a kitchen.</li><li>• Multiple unit use of washing machine facility.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Sufficient space to allow easy access to, and use of the facilities.</li><li>• Good amount of storage space for foodstuffs.</li></ul>   |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Very good ease of use with plenty of space especially around dining tables if located in a kitchen.</li><li>• Very good access to all units with thought given to the working triangle – cooker, fridge and sink.</li><li>• Additional space would be anticipated where larger properties may have more than one person using the kitchen at the same time.</li></ul> |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Ample space to allow free movement and easy access to the facilities.</li><li>• Very convenient lay-out with plenty of space.</li><li>• There should be very generous space for storage, food etc.</li></ul>  |



# QUALITY GUIDANCE

## 2.9 ADDITIONAL FACILITIES

These are facilities that may be provided as part of a self-catering package. They are optional requirements, but if provided, the quality and presentation and ease of use will be taken into account in the assessment of the quality score.

If they are not provided, there will be no negative effect on rating awarded.

### 2.9.1 Laundry:

This is where there is a specific laundry room located outside the property (includes owner's laundry room) itself with equipment for washing, drying and ironing clothes: it may be shared with the owners or other self-catering properties.

#### Star Rating Quality Indicators

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• All equipment to be in working condition.</li><li>• Practical working environment.</li><li>• Simple instructions for use of equipment.</li><li>• Opening hours may be limited.</li></ul>   |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Some evidence of wear and tear may be noted.</li><li>• Walls and floors finished to a reasonable standard.</li><li>• Equipment of a more domestic quality.</li><li>• Instructions may be more detailed.</li></ul>  |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Sufficient equipment for convenient use.</li><li>• Premises in good decorative order. Good housekeeping and free from unsightly storage.</li><li>• Equipment may be professional or domestic standard.</li><li>• Opening hours appropriate to type of facility and functions e.g. size and style.</li></ul>  |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Very good and ample provision of equipment exceeding the ratio's of machines to units.</li><li>• Could include indoor hanging area for wet coats and boots.</li><li>• May have 24 hour access - which may be via a key etc or extended opening hours to suit customer needs.</li></ul>   |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Well equipped premises in excellent decorative order and a high standard of cleanliness evident.</li><li>• Well organised layout with consideration for ease of use of all equipment.</li><li>• Provision of excellent quality equipment and clear instructions for use. Range of equipment may include: washing machine, tumble dryer, spin dryer, ironing facilities, hand wash facilities etc.</li><li>• 24 hour access - which may be via a key etc.</li></ul> |

# QUALITY GUIDANCE

## 2.9.2 Recreation:

Examples might include a swimming pool, barbecue, table tennis, gym, nature trail or sauna. There is no requirement for any of these to be provided and operators will not be penalised for not having them, but where they are provided, they will form part of the assessment.

### Star Rating Quality Indicators

- |               |   |
|---------------|---|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Limited availability of recreational facilities and access.</li><li>• All equipment maintained in safe condition.</li></ul>   |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Facilities should be of a quite good quality and maintained in working order.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• May specialise in one major type of activity to good standard.</li><li>• All facilities and equipment in good order.</li><li>• Opening hours appropriate to type of facility.</li></ul> |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Wider selection of facilities.</li><li>• Facilities of a very good standard, clean and well maintained.</li><li>• May include changing rooms where appropriate.</li></ul>               |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Facilities provided to an excellent standard and equipment in excellent order.</li><li>• Extended opening hours to suit customer needs.</li></ul>                                       |

# QUALITY GUIDANCE

## 2.9.3 Reception/Shop/Bar/Restaurant:

There is no requirement for these to be present, but where they are provided e.g. self-catering properties located on caravan parks, they will form part of the assessment.

### Star Rating Quality Indicators

- |               |  |
|---------------|--|
| <b>1 star</b> | <ul style="list-style-type: none"><li>• Reception: may not be a dedicated room, but part of overall administration room/building. Opening hours may be limited.</li><li>• Shop: opening hours to suit customer needs. May be a partial facility with reception. All in sound condition with a good standard of cleanliness.</li><li>• Bar/restaurant: facility for purchase of meals/snacks/drinks at specified times. May be limited seating.</li><li>• Limited range of food and drinks available.</li></ul>   |
| <b>2 star</b> | <ul style="list-style-type: none"><li>• Reception: décor, flooring and furnishings in sound condition of a quite good quality. Opening hours may be restricted.</li><li>• Shop: limited stock and size of shop. Quite good facility overall with a tidy appearance.</li><li>• Bar/restaurant: sufficient seating to accommodate most guests. Quite good overall condition and quality.</li></ul>   |
| <b>3 star</b> | <ul style="list-style-type: none"><li>• Reception: size sufficient for ease of use and comfort for number of guests. Good range of site and local information available. Fabric and décor in good order and good housekeeping standards.</li><li>• Opening hours appropriate to type of facility and functions e.g. Tourist Information, size and style.</li><li>• Shop: generally well positioned, good stock of consumer items. Fabric and décor in good order and good housekeeping standards. Opening hours appropriate to type of facility and functions e.g. range and type of merchandise.</li><li>• Bar/restaurant: good decorative and housekeeping standards. Sufficient seating to accommodate all likely number of users. Good range of food and drinks available. Opening hours appropriate to type of facility and function e.g. size and style.</li></ul> |
| <b>4 star</b> | <ul style="list-style-type: none"><li>• Reception: very well decorated reception area with conveniently located desk. High levels of cleanliness with attention to detail evident.</li><li>• Shop: very well kept interior and equipment. Evidence of attention to detail regarding cleanliness.</li><li>• Bar/restaurant: well designed, convenient premises. Decorated to very good standard and in sound condition. Very good housekeeping standards. Comfortable seating for all guests and appropriate height for dining. Very good choice of food/drinks available.</li></ul>  |
| <b>5 star</b> | <ul style="list-style-type: none"><li>• Reception: conveniently sited and well signed facility. Spotlessly clean, tidy and in excellent decorative order. Extended opening hours to suit customer needs.</li><li>• Shop: shop well stocked with comprehensive range of goods, spotlessly clean, tidy and in excellent decorative order. Extended opening hours to suit customer needs.</li><li>• Bar/restaurant: spacious, well designed, convenient premises. Decorated to excellent standard and in excellent condition. Excellent housekeeping standards. Wide choice of food/drinks available. Extended opening hours to suit customer needs.</li></ul>  |

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