

VisitEngland ™

Holiday Villages

Quality Standard



Sustainability and Accessibility

Sustainability: Doing Business Even Better

Green tourism and sustainability practices in your business are one and the same thing; it's all about taking small steps that enable you to do business even better, not differently. Small changes will not only save money, improve employee relations, enhance profitability and provide a richer experience for customers but over time you will also improve your business' impact on the local economy, community and environment. 'Going Green' does not have to be a chore and is just as applicable to properties in a city centre as a rural location.

VisitEngland Can Help

VisitEngland is committed to promoting the adoption of sustainability practices among all tourism businesses. It is our aim to ensure that a sustainable approach is complimentary to improving the overall visitor experience in England. Your help is needed in this aspiration.

For further information on how to enhance your business to be more sustainable, please visit www.better-tourism.org for tools to help "green" your business. Or visit www.visitengland.org/green for further information and case studies on the benefits of adopting sustainable practices.

Sustainable Tourism Certification

If your business is already a successful sustainable business and you wish to demonstrate this to new or existing consumers, you may wish to join one of the certification schemes that exist in England. These schemes are not operated by VisitEngland but by independent organisations which have been verified to ensure they are offering a rigorous and well-founded sustainable certification scheme that will allow you to confidently promote your green credentials.

Visit www.visitengland.org/green for more information.

Improving your Accessibility – A Lucrative Market

Many people have access needs including disabled people, such as those with hearing and visual impairments, wheelchair users, older and less mobile people and people with pushchairs. The accessible tourism market is worth around £12bn to tourism businesses in England and is growing due to an ageing population.

By making some small adjustments to your facilities, providing information on your accessibility and understanding the needs of disabled people, your business will appeal to a wider range of visitors and attract more business. Demand for accessible accommodation outstrips the current supply. Find out how other tourism businesses are benefitting from this loyal market at www.visitengland.org/access

Legal Obligations

Tourism businesses have obligations under The Equality Act 2010, which replaced the Disability Discrimination Acts 1995 and 2005 (DDA) on 1 October 2010. Tourism providers should treat everyone accessing their goods, facilities or services fairly, regardless of their gender, race, sexual orientation, disability, gender reassignment, religion or belief, and guard against making assumptions about the characteristics of individuals.

The Equality Act 2010 requires that service providers must think ahead and take steps to address barriers that impede disabled people. Providers should not wait until a disabled person experiences difficulties using a service, as this may make it too late to make the necessary adjustment.

- 1. Make 'reasonable' changes to the way things are done** – such as changing practices, policies or procedures where disabled people would be at a 'substantial disadvantage' e.g. amend a 'no dogs' policy.
- 2. Make 'reasonable' changes to the built environment** – such as making changes to the structure of a building to improve access e.g. altering or removing a physical feature.
- 3. Provide auxiliary aids and services** – such as providing information in an accessible format, an induction loop for customers with hearing aids.

A service provider cannot legally justify failing to provide a reasonable adjustment. The only question is whether the adjustment is a 'reasonable' one to make. What is 'reasonable' will depend on a number of circumstances, including the cost of an adjustment, potential benefit it may bring to other customers, the resources an organisation has and how practical the changes are.

Sustainability and Accessibility

We Can Help

VisitEngland provides tourism businesses with a range of guidance, tools and resources to help increase engagement with the valuable accessible tourism market. Go to www.visitengland.org/access.

It is important to provide information on the accessibility of your facilities and services. This can be achieved by producing an Accessibility Guide (an improved format that replaces Access Statements), which is a requirement for all scheme members. To produce and publish an Accessibility Guide go to www.visitengland.org/accessibilityguides.

More detailed guidance and accessibility ratings are provided by the National Accessible Scheme (NAS) www.visitengland.org/nas.



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Introduction

1. General

- 1.1 It is vital that visitors are able to make an informed choice about where to stay and equally vital that Holiday Villages in this country should provide a level of quality which meets visitors' expectations.

2. Development of the Standard

- 2.1 The development of the Standard has been industry lead from the beginning and has been ongoing for many years. It was in the late 1980's that an approach was first made by the industry to The English Tourist Board. However, it was not until the late 1990's that a serious attempt was made to put a scheme together. Initially it was anticipated that the Standard would mirror the British Graded Holiday Parks Standard.

The developing nature of the product, and the diversity of the types of facilities and accommodation that are provided, means that some differences have had to be included.

The current Standard has been developed in conjunction with the Holiday Centres Association following consultation and pilot exercises. The Standard looks at the quality of all the facilities and services offered and at the quality of different types of accommodation. Consumer research supports the requirements of the Standard, e.g. accommodation range and quality, cleanliness and the quality of the facilities.

Further research was undertaken with the industry to determine the designator.

- 2.2 Holiday Village accommodation encompasses both serviced and self-catering units such as caravan holiday homes, chalets and apartments.

3. The Standard

- 3.1 VisitEngland operate the Holiday Villages quality assessment scheme with VisitEngland's approved assessment contractor.
- 3.2 In order to be awarded a rating in the Holiday Villages Standard, an establishment will usually comprise of a variety of types of accommodation, with the majority provided in custom-built rooms (e.g. chalets, hotel rooms). A range of facilities and activities will also be available which may, or may not, be included in the tariff.

4. The Designators

- 4.1 We have developed these designators to help consumers understand more clearly the different types of Holiday Villages available in the industry.

Holiday Village

A Holiday Village usually comprises of a variety of accommodation, often purpose-built, and with a range of entertainment, activities and facilities available on site free of charge or at extra cost. Bookings are often taken for three days, four days or a week.

Forest Holiday Village

A Holiday Village which is situated in a forest setting with conservation and sustainable tourism being a key feature. It will usually comprise of a variety of accommodation, often purpose-built, and with a range of entertainment, activities and facilities available on site free of charge or at extra cost. Bookings are often taken for three days, four days or a week.

Code of Conduct and Conditions of Participation

Code of Conduct

The operator/manager is required to undertake and observe the VisitEngland Code of Conduct:

Prior to booking

- To describe accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided;
- To make clear to guests in print, in electronic media and on the telephone exactly what is included in all prices quoted for accommodation, including taxes and any other surcharges. Details of charges for additional services/facilities should also be made clear, for example breakfast, leisure etc.;
- To provide information on the suitability of the premises for guests of various ages, particularly the elderly and the very young;
- To allow guests to view the accommodation prior to booking if requested.

At the time of booking

- To clearly describe the cancellation policy to guests i.e. by telephone, fax, internet/email as well as in any printed information given to guests;
- To adhere to and not to exceed prices quoted at the time of booking for accommodation and other services;
- To make clear to guests if the accommodation offered is in an unconnected annexe or similar, and to indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the establishment.

On arrival

- To welcome all guests courteously and without discrimination in relation to gender, sexual orientation, disability, race, religion or belief.

During the stay

- To maintain standards of guest care, cleanliness, and service appropriate to the type of establishment;
- To deal promptly and courteously with all enquiries, requests, bookings and correspondence from guests;
- To ensure complaint handling procedures are in place and that complaints received are investigated promptly and courteously and that the outcome is communicated to the guest.

On Departure

- To give each guest, on request, details of payments due and a receipt, if required/requested.

General

- To give due consideration to the requirements of guests with special needs, and to make suitable provision where applicable;
- To ensure the accommodation is prepared for the arrival of guests at all times when the establishment is advertised as open;
- To advise guests, at any time prior to their stay, if there are any changes in what has been booked;
- To have a complaints handling procedure in place to deal promptly and fairly with guest complaints;
- To hold current public liability insurance and to comply with all relevant statutory obligations including legislation applicable to fire, health and safety, planning and food safety;
- To allow VisitEngland representatives reasonable access to the establishment, on request, to conform that the Code of Conduct is being observed or in order to investigate any complaint of a serious nature notified to them.

Conditions for Participation

All establishments participating in the VisitEngland national quality assessment schemes are required to:

- Meet or exceed the VisitEngland minimum entry requirements for a rating in the relevant accommodation sector;
- Observe the VisitEngland Code of Conduct;
- Be assessed annually, and in the event of complaints, by authorised representatives of VisitEngland;
- Pay an annual participation fee and agree that the annual participation fee, however payable, whether made in one payment or by direct debit, is non-refundable by VisitEngland, and relates to and is payable for the VisitEngland national quality assessment scheme participation, services and benefits that you and your establishment receive throughout the applicable participation year. The VisitEngland national quality assessment scheme participation will automatically renew on 1 April each participation year and an invoice for the participation fee will be despatched accordingly, unless VisitEngland receives at least 28 days' notice in writing from you that you no longer wish to participate in the VisitEngland national quality

assessment scheme before the 1 April of the new participation year. VisitEngland shall be entitled to charge you interest on any overdue sum from the date when payment is due until the date of actual payment (as well as before judgment) at a rate per annum of 4% above the base rate from time to time of Barclay's Bank Plc. Such interest shall accrue from day to day and shall be paid subject to any withholding tax;

- You give permission to VisitEngland or its representatives to enter your establishment site at any time to take and create photographs of your establishment. The copyright and all other intellectual property rights, title and interest in and in respect of such photographs shall vest in VisitEngland;
- On termination of participation, howsoever caused, you shall immediately, and no later than within 28 days, at your own expense, remove all references to the VisitEngland rating from websites promoting your establishment and from all other media channels utilised by you to promote your establishment and remove all signs displaying the VisitEngland logo from your establishment site and return to VisitEngland's signs manufacturer Alpen Signs, Central House, Marlow Road, Leicester LE3 2BQ. If, after 28 days following termination of the VisitEngland recognition for your establishment, you have not complied with its obligations to removal of signage, you shall allow the employees, agents or representatives of VisitEngland such access as they require to your establishment site to remove all signs displaying the VisitEngland logo displayed on your establishment. You shall pay to VisitEngland all costs and expenses thereby incurred;
- Any participant disqualified from the VisitEngland national quality assessment schemes for whatever reason will not be allowed to re-join for a minimum period of one year from the date of disqualification. Re-application at an earlier stage may be considered by VisitEngland where it is felt special circumstances apply. In all cases, acceptance of re-application will be at the sole discretion of VisitEngland. Application to re-join the scheme will always incur an additional fee. If disqualification was on the basis of quality or the level of complaints, then it must be demonstrated that the areas of concern have been addressed. This may be done in the form of an advisory visit by a VisitEngland representative, for which an additional charge is likely to be made.

Anti-Corruption & Anti-Bribery

- You shall not, and shall procure that your directors, employees, agents, representatives, contractors or sub-contractors shall not engage in any activity, practice or conduct which would constitute an offence under any anti-bribery and anti-corruption laws, regulations and codes, including but not limited to the Bribery Act 2010, as may be amended or replaced from time to time.
- You shall have in place adequate procedures designed to prevent any person working for or engaged by you or any other third party in any way connected to this agreement, from engaging in any activity, practice or conduct which would infringe any anti-bribery and anti-corruption laws, regulations and codes, including but not limited to the Bribery Act 2010, as may be amended or replaced from time to time.
- Breach of this Clause shall entitle VisitEngland to terminate this agreement by written notice with immediate effect.

Change of Ownership

When an accommodation business is sold or the method of operation changed e.g. contracted out, and the new owner does not continue participation in the VisitEngland national quality assessment scheme, the existing rating cannot be transferred. If a property is sold as a going concern, for continued use to accommodate guests and details of the new owners are provided to VisitEngland, the rating may be continued under the following circumstances:

- The current (outgoing) owners have made all payments due to date for the current participation year. If payment is made by Direct Debit this should remain active until the change of ownership process is completed.
- The current (outgoing) owners provide forwarding details for themselves along with full contact details for the new (incoming) owners to VisitEngland's appointed assessment contractor.
- The current (outgoing) owners provide the expected completion/transfer date to VisitEngland's appointed assessment contractor.
- The new (incoming) owners apply and pay for participation in the VisitEngland national quality assessment scheme within 28 days of the completion/transfer date.

If all these criteria are met then the current (outgoing) owners may be entitled to a pro-rata refund for any complete remaining months paid for in the current participation year.

General Requirements

Legal Requirements

- All statutory obligations (and amendments) must be met and operators must maintain Public Liability Insurance cover.
- All accommodation and facilities must fulfil the relevant requirements of the statutory obligations, where applicable, including:
 - Fire Precautions
 - Price Display Orders
 - Food Safety/Hygiene
 - Licensing
 - Health and Safety
 - Trade Descriptions
 - Discrimination
 - Data Protection
 - Hotel Proprietors Act
- Electrical and oil-fired equipment must be safely maintained in good working order and serviced regularly in accordance with the relevant legislation and as required by law. As required by law, a current landlord's safety certificate confirming that all gas installations have been checked by a CORGI registered installer within the last 12 months must be held.
- Any caravan holiday homes must have been constructed to comply with European safety standards, and be fully serviced with water, drainage and gas/electricity connections including mains WC, shower and/or bath.

Welcome and Arrival

- The operation must have reception arrangements for receiving guests at appropriate times from which visitors can be directed to their room/caravan/chalet/pitch, and where advice and assistance can be obtained if necessary.
- The operation must be well managed and maintained in a clean and presentable manner. Attention to be given to any signage on approach, and the entrance to the site.

Health and Safety

- A proprietary first aid kit must be readily available.
- Emergency notices must be prominently displayed giving details and location of operation contact, telephone, doctor, fire service, local hospital and other essential services. These could be provided in the accommodation and at reception.
- The operation must have firefighting equipment and notices conforming to the requirements of the fire regulations.
- All electrical installations both internally and externally must have the appropriate safety classification.
- Adequate provision to be made for refuse disposal.

Accessible Information

Operators will be asked to provide evidence that they have written, and made publicly available, an Access Statement/information. An Access Statement is a written, clear and accurate, and above all honest description of the current facilities and services you offer, to enable a potential visitor to make an informed decision as to whether your business meets their particular access needs. For help, advice, guidance and a template please look on www.visitengland.com/accessstatements.

The Assessment Process

The marking system for the assessment of Holiday Villages places greater emphasis on the essential element of cleanliness, which has been highlighted in consumer research as central to the enjoyment of the stay/visit. Each aspect of the facilities and accommodation will be assessed on a 1 - 5 basis as follows:

- 5 = Excellent
- 4 = Very Good
- 3 = Good
- 2 = Quite Good
- 1 = Acceptable

Failure to achieve a minimum score of 1 in any area will preclude the operation from receiving a rating.

The areas for assessment are:

- Reception
 - Shops/salons
 - Entertainment rooms
 - Licensed areas
 - Restaurants and food outlets
 - Sporting facilities
 - Recreation facilities
 - Site facilities
 - Atmosphere and ambience
 - Touring facilities
 - Accommodation
- (Greater detail is provided in the following pages)

Minimum Entry Requirements

In order to be recognised within the Holiday Villages Standard, an operation must meet all the minimum entry requirements listed throughout this booklet.

Five Star Qualifiers

To achieve a Five Star rating, in addition to providing excellent levels of quality, the following minimum facilities must be provided:

- Linen (including towels) provided free of charge.
- All units to be heated in all rooms, with a heating system with automatic, thermostatic and individual controls.
- Additional WC with basin and bath/shower where more than six guests are accommodated (WC may be separate from bathroom).

Quality Indicators

Within the section on accommodation, examples are given of the level of quality expected in order to achieve a quality score from 1 - 5 for each area. Where phrases such as 'acceptable', 'good' and 'very good' 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.

The Quality Indicators represent typical expectations. They are neither definitive nor exhaustive.

The rating level actually awarded will allow for a balanced view of the facilities and accommodation provided.

Quality Score	1	2	3	4	5
Quality Indicators	Factors which indicate the minimum level of acceptable quality		Factors which indicate a quality score of 3 (Good)		Factors which indicate a quality score of 5 (Excellent)

Guidance Notes for Operators

GENERAL

Where more than one of any type of facility is provided, such as shops, recreation and leisure, clubs, bars, etc., each will be assessed individually and then these scores will be averaged to reflect the general, overall quality.

CLEANLINESS

The cleanliness of all facilities is one of the most important aspects of the scheme. To achieve the highest marks, the assessors will be looking for pristine conditions, although the weather and condition of the site at the time of assessment will be taken into consideration. Accumulated litter, dust and grime are easily recognised. Particular attention should be paid to areas beneath and behind all fixed equipment, corners and skirting, paintwork, windows, ledges, pipes, extractor fans, light fittings, walls and floors. Where an unacceptable standard of cleanliness is found in any area, a rating might NOT be awarded.

RECEPTION

Reception can range from a purpose-built facility to a shared function facility.

If a reception facility is not provided an assessment will still be made on the Welcome and Efficiency of Service and Brochure Content and Accuracy aspects only.

Cleanliness

- See above.

Interior Layout and Size

- The assessor will be looking for good quality flooring and furnishings, decoration and interior design. Good circulation space for visitors will be taken into account as will the provision of seating. The reception area should be inviting and pleasing to the eye - the customer's first impression is very important.

Décor and Maintenance

- Must be well maintained and attractive. Again, first impressions are important.

Welcome and Efficiency of Service

- It is important that attention can be summoned quickly and that service is 'given with a smile'. Consideration will be given to the provision of assistance by showing the customer to the room, chalet or caravan holiday home, and the availability of reception services.

Brochure Content and Accuracy

- Designed to assess customers' pre-arrival impressions, this aspect may include a test phone call made by the assessor to acquire a brochure and have the opportunity to follow the map. The time taken to receive the information may be noted as well as how well the brochure reflects the operation and its facilities.
- Access Statement/information to be available.

SHOPS/SALONS

When assessing the shop(s)/salon(s), the assessor will give special consideration to the type and size of operation.

Cleanliness

- See page 9.

Interior Layout

- The assessor will be looking for sufficient circulation space for the likely number of customers/users, together with the quality and convenience of the layout and display of merchandise.

Décor and Maintenance

- Must be well maintained and attractive to achieve high marks.

Fittings and Flooring

- An assessment will be made of the quality and condition of the fixtures, fittings and flooring, as appropriate to the facility.
-

ENTERTAINMENT ROOMS

As with other facilities, where there is more than one entertainment room, an average assessment will be made.

Cleanliness

- See page 9.

Interior Layout

- The assessor will be looking for sufficient circulation space for the likely number of users, together with the quality and convenience of the layout. Plenty of space to move between tables and chairs will be viewed in a more positive light, as will a layout which allows most guests a good view of the stage.

Décor and Maintenance

- Must be well maintained and attractive. May be more elaborate than other areas.

Furniture and Fittings

- An assessment will be made of the quality, comfort, condition and maintenance of the furniture and fittings. This will include tables, seating, bar or servery counters within the entertainment rooms, light fittings and flooring etc.
-

LICENSED AREAS

As with other facilities, where there is more than one licensed area an average assessment will be made.

Cleanliness

- See page 9.

LICENSED AREAS continued

Interior Layout

- The assessor will look for quality of decoration, maintenance of walls, floors, seating, tables, bar counters, furnishings and circulation space. Flair, design and layout will be taken into account, as well as carefully selected and positioned plants, flowers, pictures etc.

Décor and Maintenance

- Must be well maintained and attractive.

Furniture and Fittings

- An assessment will be made of the quality, comfort, condition and maintenance of the furniture and fittings. This will include tables, seating and bar or serving counters.

Service

- An assessment will be made of the quality and standard of service as appropriate to the style of operation. Staff should be competent, efficient and display very good levels of customer care.
-

RESTAURANTS AND FOOD OUTLETS

As with other facilities, for multiple outlets in this section, an average assessment will be made. However, consideration will be given to the use and importance of the facility in the context of the operation. For example, if there are two facilities in this section, e.g. a large restaurant providing half-board and a small takeaway counter, then the assessment will reflect the greater importance of the restaurant.

Cleanliness

- See page 9.

Interior Layout

- The assessor will look for quality of decoration, maintenance of walls, floors, seating, tables and furnishings and circulation space. Flair, design and layout will be taken into account, as well as carefully selected and positioned plants, flowers, pictures etc.

Décor and Maintenance

- Must be well maintained and attractive.

Furniture and Fittings

- An assessment will be made of the quality, comfort, condition and maintenance of the fixtures and fittings. This will include tables, seating, serving counters, light fittings and flooring etc.

Range of Foods

- The range of foods available and variety provided on menus will be assessed. Style of operation and type of market will be taken into account.

Service

- An assessment will be made of the quality and standard of service as appropriate to the style of the operation. Staff should provide a competent service and have a helpful attitude. A service which is prompt and efficient with high levels of customer care and good technical skills will be viewed positively.

SPORTING FACILITIES

This section includes more formalised facilities whether indoor or outdoor, e.g. tennis courts, short mat bowls, badminton and squash courts and crown green bowls.

Cleanliness

- See page 9.

Layout

- The equipment and facility as a whole should be of a size commensurate with the activity and imaginatively designed and positioned. Likely usage in relation to size will also be taken into account.

Quality and Maintenance of the Buildings/Facilities and Maintenance of Equipment

- These aspects form two separate items in the assessment. In both cases the assessor will take into account both the intrinsic quality of the provision as well as how well it has been maintained.
-

RECREATION FACILITIES

This section includes less formalised facilities whether indoor or outdoor, e.g. amusement arcades, ten pin bowling, pool/snooker rooms, children's play areas and leisure or fun pools.

Cleanliness

- See page 9.

Layout

- The equipment and facility as a whole should be of a size commensurate with the activity and imaginatively designed and positioned. Likely usage in relation to size will also be taken into account.

Quality and Maintenance of the Buildings/Facilities and Maintenance of Equipment

- These aspects form two separate items in the assessment. In both cases the assessor will take into account both the intrinsic quality of the provision and how it has been maintained.

SITE FACILITIES

Although their provision is not essential, each of the following will be assessed when present:

Range and Quality of Lighting

- The provision of lighting in the correct relationship to the size, type and location of the operation. It can be discreet, thereby not spoiling the atmosphere, but should be sufficient for safety and security. Large sites with a number of pathways and roads, those which are well-wooded or where accommodation is some distance from the central facilities, will require more lighting than those sites which are small and open. A lack of adequate lighting will have a negative effect on the assessment.

Range and Quality of Signs

- Positive factors will include clear, well maintained signs on all facilities and the provision of good directional signs where necessary.

Quality of Fire-points

- Where provided or required, fire-points and equipment should be effectively designed and well maintained. Assessors will look for clear instructions for use in the event of a fire, and the location of the nearest telephone.

Range and Quality of Refuse Facilities

- The assessor will look for clean, well designed and maintained facilities, which are tastefully screened. This applies to any bins or refuse points on the site. Consideration will also be given to the provision and quality of areas for the storage of refuse prior to collection, which should be protected from attack by animals and birds.

Public Telephones

- The assessment will reflect the cleanliness, general maintenance, degree of shelter and privacy, lighting, and availability and provision of directories and dialling codes. Local emergency numbers for doctor, dentist, hospital etc. should also be displayed beside the public telephone.

Roads

- The quality and maintenance of roads, including the entrance road, are important. Although it is not necessary for them to be surfaced with concrete or tarmac, they should be firm and free from potholes. If speed 'humps' are installed, they must be clearly indicated.

Range and Display of Tourist and Local Information

- Generally, the greater the range of tourist and local information on display, the better. This should be well presented, easily accessible and up to date. It is often very useful to have a large scale map of the area on display.

Launderette

- The assessment includes all types of clothes washing facilities from washing machines and tumble dryers of commercial quality to machines of a domestic type and/or a simple sink. Laundry sinks should be clearly marked for clothes washing only, to avoid dual use with dishwashing. The assessor will consider the circulation space for convenient use of the machines and equipment. Cleanliness will be assessed as well as the quality and maintenance of machines and equipment.

ATMOSPHERE AND AMBIENCE

Cleanliness of the Site

- All external areas of the site should be clean, and free from litter and animal fouling.

Landscaping and Layout

- The assessor will look for flair and imagination in planting, as well as the sympathetic location of facilities, accommodation and buildings. Natural features, wood, stone etc. should be used to good advantage. Climatic conditions and location may determine the extent and range of plants and this will be taken into consideration.

Ground Maintenance

- The assessment will reflect well maintained grassed areas free from bare or rough patches, well trimmed and weed-free car parking areas, hard standings, flower beds and planters. Areas left wild for environmental purposes will be taken into account.

Building Style and Exterior Maintenance

- The style and appearance of buildings should be sympathetic with surroundings. The exterior appearance and maintenance of buildings, as well as walls, roofs, gutters, downpipes, paintwork etc. should all be in good condition. Unsightly storage or maintenance compounds, dilapidated buildings, and disused machinery or vehicles will all affect the grading. The exterior of any caravan holiday home will be assessed here.

Car Parking

- The quality and maintenance of car parking will be taken into account, e.g. lined, well surfaced bays. If car parking is away from the accommodation, provision should be made for unloading closer to it.
-

TOURING FACILITIES

Ratio of Toilets and Showers to Pitches

- One of the most frequent complaints from consumers is that of the need to queue for facilities or the inconvenience caused by facilities which are too busy and over used. This aspect will be used to reward the many sites that go beyond providing just the essential number of toilets and showers.

Interior Layout of Facilities

- This includes shower, toilet and washing facilities. Good ventilation and lighting are important. A light and airy building will generally score higher marks than a dark, poorly ventilated facility. Good circulation space, and the adequacy and temperature of the hot water supply are also important. Showers and toilet cubicles should have adequate space.

Quality of Fixtures and Fittings

- This includes shower, toilet and washing facilities. An assessment will be made of the quality and range of fixtures and fittings which should include toilet rolls and holders, hooks, mirrors, shelves/tables, ashtrays, refuse bins etc. The assessor will also look for hairdryers, razor points, hand drying facilities, and for the provision of individual sanitary disposal facilities in cubicles.

Quality and Maintenance of Décor, Facilities, Fixtures and Fittings

- This assessment applies to the overall quality and maintenance of the décor, flooring, fixtures and fittings. Recognition will be given to better intrinsic quality as well as for older items which have been maintained to an excellent standard. Items which look worn and/or no longer function to maximum efficiency will not score so well.
- Floors and walls should have easy to clean surfaces, e.g. tiles, cement-screened, melamine etc. The quality and condition of toilets, washbasins and tiling are important, and loose or broken seats and taps, poor grouting, badly laid, cracked or chipped tiles etc. will have a negative effect on the assessment. Flaking paint on walls, ceilings and woodwork, graffiti and other types of vandalism will also detract from the final assessment. Windows and doors should be in good condition, and light fittings and piping should be free from rust.

Cleanliness

- See page 9.

Chemical Disposal Facilities and Motor Vehicle Waste Disposal Points (MVWDP)

- The internal and external appearance, cleanliness and maintenance will be assessed. The provision of a ceramic or stainless steel pan/bowl and similar, easy to clean surround with a flush system or tap and hose for rinsing, enclosed or under cover, will merit higher marks than a simple drain or man-hole in the open.

Quality of Electric Hook Ups

- Electric hook ups and other services to touring pitches, and service connections to caravan holiday homes should be as neat and inconspicuous as possible.

The Quality Standard for Holiday Villages

1. GENERAL (All serviced and self-catering accommodation)

OVERALL IMPRESSIONS, SPACE AND COMFORT

- Minimum Entry Requirements** Relates to the design, layout, space, ventilation, storage etc., the ease of access to cupboards and drawers, use of equipment and moving through passageways.
- All living rooms and bedrooms must have at least one window opening directly into the open air.
 - There must be adequate ventilation, reasonable space for movement and easy access to equipment, cupboards, doors and drawers.
 - There should be no sign of dampness.

Quality Score	1	2	3	4	5
Quality Indicators	<p>Adequate space with satisfactory layout and sufficient free movement.</p> <p>Uncluttered rooms.</p> <p>Acceptable environment for guests without disturbing levels of noise, smells, smoke etc.</p> <p>Reasonable sound insulation with minimal intrusive noise.</p>	<p>Sufficient space to allow free movement and a good degree of comfort.</p> <p>Convenient layout of furniture for practical use.</p> <p>Access to both sides of a double bed.</p>	<p>Ample space to allow free movement and a high degree of comfort. Area available for luggage storage without cluttering the room and obstructing access.</p> <p>Easy and convenient use of facilities.</p> <p>Generous access to both sides of a double bed.</p> <p>Fresh and airy atmosphere.</p> <p>Comfortable dining for maximum number. Good choice of comfortable easy seating.</p>		

2. LIVING/DINING/KITCHEN AREAS (Self-catering accommodation only)

DECORATIONS/INTERIOR FINISH

- Relates to the quality and condition of wall coverings, tiled areas, paintwork, woodwork etc.
- All paintwork, woodwork, wall coverings etc. must be maintained in a sound condition.

Quality Score	1	2	3	4	5
Quality Indicators	<p>Functional décor including walls and ceilings; limited co-ordination.</p>	<p>Good quality, well maintained décor. Suitable, durable finishes such as tiling in working areas. Splashback important for cooking area. Tiling, grouting and sealant in clean condition.</p> <p>Minimal marks, splashing, grease or other signs of cooking.</p> <p>Use of pictures etc., where appropriate, particularly on plain walls.</p>	<p>Excellent standard of décor all very well co-ordinated. High quality wall coverings and tiling in excellent condition; professional finish to all aspects of decoration.</p> <p>Attractive use of pictures, prints and other decorative relief.</p>		

LIGHTING/HEATING

Minimum Entry Requirements

Lighting: Relates to the quality, range, type, provision and positioning of main and secondary lighting, and the provision and location of power units, light switches etc.

- There must be electric lighting.

Heating: Relates to the range, type and suitability of any heating – floor standing, wall or ceiling panels or central heating.

- There should be adequate means of heating taking into account seasonal and geographical variations.

Quality Score	1	2	3	4	5
Quality Indicators	<p>Adequate levels of lighting appropriately positioned for safety.</p> <p>Adequate levels of heating for all areas.</p>	<p>Well positioned lights, giving good levels of illumination. May include lighting directly to kitchen work areas.</p> <p>Ample natural light.</p> <p>Well positioned power sockets.</p> <p>Effective levels of heating providing overall uniform temperature, easy to control.</p>		<p>Excellent levels of illumination for various purposes, e.g. reading, cooking. Will include both ceiling and supplementary lighting, which is easily adjustable. May include direct lighting to cooker/hob and work surfaces.</p> <p>Good number of power sockets to allow flexibility.</p> <p>Well fitted central heating to all rooms. High levels of heat provided, allowing for flexibility and comfort.</p> <p>Double-glazing to conserve heat.</p>	

FIXTURES, FURNITURE, SOFT FURNISHINGS AND FITTINGS

Minimum Entry Requirements

Living/Dining Areas: Relates to the quality, appearance, condition, arrangement and size etc. of all fitments, e.g. heaters, TVs etc., and all furnishings, e.g. easy seating and upholstery, dining tables and seating, cupboards, shelves, cushions, curtains, blinds. Light and window fittings are also taken into account.

- All windows must be equipped with opaque curtains or blinds including doors in caravan holiday homes where some sleeping space is in the lounge area.
- Adequate dining table and seating facilities for the maximum number of occupants.
- Easy chairs and/or sofa seats should be provided sufficient for the maximum number of advertised occupants.

Kitchen Area: Relates to the quality, range and condition of work surfaces, cupboards, kitchen units, sinks, curtains and/or blinds, washing-up bowls, drainers, ironing boards, cleaning equipment etc.

- All windows must be equipped with opaque curtains or blinds.
- Must have a sink equipped with a draining board, dish-drying rack, hot running water and cold drinking water supply.
- Must have at least one hygienic working surface and storage space suitable for food.
- Must have a fire extinguisher or a fire blanket, designated as suitable for kitchen fires, readily available and ideally, wall mounted between the cooker and the door. Storage in a cupboard or over the cooker is not acceptable. It may be sited outside the kitchen areas provided it is quickly and easily accessible.

FIXTURES, FURNITURE, SOFT FURNISHINGS AND FITTINGS continued

Quality Score	1	2	3	4	5
Quality Indicators	<p>A sparing but adequate provision of furniture, furnishings and fittings, in terms of quality and quantity.</p> <p>Limited co-ordination. Curtains of sufficient width and length to cover windows.</p> <p>Storage space provided where sleeping in lounge advertised.</p> <p>Sufficient storage and work surfaces for ease of use; all should be in a sound, acceptable condition.</p>	<p>Good quality furniture. Greater range of sofas and/or armchairs with sprung bases. Greater range.</p> <p>Good use of co-ordination. Substantial lined curtains at all windows.</p> <p>Easy access to all storage areas and durable surfaces. Well fitted units.</p>	<p>High quality furniture with high degree of comfort. Spacious dining facility for the maximum number of people.</p> <p>Plush, soft fabrics, plenty of drape, may have interlining and tie backs. Excellent co-ordination of furniture and fabrics.</p> <p>High quality fitted units with plenty of work surface and storage.</p>		

FLOORING

Minimum Entry Requirements Relates to the quality, type and condition of carpeting, rugs, vinyl covering, wooden flooring etc. Consider the suitability of the floor covering in the kitchen area.

- All bathrooms must have suitable floor finishes or coverings.

Quality Score	1	2	3	4	5
Quality Indicators	Well fitted functional and durable flooring. Some consideration given to practicality and hygiene.	Good quality flooring in sound condition and comfortable underfoot.		High quality flooring, in excellent condition with obvious attention to hygiene and safety aspects.	

CROCKERY, CUTLERY AND EQUIPMENT

Minimum Entry Requirements Relates to the quality, range and condition of crockery, cutlery, glassware, saucepans, cooking pots and cooking/food preparation utensils.

Relates to the quality, range and condition of all gas and/or electrical equipment in the kitchen.

- Cooker with oven and grill and at least three boiling rings (or two if only for two guests).
- Fridge with ice-making compartment.
- There must be an adequate supply of crockery, cutlery and glasses for the maximum number of occupants.

CROCKERY, CUTLERY AND EQUIPMENT continued

Quality Score	1	2	3	4	5
Quality Indicators	<p>More than ample supply for the number of guests.</p> <p>Cutlery, although may be lightweight, all matching.</p> <p>Crockery, although may be of heavier, practical quality, all the same pattern.</p> <p>Small range of glasses, e.g. tumblers.</p> <p>Acceptable range of sizes of pans. Handles all secure and well fitting lids.</p> <p>May have wide range of utensils, but not all of matching design.</p> <p>Limited range of equipment. Some items may be older but all should be in a sound, acceptable condition.</p>	<p>More than ample supply for the number of guests.</p> <p>Heavier style of cutlery.</p> <p>Crockery of good quality, durable and matching in style. Should not be chipped or stained.</p> <p>Pans in a range of sizes, all of good solid weight.</p> <p>No old plastic utensils which are misshapen. Good range of knives, wooden spoons, etc.</p> <p>Equipment all in good order and very well maintained, e.g. items free from signs of rust and major damage.</p> <p>Good size ice box in fridge.</p>	<p>Ironing board (unless in laundry). Numbers of each item well in excess of the likely number of occupants.</p> <p>Highest quality stainless steel cutlery.</p> <p>Matching, high quality crockery, e.g. hotel ware, to include side plates, main plates, soup bowls etc.</p> <p>Well matched, high quality glassware in a range of sizes.</p> <p>All cookware of the highest quality standard.</p> <p>Wide range of additional items, all co-ordinated. Range of items suitable for microwave where appropriate.</p> <p>Highest standards of equipment throughout.</p> <p>Wider range of excellent quality items including fridge/freezer, dishwasher etc.</p>		

CLEANLINESS

Minimum Entry Requirements

- Between each let, properties, furnishings and equipment must be thoroughly cleaned throughout.

Quality Score	1	2	3	4	5
Quality Indicators	<p>All surfaces and equipment clean and free from dust.</p> <p>All carpets vacuumed and floors cleaned.</p>	<p>Evidence of attention to detail, particularly high and low level.</p> <p>Clean and fresh surfaces. All areas smelling fresh and clean for guests' arrival.</p> <p>Particular attention given to cooker, fridge and inside of cupboards, crockery, cutlery and utensils.</p>	<p>Exceptionally high level of cleanliness.</p> <p>Gleaming surfaces, with no scratches or marks.</p> <p>Evidence of thorough cleaning and a high level of attention to detail.</p> <p>Spotless flooring and kitchen equipment, including cooker and fridges.</p> <p>Particular attention given to vents or extractors.</p>		

INVENTORY OF EQUIPMENT

Per Person	Two Per Holiday Home/Chalet
Knife (table & side) Fork (table & dessert) Spoon (dessert & tea) Plate (large & small) Tea cup and saucer Mug Cereal/soup bowl Tumbler Egg cup Coathangers x 4	Tablespoons Duster Ashtrays (where smoking permitted)
Per Bed	
Two to three blankets or one duvet with cover and one pillow (For winter lettings, or lettings very early or late in the season, the amount of bedding to be increased and adequate heating provided.)	
One Per Caravan Holiday Home/Chalet/Apartment	
Kettle Teapot Saucepans and lids (large, medium, small) Frying pan Colander Oven roasting tray Casserole dish Carving knife and fork Bread knife Bread container/bin Bread/chopping board Fish slice Sharp vegetable knife Tin opener Mixing bowl or basin Corkscrew/bottle opener Potato peeler Ladle Grater Plastic/wooden spoon Potato masher Kitchen scissors Butter dish Sugar bowl	Tray Milk jug Measuring jug Condiment set (two piece) Washing-up bowl Whisk Water jug Covered refuse kitchen bin Dustpan and brush Broom Floor cloth Pan scourer/dish mop Bucket Mirror Carpet sweeper or vacuum available Cleaning agents (washing-up liquid etc.) Toilet brush and holder Toilet roll and holder Doormat Covered bin or open bin and sanitary disposal bags in bathroom Fire extinguisher (self-catering only) Smoke alarm

3. BEDROOMS (All serviced and self-catering accommodation)

DECORATION/INTERIOR FINISH

Minimum Entry Requirements Relates to the quality and condition of wall coverings, ceilings, paintwork, woodwork etc.

- All of the above must be in a sound condition.

Quality Score	1	2	3	4	5
Quality Indicators	Functional décor and limited co-ordination.	Good quality, well maintained décor, free from marking. Well finished, good quality wall coverings. Wall and ceiling coverings well applied. Use of pictures etc., where appropriate, particularly on plain walls.		Excellent décor with high attention to detail. High quality wall coverings with professional finish to all aspects of decoration. Attractive use of pictures, prints and other decorative relief.	

LIGHTING/HEATING

Minimum Entry Requirements **Lighting:** Relates to the quality, range, type, provision, appearance and positioning of main and secondary lighting, and the provision and location of power points, light switches etc.

- All bedrooms must be adequately lit with electric lighting.

Heating: Relates to the range, type and quality of heating.

- There should be adequate means of heating each bedroom at all times, taking into account seasonal and geographical variations.

Quality Score	1	2	3	4	5
Quality Indicators	Lights with appropriate shades of adequate quality for the style, size and shape of the bedroom. Adequate natural light. In Caravan Holiday Homes heating may be borrowed from living areas, but nevertheless must be adequate. May include free-standing heaters, but consideration must be given to safety.	Well positioned lights giving good levels of illumination for reading etc. Ample natural light. Well positioned power points. A good level of heating throughout with some degree of thermostatic control.		Variety of quality lights, well positioned and suitable for all purposes. Controls giving variable levels of light as appropriate. Excellent natural light. Good number of power sockets to allow flexibility. Effective levels of heating providing overall uniform temperature and controllable by the guests.	

FURNITURE, SOFT FURNISHINGS AND FITTINGS

Minimum Entry Requirements Relates to the quality, appearance, arrangement, size and condition of all fittings including heaters, light fittings, mirrors etc. and all furnishings, e.g. upholstery, curtains and blinds.

- All windows must be equipped with opaque curtains or blinds.
- In at least one adult bedroom a dressing table or equivalent with a mirror and a wardrobe or hanging space must be provided.
- Adequate drawer space in each unit and at least one adult double or twin room must be provided. Adequate shelf space is an acceptable alternative to drawers.

Quality Score	1	2	3	4	5
Quality Indicators	<p>A sparing but adequate provision of furniture, furnishings and fittings, in terms of quality and range; limited co-ordination.</p> <p>Adequate drawer or shelf space.</p> <p>All window coverings properly fitted.</p>	<p>Good quality fittings, in a sound and useable condition. Size and amount of furnishings in proportion to the space available.</p> <p>Good use of co-ordination.</p> <p>Good drawer/shelf space.</p> <p>Substantial curtains with sufficient length and width to amply cover the windows.</p> <p>Good quality light fittings with appropriate shades.</p>	<p>Excellent quality, modern furniture of sound construction, as well as very good shelf space. There should also be very good storage, i.e. for luggage.</p> <p>Window coverings denoting a degree of luxury; may have pelmets and tie backs. Quality linings fitted.</p> <p>Light fittings of the highest quality.</p>		

FLOOR COVERINGS

Minimum Entry Requirements Relates to the quality, type and condition of carpeting, rugs, vinyl covering, wooden flooring etc.

- All rooms must have suitable floor finishes or coverings. Except where there is fitted carpeting, there must be non-slip rugs beside beds.

Quality Score	1	2	3	4	5
Quality Indicators	Adequate comfort to flooring, all in clean and functional order and free from wear and tear.	Well fitted, good quality flooring in sound condition and comfortable underfoot.		Professionally fitted, high quality flooring in excellent condition.	

BEDS AND BEDDING

- Minimum Entry Requirements** Relates to the quality and condition of beds, mattresses, headboards, bedding, linen etc.
- All beds and mattresses to be in a sound condition with sufficient bedding, if provided. All mattresses must be of sprung interior, foam or similar quality.
 - Where linen is provided it must be changed on each change of occupier and as appropriate during lets of two weeks or more. Nylon sheets are not acceptable.
 - Minimum bed sizes: Adult, single or child size 6' x 2'
Adult double 6' x 4'
 - There will normally be at least one adult bedroom without bunk beds. Where sleeping accommodation is all in bunk beds, this must be stated in all advertising and written details sent to prospective guests.
 - Where sleeping accommodation includes the occasional use of bed settees in the lounge area, this must be clearly stated in the brochure and/or written booking information.

Quality Score	1	2	3	4	5
Quality Indicators	<p>Acceptable quality beds and mattresses. Plastic or rubber mattress protectors tolerated but not encouraged on adult beds.</p> <p>Adequately presented beds with clean linen where provided and bed covers in good repair.</p> <p>Headboard or equivalent provided for each bed.</p> <p>Adequate range of bedding, including sufficient blankets/duvet. If additional bedding is provided, it should be clean and fresh, preferably wrapped.</p> <p>All of the above requirements would equally apply to supplementary sleeping such as sofa beds.</p>	<p>Good quality comfortable beds, firm mattresses and sound bases. Better quality mattress protectors.</p> <p>Well presented beds, with ample, good quality, freshly laundered, co-ordinated linen and bedding.</p> <p>Extra pillows and bedding available.</p>	<p>Excellent quality beds, e.g. sprung bases and mattresses and clean headboards offering a high degree of comfort. High quality mattress protectors.</p> <p>Co-ordinated and crisply laundered linen changed at least every two days. A choice of bedding available, e.g. thickly quilted or similar quality bedspreads and blankets, or duvets with appropriate tog rating. All of a high quality and co-ordinated with bedroom décor and other soft furnishings.</p> <p>Bed size above the basic minimum.</p> <p>Allergy-free pillows available.</p> <p>High standard of overall presentation.</p>		

CLEANLINESS

Quality Score	1	2	3	4	5
Quality Indicators	<p>All surfaces clean and free from dust. All areas smelling fresh and clean.</p> <p>All carpets vacuumed and clean. No evidence of mildew or marks to curtains or windows.</p>	<p>Attention to detail evident including drawers and wardrobes checked.</p> <p>Particular attention to areas at a high and low level, e.g. window areas and under beds.</p>		<p>Exceptionally high standards of cleanliness.</p> <p>All areas cleaned daily in serviced accommodation. Gleaming surfaces – evidence of thorough cleaning and a high level of attention to detail.</p>	

4. BATHROOMS AND WCs (All serviced and self-catering accommodation)

DECORATION/INTERIOR FINISH

Minimum Entry Requirements Relates to the quality and condition of wall coverings, ceilings, tiled areas, paintwork, woodwork etc.

- All of the above must be maintained in a sound condition.

Quality Score	1	2	3	4	5
Quality Indicators	Functional décor in good order. Tiling to be in sound condition.	Well maintained, practical décor. Wall and ceiling coverings well applied. All in good condition. Sealant and grouting to be clean.		Excellent interior design. Professional finish to all aspects of decoration. High quality décor, with sealant and grouting in excellent condition.	Attractive use of decorative enhancements, where appropriate.

LIGHTING/HEATING

Minimum Entry Requirements **Lighting:** Relates to the range, type, provision, appearance and positioning of main and secondary lighting, and the provision and location of light switches.

- Bathrooms/showers and WCs must be adequately lit by electric lighting.
- Razor point or adaptor by mirror in bathroom or bedroom.

Heating: Relates to the range, type and quality of heating.

- There must be an adequate means of heating available at all times, taking into account seasonal and geographical variations.

Quality Score	1	2	3	4	5
Quality Indicators	Adequate covered lighting for practical use and appropriately positioned. Adequate heating for size of room. Effective ventilation.	Well positioned lighting, giving good levels of illumination, e.g. over mirrors and in showers. Towel rail or panel heater in main bathroom.		Excellent illumination levels in all areas. Heating provided in both shared and en-suite bathrooms.	

FIXTURES AND FITTINGS

Minimum Entry Requirements Relates to the quality, appearance, condition, and ease of use etc. of all fitments, e.g. heaters, light fittings, mirrors etc. and all furnishings, e.g. curtains and blinds.

- There must be a means of providing hot water at all times.
- Opening window and/or adequate means of ventilation.
- All windows must be equipped with opaque curtains or blinds.
- All accommodation must have at least one bathroom equipped with bath and/or shower, towel rail, WC, toilet roll and holder and washbasin with mirror adjacent.
- Where not en-suite, a lock or bolt must be provided to bathroom and WC doors.
- Surface of shower and/or bath base to be non-slip or non-slip bathmat to be provided.

Quality Score	1	2	3	4	5
Quality Indicators	Fittings of an acceptable quality.	Solid, matching, good quality and well fitted appliances. Co-ordinated sanitary ware.		Provision of bath and/or shower, with high quality fixtures and fittings, e.g. larger baths, shower cubicles or shower screens. Full size washbasin. Easy to use appliances.	
	Adequate water pressure and satisfactory drainage.	Shaver point close to a mirror, if not in bedroom.		Use of ceramic sanitary ware rather than plastic.	
	Correctly fitted, appropriate window covering.			High quality and well fitted window covering with ample drape and width.	
	Adequate shelf space for guests' belongings.	Good shelf space for guests' belongings.		Ample and convenient shelf space for guests' belongings.	
		Light fittings of the highest quality with appropriate shades.		Fittings of the highest quality including switches and pull cords.	

FLOORING

Minimum Entry Requirements Relates to the quality, type and condition of carpeting, rugs, vinyl covering, wooden flooring etc.

- All bathrooms must have suitable floor finishes or coverings.

Quality Score	1	2	3	4	5
Quality Indicators	Correctly fitted flooring. Practical, non-slip.	Well fitted, good quality flooring in sound condition and comfortable underfoot.		Professionally fitted, high quality flooring in excellent condition.	

CLEANLINESS

Quality Score	1	2	3	4	5
Quality Indicators	All surfaces clean and free from smears. Carpet/flooring clean and fresh.	Evidence of attention to detail including areas behind toilets etc. Flooring spotlessly clean, shower curtains free from discolouration.		Evidence of highest standards of housekeeping. Equipment and tiled wall surfaces shining and fresh. High level of attention to detail.	

5. PUBLIC AREAS (Serviced accommodation only)

DECORATION/INTERIOR FINISH

Minimum Entry Requirements Relates to the quality and condition of wall coverings, tiled areas, paintwork, woodwork etc.

- All paintwork, woodwork, wall coverings etc. must be maintained in a sound condition.

Quality Score	1	2	3	4	5
Quality Indicators	Functional décor including walls and ceilings; limited co-ordination.	Pleasant interior, with evidence of co-ordinated design. Well finished, good quality wall coverings. Use of pictures etc., where appropriate, particularly on plain walls.		Excellent standard of décor, all very well co-ordinated. High quality wall coverings and tiling in excellent condition. Professional finish to all aspects of decoration. Attractive use of pictures, prints and other decorative relief.	

LIGHTING/HEATING

Minimum Entry Requirements **Lighting:** Relates to the quality, range, type, provision and positioning of main and secondary lighting, and the provision and location of power units, light switches etc.

- There must be electric lighting.

Heating: Relates to the range, type and suitability of any heating - floor standing, wall or ceiling panels or central heating.

- There must be an adequate means of heating available at all times, taking into account seasonal and geographical variations.

Quality Score	1	2	3	4	5
Quality Indicators	Adequate levels of covered lighting appropriately positioned. Adequate levels of heating for all areas.	Well positioned lights, giving good levels of illumination and creating ambience. Easy to use means of controlling lights. Particularly well lit stairs, landings and corridors. Ample natural light. Effective levels of heating, thermostatically controlled, providing overall uniform temperature.		Well positioned, good quality lights giving good levels of illumination for various purposes, e.g. reading, eating. Will include both ceiling and supplementary lighting, which is easily adjustable. May include direct lighting to dining tables if appropriate. Excellent levels of heat provided, allowing for flexibility and comfort. Double-glazing to conserve heating.	

FIXTURES, FURNITURE, SOFT FURNISHINGS AND FITTINGS

Minimum Entry Requirements

Living/Dining Areas: Relates to the quality, appearance, condition, arrangement, size etc. of all fitments, e.g. heaters, TVs etc. and all furnishings, e.g. easy seating and upholstery, dining tables and seating, cupboards, shelves, cushions, curtains and blinds. Light and window fittings are also taken into account.

- All windows must be equipped with opaque curtains or blinds.
- Adequate dining facilities for the maximum number of guests.
- Easy chairs and/or sofa seats should be provided sufficient for the maximum number of advertised occupants in lounge and/or bar.

Quality Score	1	2	3	4	5
Quality Indicators	May be limited provision of furniture, furnishings and fittings, in terms of quality and quantity. Limited co-ordination. Curtains of sufficient width and length to cover windows.	Good quality furniture. Greater range of sofas and/or armchairs with sprung bases. Good use of co-ordination. Substantial lined curtains at all windows. Good quality light fittings with appropriate shades.			High quality furniture. High degree of comfort. Spacious dining and bar facilities for the maximum number of people. Excellent co-ordination of furniture and fabrics. Light fittings of the highest quality.

FLOORING

Minimum Entry Requirements

Relates to the quality, type and condition of carpeting, rugs, vinyl covering, wooden flooring etc. Consider the suitability of the floor covering in the kitchen area.

- All bathrooms must have suitable floor finishes or coverings.

Quality Score	1	2	3	4	5
Quality Indicators	Correctly fitted flooring. Practical, non-slip.	Well fitted, good quality flooring in sound condition and comfortable underfoot.			Professionally fitted, high quality flooring in excellent condition.

CLEANLINESS

Minimum Entry Requirements

- Between each let, furnishings and equipment must be thoroughly cleaned throughout.

Quality Score	1	2	3	4	5
Quality Indicators	All surfaces and equipment clean and free from dust. All carpets vacuumed and floors cleaned. Evidence of attention to detail, particularly high and low level.	Clean and fresh surfaces. All areas smelling fresh and clean for guests' arrival.			Gleaming surfaces, no scratches or marks. Evidence of thorough cleaning and a high level of attention to detail. Exceptionally high level of cleanliness.