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Code of Conduct and Conditions for Participation

Code of Conduct

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

- To maintain standards of guest care, cleanliness, and service appropriate to the type of establishment;
- To describe accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided;
- To make clear to visitors 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;
- To give a clear statement of the policy on cancellations to guests at the time of booking i.e. by telephone, fax, email as well as information given in a printed format;
- To adhere to and not to exceed prices quoted at the time of booking for accommodation and other services;
- To advise visitors at the time of booking, and subsequently of any change, 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;
- To give each visitor, on request, details of payments due and a receipt, if required;
- To deal promptly and courteously with all enquiries, requests, bookings and correspondence from visitors;
- Ensure complaint handling procedures are in place and that complaints received are investigated promptly and courteously and that the outcome is communicated to the visitor;
- To give due consideration to the requirements of visitors with special needs, and to make suitable provision where applicable;
- To welcome all guests courteously and without discrimination in relation to age, gender, sexual orientation, disability, race or religion
- To provide public liability insurance or comparable arrangement and to comply with applicable fire and health and safety legislation, planning and all other relevant statutory requirements;

- To allow VisitBritain representatives reasonable access to the establishment, on request, to confirm the Code of Conduct is being observed.

Conditions for Participation

All establishments participating in the VisitBritain quality assessments schemes are required to;

- Meet or exceed the VisitBritain minimum entry requirements for a rating in the relevant accommodation sector;
- Observe the VisitBritain Code of Conduct;
- Be assessed annually, and in the event of complaints, by authorised representatives of VisitBritain;
- Pay an annual participation fee;
- Complete an annual information collection questionnaire either online or by post, as required.

Change of Ownership

When an establishment is sold or the method of operation changed, e.g. contracted out, the existing rating cannot be transferred. The new owner/operator is required to make an application for participation in the VisitBritain quality assessment schemes.

Signage

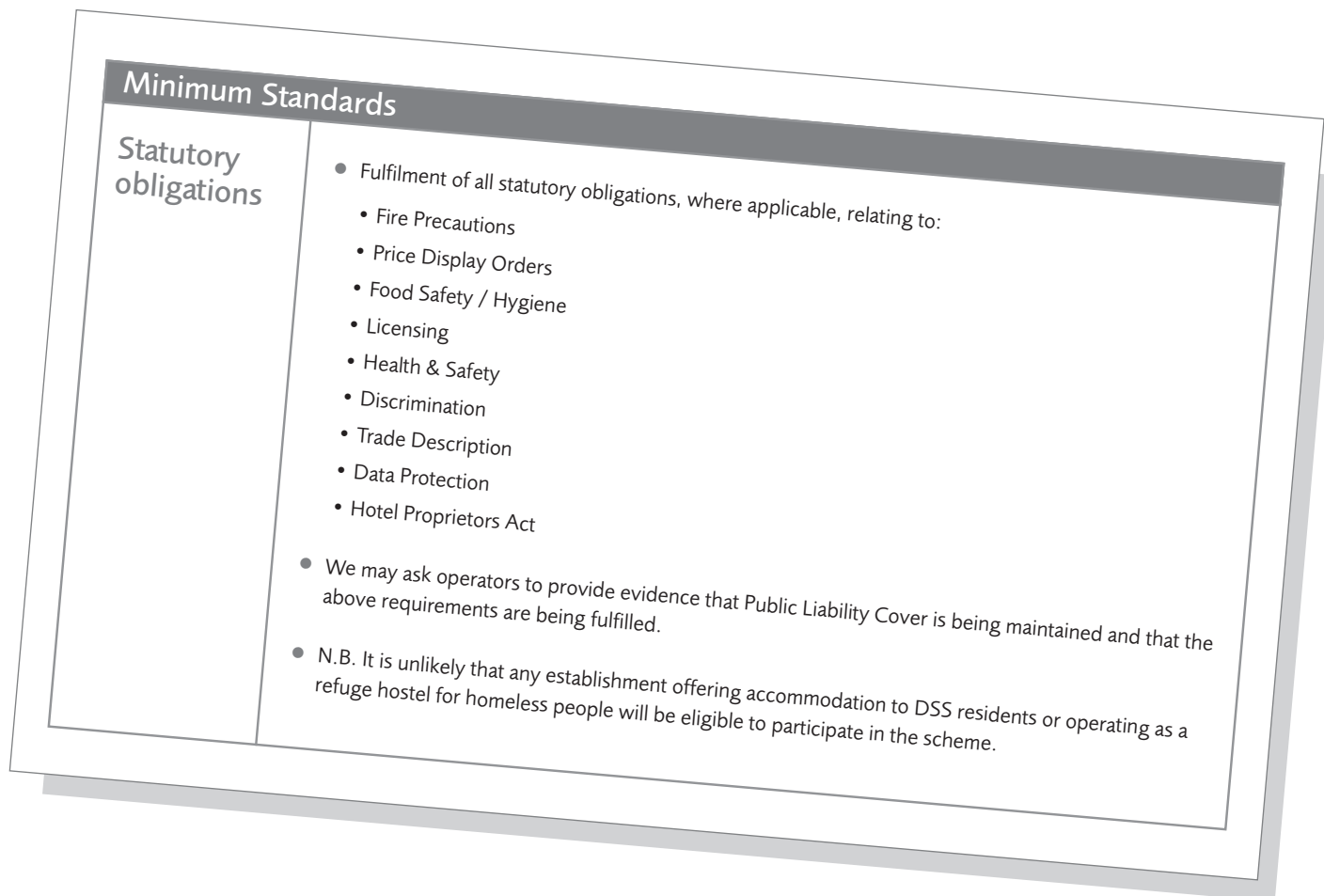
Use of all ratings should always be accompanied by the VisitBritain Quality Rose Marque.

Any listing in a VisitBritain publication or website and within the Tourist Information Centre network is conditional on continued participation in the quality assessment schemes. Continued use or display of inaccurate, misleading or out of date signage by a participant in the VisitBritain quality assessment schemes may result in VisitBritain withdrawing the establishment from participation in the schemes. Where an establishment, for whatever reason, ceases to participate in the VisitBritain quality assessment schemes, all relevant display signs and electronic and print material must be removed. Failure to observe these conditions may result in the establishment becoming ineligible to display or use the VisitBritain endorsement in any form whatsoever.

Use of this booklet

Minimum Entry Requirements:

All Minimum Entry Requirements (MER) have to be present for a rating to be awarded. These are depicted in this booklet in the following way:



Minimum Standards	
Statutory obligations	<ul style="list-style-type: none">• Fulfilment of all statutory obligations, where applicable, relating to:<ul style="list-style-type: none">• Fire Precautions• Price Display Orders• Food Safety / Hygiene• Licensing• Health & Safety• Discrimination• Trade Description• Data Protection• Hotel Proprietors Act• We may ask operators to provide evidence that Public Liability Cover is being maintained and that the above requirements are being fulfilled.• N.B. It is unlikely that any establishment offering accommodation to DSS residents or operating as a refuge hostel for homeless people will be eligible to participate in the scheme.

1. GENERAL OVERVIEW

INTRODUCTION

Common Standards

VisitBritain, VisitScotland, Wales Tourist Board, and the AA, with the support of the government, worked together to agree, support and develop common standards for assessing the quality of serviced accommodation in Britain.

Each organisation is using these common standard requirements to determine whether an establishment qualifies as a Budget hotel. Your rating will be the same whichever organisation you choose to carry out your assessment. You can, of course, choose to be assessed by more than one organisation and each organisation will award you the same Star rating. Additional marketing awards for food, comfort and service etc. from the different organisations, however, are not part of this agreement.

The Requirements

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

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

The Assessment

Budget hotels will receive a day visit, at which the assessor will be checking primarily on the cleanliness and maintenance, as well as ensuring the Minimum Standards are in place. Prior to this visit the hotel group must provide VisitBritain with details of their own in-house quality control procedures, to ensure a full and robust quality programme is in place.

Budget Hotel Minimum Standards



Budget Hotel Minimum Standards

1. General

Minimum Standards	
<p>1.1 General</p>	<ul style="list-style-type: none"> ● There are likely to be at least twenty establishments operating under the same brand insignia and standards in the UK. ● Coverage is likely to have a wide geographic spread. Where the number of units is less than twenty in the UK, the "brand" will have a worldwide image and systems of quality inspection. ● Must demonstrate that all establishments within the group show close similarity and consistency of approach. All hotels would, for example, be accessed through a central website and offer common booking arrangements.

Minimum Standards	
<p>1.2 Statutory Obligations</p>	<ul style="list-style-type: none"> ● Fulfilment of all statutory obligations, where applicable, relating to: <ul style="list-style-type: none"> • Fire Precautions • Price Display Orders • Food Safety / Hygiene • Licensing • Health & Safety • Discrimination - age, gender, sex, race, religion and disability • Trade Description • Data Protection • Hotel Proprietors Act ● We may ask operators to provide evidence that Public Liability Cover is being maintained and that the above requirements are being fulfilled. ● Proprietors will be asked to provide evidence that they have written, and made publicly available, an Access Statement/Information. For help, advice, guidance and a template please look on www.visitbritain.com/accessstatements. 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. ● N.B. It is unlikely that any establishment offering accommodation to DSS residents or operating as a refuge hostel for homeless people will be eligible to participate in the scheme.

Minimum Standards	
1.3 Safety & security	<ul style="list-style-type: none"> ● Staff to be on site and on call to resident guests 24 hours a day. ● Printed instructions, provided in the bedrooms, or at check-in, for summoning assistance during an emergency at night. It is expected that a member of management or staff sleep on site and that their night-time contact details are clearly advertised, if reception not manned 24hrs. ● A high degree of general safety and security, including information on evacuation procedures in the event of an emergency, to be advertised in every bedroom. ● Multilingual emergency procedure notices or use of symbols/diagrams clearly displayed in every bedroom. ● Adequate measures for the security of guests and their property.

Minimum Standards	
1.4 Maintenance	<ul style="list-style-type: none"> ● Buildings, their fixtures, furnishings, fittings and exterior and interior décor maintained in a sound, clean condition and fit for the purpose intended. ● All electrical and gas equipment in good working order and regularly serviced to ensure guests' safety. ● Monitoring procedure in place for reporting of broken/damaged items in guests' bedrooms.

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

Minimum Standards	
1.6 Physical Quality	<ul style="list-style-type: none"> Hotels providing accommodation of acceptable quality and comfort.

Minimum Standards	
1.7 Hospitality	<ul style="list-style-type: none"> Guests will be greeted and acknowledged in a friendly, efficient and courteous manner throughout their stay.

Minimum Standards	
1.8 Services	<ul style="list-style-type: none"> A limited straightforward range of services offered. All enquiries, requests and reservations, correspondence and complaints from visitors dealt with promptly and politely. Service and efficiency skills of a competent standard. Every effort made to take account of individual guest's needs.

Minimum Standards	
1.9 Opening	<ul style="list-style-type: none"> Hotel open seven days a week during its operating season providing, on every day open, a consistent level of service and facilities provided.

Minimum Standards	
1.10 Guest Access	<ul style="list-style-type: none"> Once registered, resident guests have access to the hotel at all times. Staff to be on site and on call to resident guests 24 hours a day. It is acceptable for a front door key or security code to be issued.

Minimum Standards	
1.11 Staff Appearance	<ul style="list-style-type: none"> ● Staff tidily dressed and well groomed. ● Staff clothing fresh and well ironed. ● Particular attention given to personal hygiene.

Minimum Standards	
1.12 Reservation, billing and prices	<ul style="list-style-type: none"> ● There should be an easy and efficient booking service that is likely to include online/central reservations. The following will be covered: <ul style="list-style-type: none"> ● Prospective guests informed (verbally or via website) as to what is included in the prices quoted for accommodation, meals and refreshments, including service charge, taxes and other surcharges. ● Other information which may impact on the guests' stay, e.g. smoking policy, refurbishment work in progress, planned functions/events etc. provided. ● Full details of the hotel's cancellation policy if there is one. This especially includes information about charging credit cards for cancellation or changes to the booking. ● Access Statement/Information to be available. ● Clear explanation of charges for additional services or available facilities including cancellation terms. ● Information about any unacceptable types of payment e.g. credit cards, travellers cheques etc. ● Information and full details about any fees charged for the acceptance of credit cards. ● Communication with prospective guests, whether verbal or via website, should be prompt, efficient, professional and helpful. A good first impression is critical at all levels. Therefore: <ul style="list-style-type: none"> ● The price agreed at the time of booking must not be exceeded. All agreed prices must include service charges, taxes and other surcharges where applicable. ● Every endeavour should be made to advise guests in advance about the hotel location and any car parking restrictions. ● Unless notified in writing in advance, price confirmation at least indicated on a key card or similar. ● Prospective guests left confident that their booking was recorded accurately. ● As a minimum, name, address, and/or contact telephone number recorded at the time of booking. ● All bookings handled in a friendly and courteous manner, even when there is no dedicated reservations department. ● Provide each guest with printed or clearly written details of payment due and a receipt on request. ● Presentation of accounts ensuring that purchases are clearly detailed. ● Particular attention should be paid to accuracy. ● The VAT element of the account (where applicable) should be clearly identified.

Minimum Standards	
<p>1.13 Staff availability for arrival and departure</p>	<ul style="list-style-type: none"> ● As reception is likely to be the guests' first and last point of contact with the hotel, special attention should be given to providing a good standard of customer care. ● Direct guest contact given priority over other reception duties. ● Staff available to receive guests and provide information/ services, as a minimum, from just before breakfast to late evening at approx 10 p.m. ● Receptionist's attention possibly summoned by a bell or telephone. ● Guests clearly directed to their room and given a brief explanation of location of hotel facilities. ● The issuing of a bedroom key to guests and the charging of items to account always done discreetly to ensure guest security.

Minimum Standards	
<p>1.14 Other Reception / Concierge / Housekeeping Services</p>	<ul style="list-style-type: none"> ● Iron and ironing board available and advertised. ● Early morning call on request or an alarm using a clock, telephone or television available. (Alarm clock could be available, on request, from reception). ● Message-taking service available. Messages possibly delivered verbally, but always delivered promptly. ● Appropriate tourist, travel and/or local information available and well presented e.g. in a folder or rack.

2. Bedrooms

Minimum Standards	
2.1 Provision	<ul style="list-style-type: none"> • Usually at least twenty letting bedrooms per unit.

Minimum Standards	
2.2 General Quality	<ul style="list-style-type: none"> • Means of securing bedroom doors from inside and out, and a key provided.

Minimum Standards	
2.3 Housekeeping	<ul style="list-style-type: none"> • All bedrooms cleaned daily, and checked to ensure a very high standard of cleanliness. Rooms looking clean and smelling fresh. Particular attention given to rooms used by smokers. • All walls, ceilings, pipes, ledges, equipment and fittings which are beyond reach from floor level cleaned on a regular basis. All flat surfaces, equipment and furniture free from dust, dirt, grease and marks. • All beds made daily. Bed linen, including duvet covers (even if top sheet provided) changed at least once in every week and for each new guest. (Exception made when, as part of a hotel's clearly advertised environmental policy, guests are invited to agree to a less frequent change of linen during their stay.) • Rooms prepared with the right temperature and ventilation ready for the guests' arrival. • <i>Good practice procedure followed so that clean bedding is kept off floors and in-room crockery and glassware are hygienically washed.</i>

Minimum Standards	
2.4 Size and Spaciousness	<ul style="list-style-type: none"> • All bedrooms with sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds. • The ceiling height for the major part of the room sufficient for a person of 6 ft to move around without stooping. • When we assess the acceptability of bedroom size, we will take into account the useable space available around furniture and fittings, including sofa beds. • There should be no restriction of free movement. • Family rooms should be more spacious. • Doors and drawers able to be opened fully, without having to move furniture.

Minimum Standards	
2.5 Bed Size - Quality	<ul style="list-style-type: none"> • Minimum bed sizes, including sofa beds and bunks, as follows: Single: 190cms x 90cms / 6ft 3ins x 3ft Double: 190cms x 137cms / 6ft 3ins x 4ft 6ins 122cms / 4ft beds to be designated as singles. • 76cms / 2ft 6ins beds are unacceptable, except in family rooms where they are clearly designated for children only. • Bunk beds (permanent bed spaces) are acceptable for child use only. When bunk beds are used, guests told when they make the booking. • All beds, including supplementary beds, such as z-beds, sofa beds etc, to be of acceptable quality and in good condition. They should have a sound base and sprung interior, foam or similar quality, modern, comfortable mattress. • Secure headboard or equivalent on all permanent beds.

Minimum Standards	
2.6 Access to bed	<ul style="list-style-type: none"> • There should be access to both sides of beds for double occupancy.

Minimum Standards	
2.7 Bedding Requirements	<ul style="list-style-type: none"> ● Two sheets, two blankets and a bedspread OR one/two sheets and duvet with cover per bed. ● Where feather duvets or pillows are used, a non-allergenic alternative available on request. ● Two pillows in individual pillowcases, per person (except in family rooms where acceptable for additional pillows to be available on request from reception). ● Spare pillows and duvets and/or blankets available on request. Any additional bedding kept in bedrooms to be clean and fresh. ● A mattress protector provided for each bed. Plastic or rubber mattress protectors are not acceptable except for children's beds.

Minimum Standards	
2.8 Bedding Quality	<ul style="list-style-type: none"> ● Bedding of good quality and condition. 100% man-made fibre sheets are unacceptable.

Minimum Standards	
2.9 Décor - Walls, Ceiling and Paintwork	<ul style="list-style-type: none"> ● Décor in sound condition.

Minimum Standards	
2.10 Heating & Temperature Control	<ul style="list-style-type: none"> ● Fixed heating provided at no extra cost and controllable (on/off) by the guest. ● Supplementary heating provided in rooms on request when temperature levels are not within the control of the guest e.g. some central heating systems. Heating switched on prior to breakfast and on during main hours of guest occupancy e.g. check-in and early evening. ● Heating able to heat the entire bedroom safely, quietly, adequately and quickly whatever heating system is used.

Minimum Standards	
2.11 Lighting	<ul style="list-style-type: none"> • Bedrooms well lit with, as guidance, an overall lighting level of at least 160 Watts in a single room and 220 Watts in a double (or equivalent low-energy bulbs). A shade or cover provided for all bulbs, unless decorative. • At least one light controlled from the door. • Bedside reading light for and controllable by each person, in addition to the light controlled from the door. However, twin beds may share a central bedside light.

Minimum Standards	
2.12 Windows	<ul style="list-style-type: none"> • At least one window that can be opened safely and which provides good levels of direct natural light and ventilation. Windows well fitted, easy to shut and open and remain open. A pole provided to open any Velux-style windows or skylights. • Air conditioning provided where windows cannot be opened. • Rooms without windows are not acceptable. • Security fittings installed on all bedroom windows where, when open, access could be gained from outside e.g. ground floor windows. • It is acceptable for a bedroom to overlook a large internal atrium. The bedroom should be ventilated and naturally illuminated.

Minimum Standards	
2.13 Window Coverings	<ul style="list-style-type: none"> • Opaque curtains, blinds or shutters provided on all windows including glass panels to doors, fanlights and skylight windows so that guests have privacy and can exclude any light from outside the room. All window coverings to be properly fitted or hung. • Curtains large enough to draw easily and completely across the width and height of the window with or without linings. • In ground floor bedrooms additional privacy provided by means of a net curtain or blind.

Minimum Standards	
2.14 Flooring	<ul style="list-style-type: none"> • All flooring, carpets, rugs, hard wood flooring etc. properly fitted and of an acceptable quality and condition. • Slip-resistant rugs or mats placed by the bedside where there is no fully fitted carpet.

Minimum Standards	
2.15 Furniture, Soft Furnishings and Fittings	<ul style="list-style-type: none"> All furniture, soft furnishings and fittings providing acceptable ease of use and of an acceptable quality and condition.

Minimum Standards	
2.16 Tables	<ul style="list-style-type: none"> Dressing table or equivalent such as substantial flat surface or desk providing sufficient free space for practical use with mirror adjacent. Lighting adequate for use. Conveniently positioned spare 13amp power socket. A bedside table or equivalent provided for each person. Twin beds may share a bedside table. N.B. A chair instead of a bedside table is not acceptable.

Minimum Standards	
2.17 Clothes and Luggage Storage	<ul style="list-style-type: none"> Adequately sized wardrobe or clothes hanging space. N.B. An alcove is an acceptable substitute but hooks on walls or behind doors are not. Drawer or shelf space. Drawers running freely and lined or with an easily wiped interior surface. Sufficient – at least six – good quality hangers (not wire) per person.

Minimum Standards	
2.18 Seating	<ul style="list-style-type: none"> At least one chair in each room. Seating provided appropriate to the style and size of the room.

Minimum Standards	
2.19 Mirrors	<ul style="list-style-type: none"> At least one mirror in the bedroom. <i>If there is only one mirror it should be a full-length mirror and be placed next to the dressing table surface or equivalent. A full-length mirror is a mirror of suitable size and in a convenient position for guests to see themselves from head to toe.</i>

Minimum Standards	
2.20 Beverage Making Facilities	<ul style="list-style-type: none"> • Tea/coffee making facilities provided in bedroom • Hot drinks kept wrapped or in lidded containers. • Kettles should not have to be operated at floor level.

Minimum Standards	
2.21 In-Room Entertainment	<ul style="list-style-type: none"> • Colour TV available in bedrooms. All available channels properly tuned in. • Televisions may be safely mounted on a wall bracket. Ease of viewing and safety taken into account when positioning television. • A radio properly tuned in, in each bedroom. • Where clock radios are used, instructions for use provided and clock set accurately.

Minimum Standards	
2.22 Communication and Business Services	<ul style="list-style-type: none"> • Bedroom telephone optional. Where not provided, a means of communication with staff at night in the event of an emergency must be provided, and guests informed at check-in, or via notice advertised in the bedroom.

Minimum Standards	
2.23 Telephone Charges	<ul style="list-style-type: none"> • Where telephones are provided, rate card displayed in bedrooms illustrating typical charges for local, long-distance, international, internet, use of phone cards and connection to mobile phones. • Hotels expected to provide, as a minimum, the following information to guests: <ul style="list-style-type: none"> • The cost of one 5 minute local call at peak rate. • The cost of one 5 minute local call at off-peak rate. • The cost of one 5 minute long-distance call at peak rate. • The cost of one 5 minute long-distance call at off-peak rate. • The cost of one 5 minute international call at peak rates, e.g. USA. • The cost of one 5 minute international call at off-peak rate, e.g. USA. • In addition, an explanation of what constitutes a local and long distance call should be given, as well as a clear explanation of peak and off-peak.

Minimum Standards	
2.24 Hairdryer	<ul style="list-style-type: none"> • A hairdryer provided in every bedroom (may be in the bathroom).

Minimum Standards	
2.25 In-room Information	<ul style="list-style-type: none"> • Guests advised of all hotel services and facilities either via in-room information or written advice supplied at check-in. This should include the following where applicable: <ul style="list-style-type: none"> • How to summon assistance in a night-time emergency. (No dispensation allowed.) • Multi-lingual instructions or diagram for fire evacuation procedure. • Telephone information e.g. charges, internal directory, local services. • 'Do not disturb' notices for guests to use.

Minimum Standards	
2.26 Miscellaneous	<ul style="list-style-type: none"> • A waste paper container – non-flammable if smoking permitted. • An ashtray where smoking permitted. • A drinking tumbler per guest, in clear glass, scratchless plastic or wrapped disposable. (For family rooms only, additional tumblers to be available from reception.) • Sufficient and conveniently situated power sockets, allowing for the safe use of all electrical equipment, provided.

3. En-Suite Bathroom and Shower Rooms

Minimum Standards	
3.1 Provision	<ul style="list-style-type: none"> • All bedrooms to have en-suite bathroom or shower rooms, which all have WC and bath or shower. • A washbasin with hot and cold running water with a minimum internal measurement of 36 x 24cm/14 x 9.5ins. Basin provided in either the bedroom or en-suite
Minimum Standards	
3.2 General Quality	<ul style="list-style-type: none"> • All bathrooms of acceptable quality and condition with practical fittings, flooring and décor providing ease of use. • Practical, well-fitted and easily cleanable flooring. • Particular attention given to maintenance and lighting levels.
Minimum Standards	
3.3 Room Size	<ul style="list-style-type: none"> • Bathrooms of sufficient size for adequate guest comfort and ease of use.
Minimum Standards	
3.4 Water Supply	<ul style="list-style-type: none"> • Sufficient hot water provided at all reasonable times – usually 7 a.m. until 10 p.m. • Baths and showers providing a strong and easily adjustable flow of water.

Minimum Standards	
<h3>3.5 Equipment in En-Suite</h3>	<ul style="list-style-type: none"> ● All bathrooms or shower rooms equipped with: <ul style="list-style-type: none"> • A mirror situated above or adjacent to the washbasin. • Bath or shower, washbasin and mirror. • Adequate storage with space for guests' own toiletries. • Hook for clothes. • Non-slip surface or mat for use in baths or showers (or available from reception). • Towel rail or equivalent sufficient for the number of guests in the room. • Conveniently located electric shaver point, with voltage indicated. • Windows fitted with curtains, blinds or shutters to ensure privacy. Window coverings possibly not necessary for Velux windows fitted in the ceiling and in no way overlooked. ● All toilets equipped with: <ul style="list-style-type: none"> • A lidded WC. • Toilet paper and holder plus spare toilet paper. • A lidded bin and sanitary disposal bags.

Minimum Standards	
<h3>3.6 Lighting, Heating and Ventilation</h3>	<ul style="list-style-type: none"> ● Lighting - adequate covered lighting in all bathrooms, shower rooms and toilets. Lighting provided above or adjacent to the washbasin mirror. ● Heating - adequate heating which may be borrowed from bedroom. All bathrooms with an external window require dedicated heating. A heated towel rail is acceptable. ● Ventilation - adequate ventilation and extraction (window or extractor fan). Where a Velux-style window or skylight acts as the only form of ventilation, a pole or other means of opening should be provided. ● Security fittings installed on any bathroom window, which could be left open and access gained from outside e.g. ground floor rooms.

Minimum Standards

3.7 Towels and Toiletries

- A clean, absorbent, cotton bath towel as a minimum provided for each new guest and changed every day except where, as part of an advertised environmental policy, guests are invited and agree to a less frequent change during their stay.
- Cotton bathmat.
- Fresh soap provided for each new letting. Particular attention paid to the cleanliness and hygiene of liquid soap or shower gel dispensers where provided. Additional towels for family rooms can be obtained from reception.

4. Public Areas - bars, lounges, reception, restaurants, stairs, landings etc.

Minimum Standards	
4.1 General Quality - All Public Areas	<ul style="list-style-type: none"> • Furnishings, fittings and décor of acceptable quality and condition.

Minimum Standards	
4.2 Lighting, Heating and Ventilation	<ul style="list-style-type: none"> • Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings at night. • Good levels of heating and ventilation, providing an ambient temperature and adequate air flow at all times of the year. • Adequate ventilation.

Minimum Standards	
4.3 Reception Areas / Lobby	<ul style="list-style-type: none"> • A clearly designated reception facility. A clearly designated area at one end of a bar counter is acceptable. • A bell, internal telephone or other means of communication provided to summon attention when staff not present.

Minimum Standards	
4.4 Bars, Lounges, Sitting Areas and any Restaurants	<ul style="list-style-type: none"> • Bars and lounges, where provided, to have adequate comfortable seating for resident guests. • Guests should not be expected to share tables in the restaurant where one is provided.

Minimum Standards	
4.5 Other Public Areas including Corridors and Staircases	<ul style="list-style-type: none"> ● Corridors and stairs in good repair and free from obstruction. Adequately lit 24 hours. ● Particular attention given to the maintenance of door handles, numbers, brassware and glass panels. ● Clear, directional signage to bedrooms and reception (where needed).

Minimum Standards	
4.6 Lifts	<ul style="list-style-type: none"> ● Optional. ● Appropriate assistance with luggage available on request when there is no lift.

Minimum Standards	
4.7 Public Telephones	<ul style="list-style-type: none"> ● A telephone accessible on site 24 hours a day (could be advertised arrangement to use phone in reception) unless direct dial, in-room facilities are provided ● Enclosed telephone booths or rooms, where provided, designated non-smoking.

Minimum Standards	
4.8 Public Area WCs	<ul style="list-style-type: none"> ● Where any public area facilities are open to non-residents: <ul style="list-style-type: none"> ● A toilet facility conveniently situated for the public areas. Toilets possibly shared by ladies and gentlemen. ● The following facilities provided as a minimum: washbasin with soap, hand drying facilities, seat with lid, covered light, mirror, hook on door, lidded sanitary bin and bags, toilet roll holder with toilet paper. ● All toilets well maintained, regularly cleaned, checked and adequately ventilated.

5. External Areas (as applicable)

Minimum Standards	
5.1 General	<ul style="list-style-type: none">● External areas include the appearance of the building, grounds and gardens, pathways and drives and any car parking.● Particular attention given to the safety and security of guests and their belongings in car parks, ground floor and annex bedrooms including external paths and walkways.● The hotel entrance should be clearly identifiable and the doorway illuminated when it is dark. Adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night.● Grounds and gardens well maintained and kept tidy.● Parking areas tidy, well maintained, clearly defined, well lit and clearly signed.