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Code of Conduct and Conditions for 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 for 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 all 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 confirm that the Code of Conduct is being observed or in order to investigate any complaint of a serious nature notified to them;
- When a business is sold or ceases to trade, every effort should be made to inform VisitEngland.

Conditions for Participation

All boatyards participating in the VisitEngland 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;
- Complete an annual information collection questionnaire either online or by post, as required;
- Any participant disqualified from the VisitEngland national quality assessment schemes for whatever reason will not be allowed to apply to re-join for a minimum period of a year from the date of disqualification. After that time they may apply to rejoin the scheme but acceptance of an application will be at the sole discretion of VisitEngland. 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.

Change of Ownership

When a base (or boat not part of a base assessed individually) is sold or the method of operation changed, e.g. contracted out, and the new owner does not continue participation in the VisitEngland quality assessment scheme, the existing rating cannot be transferred. If a property is sold 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:

- Contact details of the new owners and the expected completion date are passed to VisitEngland
- The new owners apply and pay for participation in the VisitEngland quality assessment scheme within 28 days of completion.

If the application/payment is received within 28 days, the original owners may be entitled to a pro-rata refund.

Signage

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

Any listing in a VisitEngland 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 VisitEngland quality assessment schemes may result in VisitEngland withdrawing the establishment from participation in the schemes.

Where an establishment, for whatever reason, ceases to participate in the VisitEngland quality assessment schemes, all relevant display signs and electronic and print material must be removed (please note that this may not apply in the case of change of ownership if the new owner joins within 28 days of completion. See 'Change of Ownership' text above).

Failure to observe these conditions may result in the establishment becoming ineligible to display or use the VisitEngland endorsement in any form whatsoever.

Assessing Quality

High quality is seldom achieved by chance. It is almost invariably the outcome of care, attention to detail, and fitness for the purpose intended, allied to a genuine concern for the needs, comfort and convenience of the user. It's not just about physical quality; it's also about giving people choices and making your services easy to use. An assessment visit records the presence or absence of physical features. In addition, the quality assessment reflects the condition, comfort and ease of use of these facilities and is just as important. A boat must meet both minimum facilities and quality requirements to qualify for a rating. For certain facilities the grade is awarded on the basis of the lower number of occupants (recommended capacity). Where 'additional' berths are available and in some instances where quality is compromised it is at the higher recommended capacity.

The number of 'additional' berths offered should not be excessive as this detracts from the overall quality of guest experience. We recommend that they do not exceed two (e.g. 2+2, 4+2, 6+2, etc.).

If supplementary beds are provided this should be clear in all promotional material and must be in the format 2+2, 4+2 or 2 plus 2 additional beds, 4 plus 2 additional beds. Advertised supplementary beds should not be promoted as 6/8 or 6-8 as this can mislead hirers and lead to expectations not being met. Descriptions on brochures must explain that +1 or +2 indicates a supplementary bed that will need to be made up each night. Where boats are not advertised like this they will be graded on the maximum occupancy and this will affect the quality score for space, comfort and ease of use.

All aspects of the operation will be quality assessed as part of the rating process. A wide variety of factors are taken into account, ranging from the appearance of the boat, through to the intrinsic quality of the décor, furnishings, fittings, floor coverings etc., the comfort, choice and ease of use of the facilities, and the standards of cleanliness and service offered by the operator.

The assessment will take into account not only intrinsic quality, but will also importantly look for levels of choice, comfort and ease of use offered to guests.

Each individual aspect is assessed and given a quality score during the assessment, on the basis of whether it is excellent, very good, good, quite good or acceptable. An overall score for quality is established which is then converted to a percentage. This percentage score is then used as a basis to determine the rating to be awarded.

When making their quality assessments, assessors will be comparing the standard of what is provided against standards laid down in this booklet. These standards are based upon experience of inspecting over 20,000 tourist establishments/businesses, in a range of accommodation sectors, every year. It should be recognised that the assessor's concept of excellence may differ from that of an individual operator, whose experience of what is provided elsewhere in tourist accommodation is more limited.

Assessors receive careful training to enable them to apply quality standards consistently and fairly. Only those facilities and services that are provided are assessed, and due consideration is given to the style and nature of the boat. A quality assessment is a reflection of the overall standards, taking everything into account - it is a balanced view of what is provided and as such cannot acknowledge individual areas of excellence. Each individual aspect is assessed on the basis of its degree of excellence. A top assessment is given where it would be unreasonable to expect anything significantly better.

The operator will receive a full and comprehensive verbal debrief, followed by a detailed copy of the assessor's written assessment with a record of the observations made at the time of the inspection.

Failure to reach the star related quality standard will result in a boat class losing stars unless improvements are carried out and checked on a repeat, chargeable inspection.

Sustainable Best Practice

Protecting the future of the boat hire industry is important and the environment is very much at the heart of a boating holiday's appeal and experience for hirers. By taking action to care for the environment, you are contributing to the protection of the key resource for the boat hire industry. Consumers are becoming more and more aware of sustainability issues and are bombarded on a daily basis from the media about climate change and carbon footprints etc. and to many consumers it now forms part of their decision making process when booking holiday accommodation.

There are also the money saving advantages of applying sustainable principles – not only savings on electricity and water bills but also the larger picture of sustaining your business and gaining repeat business way into the future. It is also about supporting other local businesses so that the area in which you operate continues to thrive.

There is also the legal requirement – the Government Department of the Environment, Food and Rural Affairs (DEFRA) sets the legal requirements and compliance should be made thus avoiding prosecution, fines and negative publicity.

Areas of your business to consider when looking at your sustainability would be:

Air quality
Energy use
Waste management
Noise, dust, odour and visual impacts
'Green' purchasing
Water use
Discharges to land and water
Involving your customers, e.g. encouraging recycling while on board
Promotion of other businesses in the area and local produce.

Minimise Use of Resources

- Try to invest in energy efficient appliances both at the base and on the craft. When items are due for replacement consider all the alternatives including the anticipated energy use.
- Toilets on the base could be energy efficient using energy efficient light bulbs, spray taps which use less water, environmentally friendly soaps/hand wash, dual flush or reduced flush toilets or toilets using river or canal water. Local water suppliers can often help with water saving ideas.
- Where bases have night lighting or security lighting, consideration should be given to the extent of lighting needed at night and use of sensors and energy efficient lighting. Where signage is lit up, is it necessary to light this all through the night? Consider a 'switch off time' when you consider that promoting your business through lit signage is not cost effective due to lack of traffic passing.
- Reduce wastage by repairing any leaking taps, hoses and storage tanks immediately. Consider using water butts to catch rainwater or triggers of hoses to avoid wastage.
- Instead of using mains water to wash craft down after use find methods of reusing or using water, e.g. rainwater, dry dock use, and other wash water.
- Consider purchasing more water efficient and energy efficient appliances, e.g. washing machines when they are due for replacement.
- Buy in bulk where possible to cut down on packaging. Select items that use less packaging for both you and hirers to dispose of. A refillable container(s) shows good use of resources.
- Consider using recycled or Forestry Stewardship Council (FSC) stock paper products throughout the business.

Make Your Business More Sustainable

- Write an action plan – a logical, step by step approach can help make understanding and managing your impact on the environment much easier.
- Where possible use local suppliers for your existing product. This not only reduces transport related pollution but also boosts the local economy.
- When purchasing company vehicles consider those with low emissions and perhaps those that use cleaner fuels.
- When replacing craft try to incorporate environmentally friendly design features, e.g. hull shape, type of anti-fouling coating, paints used and engine performance.
- Select natural cleaning and washing alternatives over chemical-based detergents and cleaning materials.
- When cleaning the engines the use of drip trays will help reduce oils entering surface waters or drains.
- Regularly inspect drums for damage and leaks; use drip trays and 'bundling' in the storage area.
- Spills and leaks are serious and prevention is key, however when a spill does occur knowing what to do is also very important. Current legislation renders spills or leaks an offence which may lead to prosecution. The provision of a spill kit is recommended.
- Consider the mail that you receive on a daily basis – do you receive a lot of junk mail? If so you can stop this by contacting the Mailing Preference Service.
- Check whether fluorescent tubes can be disposed of in the general waste or if they are collected separately by the local authority. They contain compounds that are highly toxic to the environment.
- Where possible reuse scrap paper, print on both sides of paper, email where possible and recycle all waste paper including cardboard and newspapers.
- Ensure that waste disposal is segregated well. Ensure that hazardous waste does not contaminate non-hazardous waste as you will be charged more for removal of hazardous waste.
- Ensure that all hazardous waste is either disposed of as hazardous waste or where possible recycled. You can contact the Oil Bank Helpline, local authority or the environment agency for more advice.
- Consider your impact on your neighbours. Do you produce loud noises, dust, smells? When allocating areas for these tasks on the base try to locate these away from neighbours and try to conduct most in an enclosed area, e.g. a workshop.
- Ensure that all waste bins and skips are covered and not overflowing. Waste bags should not be left on the ground.
- Lids should be kept on paints and solvent-based products when not being used to minimise volatile organic compounds (VOC) and odours.
- Consider alternatives to solvent-based products when selecting those that are traditionally solvent-based.
- Regular servicing of boat engines will improve efficiency and reduce smoke emissions.
- Regular servicing of boilers can reduce smoke and other emissions and also ensures efficiency. Ensure hot water supply is well insulated.
- Bilges should be isolated from the rest of the boat (particularly when engine based); an alternative to this would be the provision of a drip tray. Oil absorbent pads can also be used under the engine.

Communication/Raising Awareness

- Encourage hirers to recycle by providing separate bins on the base for different disposables, e.g. glass, cans, paper etc. and encourage them to recycle where possible while using the boat. On familiarisation tours of the craft suitable places to store clean recycling could be highlighted (storage at the front of the craft under seating, storage under beds etc.).
- Write a brief environmental policy and make it public – on websites and posted on the base to show your commitment to sustainability. Make suggestions in the policy on what your guests can do while they are with you and make this information available *prior* to arrival as well as in information packs in boats.
- Encourage staff to be more efficient when using appliances, e.g. washing machines, kettles, water boilers and electrical equipment used to clean the boats. Equipment should not be left on standby and power save options should be activated on PC monitors. Encourage staff to turn lights and equipment off when not in use.
- Raise awareness of staff to the issues by labelling areas where they could remember to make savings, e.g. light switches, turning photocopiers and printers off at night.
- Promote travel in the local area without the use of a car. This may include hiring bikes, supplying local walking routes and having public transport routes and times available and encourage hirers to consider these options.
- Include in the handover procedures information about sustainability and how hirers can contribute to your own policies and those of other local businesses (highlighting that dumping waste on route may incur a fine under the environmental laws).
- Provide information about recycling facilities on route to encourage hirers to reduce waste to landfill sites.
- Encourage minimal use of engines when stationary – as a base you could aid this by designing new boats with heating and hot water available without having to start the engine.
- In the boat information packs that are left on the boats for hirers, providing information about what to do in case of diesel spillage or leakage into the waterways together with the number for the Environment Agency will reduce the impact hirers have on the environment when they are not near the base. In addition to information packs, providing CD-ROMs or DVDs from The Green Blue can help to make guests aware of environmental issues.

The following chart shows the equivalent overall wattage produced when using energy saving light bulbs.

Ordinary light bulb	Energy saving light bulb equivalent
100 watt	20 – 23 watt
75 watt	15 – 18 watt
60 watt	11 – 13 watt
40 watt	9 watt

Signposting:

- The Broads Hire Boat Federation (BHBF) promotes good practice guidelines.
- The British Marine Industries Federation has an 'Environmental Code of Practice'.
- VisitEngland has lots of information on www.visitengland.com/green
- Environment agencies can advise on sustainable issues affecting the environment and DEFRA can be a rich source of information.
- Your local authority will be able to signpost best practice of refuse disposal in your area.
- The Green Blue has a wealth of information and free resources for both marine businesses and recreational boaters. Ask for free copies of the How To...guide and Code of Conduct stickers via their website at www.thegreenblue.org.uk where you can also volunteer, get some free training and sign up for their e-newsletter.
- East of England Tourist Board has produced 'Cruising in Action – Practical Actions and Resources for the Hire Boat Sector and Environment' which has been used to help develop these best practice guidelines – all are available from East of England Tourist Board.

Accessibility

It is Important to...Consider Your Accessibility

There are millions of potential guests who struggle to find suitable accommodation. If accommodation providers make small adjustments to services and facilities many more of these people can be accommodated. People come in all sorts of shapes and sizes, all with different requirements and this includes disabled people. Although wheelchair users can be considered, there are many more disabilities that range from someone with a visual impairment to someone with diabetes or a heart condition, allergy or dyslexia. If you are not accessible to a wheelchair user, you will still be accessible to someone else with different and perhaps fewer requirements. If you haven't considered your accessibility **now** is the time to act.

The Law

Under Part 3 of the Disability Discrimination Act 1995 (DDA) service providers have a duty to consider and ensure that access to their facilities and services for disabled people is as close as reasonably possible to the standard offered to all guests. Since 1996 it has been illegal to discriminate against disabled customers by refusing service, providing a lower standard of service and/or providing the service on worse terms, e.g. if reasonable, disabled guests should have access to your reception area, just as non-disabled guests do. The law uses the phrase 'reasonable adjustment' to allow different solutions in different situations. Service providers are required to make reasonable adjustments to policies or procedures that may otherwise make it difficult for disabled customers to use their services. Service providers are also required to make reasonable provision of 'auxiliary aids and services', e.g. induction hearing loop or staff assistance.

What is considered reasonable will depend on several things including:

- The type of services being provided
- The nature of the service provider and its size and resources
- Whether taking particular steps would overcome a particular barrier to the disabled person accessing the service
- How practicable it is to take the steps
- The financial and other costs of this
- How disruptive it would be to business
- How much money and other resources are available to spend on it
- How much has already been spent on adjustments.

Since October 2004, service providers also have a duty to take reasonable steps to either remove, alter, provide an alternative, or a means of avoiding, a physical feature which makes it impossible or unreasonably difficult for disabled persons to access your goods or services, e.g. a ramp as an alternative to steps at the front door.

The duty under the DDA is anticipatory and not reactive, therefore it is essential that provision is considered before a demand is apparent, i.e. anticipating the requirements of disabled visitors and the adjustments they may require so that on booking and arrival expectations and needs are met. The law was passed in 1995 so there is an expectation that adjustments have been made progressively since then in an establishment's annual budget.

We can Help:

Don't panic or be scared - help is at hand. If you would like to find out about adjustments you can make to your services and facilities for guests with mobility, hearing and visual impairments, download the information pack about the **National Accessible Scheme (NAS)**. Currently there is not a scheme for boats to join the NAS but there is lots of help and advice within the scheme that will be relevant to your business.

When making physical adjustments, purchasing new equipment, or writing new policies, always consider who they are accessible to and ensure that you are providing facilities and services that are inclusive to all, e.g. TV with subtitles, clear and contrasting signage.

All service providers should have information about their facilities with particular regard to any barriers or adapted features that disabled people may need to be aware of. Under the DDA, accessibility of services and facilities must be considered and an **Access Statement/information/guide**, which forms part of a strategy, is the recommended way to show you have done this. For information about Access Statements please go to www.visitengland.com/accessstatements.

There are over 10 million disabled people in the UK, many of whom would like to holiday away from home provided there are suitable facilities. Wheelchair users make up only 4% of disabled people so even if you are unable to cater for someone in a wheelchair due to business constraints you will be able to cater for someone else, sometimes with little investment.

Recent research has shown that many disabled people find it hard to find places that meet their needs. Sometimes needs are small but there is a lack of information available about a business's accessibility which means that you might be missing out on business by not providing simple information.

We recommend that any business follows the steps below with regard to their accessibility:

1. Complete a survey of your business and identify areas of good accessibility and those that might cause a problem.
2. Prepare an action plan – you can use the information gathered in your survey to formulate a plan. The plan can help identify how to overcome access problems in your business; it also highlights urgent measures that should be made and low cost improvements which can be carried out as part of regular maintenance. The action plan should include a time line and this will help spread the cost of improvements.
3. Produce an Access Statement. 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. An Access Statement can help inform your potential customers, clearly and in a concise format, about the services and facilities you currently offer. It helps to manage customers' expectations, it is also a statement of intent and a commitment to providing equality of guest experience, it is a mandatory part of quality assessment and it will help you to meet various legal obligations placed on you by the Disability Discrimination Act. For more information look at www.visitengland.com/accessstatements
4. Train all customer facing staff in disability awareness. There are many online resources and training run by the Regional Tourist Boards called 'Welcome All' which is a one day course for service providers in the tourism industry with the aim of increasing disability awareness and enhancing customer care.
5. Publicise your provision of accessibility on your website and brochure, offer more information in the form of an Access Statement and if you have decided to specialise in a particular market, e.g. visual impaired holidays then promote this as widely as possible.

Don't forget to keep revisiting your action plan, Access Statement and completing surveys regularly. Improving access for all is a continual process and should not stand still.

The Quality Standard for Hotel Boat Accommodation

Rating

This Standard sets out criteria relating to equipment, facilities, guest comfort and quality provided. Five levels of award reflect the range of quality standards and facilities provided, indicated by one to five stars. The final rating awarded is a mixture of progressively increasing facility requirements and the overall quality provided, with the emphasis placed heavily on quality standards. The boatyard and customer care activities are also assessed, with an emphasis on cleanliness, as well as individual boat quality.

The star rating actually awarded will allow for a balanced view of the hospitality, accommodation, food, efficiency and services provided, with the emphasis placed heavily on quality.

A ratio expressed as 70% of the quality score and 30% of the facilities score will determine the final rating.

- **Facilities Criteria (see page 13)**

Points are awarded for the number and type of facilities provided for guests on the boats. A percentage of the total points is used to help determine the star rating to be awarded.

- **Quality Criteria (see page 14)**

All aspects of the operation are assessed and given a quality score during the assessment process. An overall score for quality is established which is then converted to a percentage. This percentage score is then used as a basis to determine the star rating to be awarded.

Cleanliness

Under the review of the Standard undertaken in 2007/8 a cleanliness qualifier was introduced to ensure that all craft are meeting certain levels of cleanliness. Since it doesn't require any structural change to craft, it is easy to make improvements to cleanliness, which has been highlighted in numerous consumer research projects as the most important factor for consumers. What the cleanliness qualifier means is that the lowest level of cleanliness expected at each star rating has been set and any craft not meeting the minimum cleanliness will be awarded the rating relative to their cleanliness.

Minimum Entry Requirements

To be recognised within the Hotel Boats Standard an operator must meet all the minimum entry requirements listed below.

All of the following requirements apply:

- All boats are required to fulfil their statutory obligations and have Public Liability Insurance. Assessors may need to see evidence that these requirements are fulfilled.
- All boats must comply with current construction standards as defined by the relevant Navigation Authorities. Evidence that these requirements are fulfilled may be requested.
- All boats, their fixtures, furnishings, fittings and décor must be maintained in a sound and clean condition and be fit for the purpose intended.
- All promotional material containing descriptions of the boats must accurately reflect the nature of the accommodation, sleeping arrangements and facilities provided. If ratings are used in any promotional material alongside individual boats or operations, these must be shown for all boats referred to in the promotion.

Information for guests:

- Full details of accommodation, including sleeping arrangements, should be provided in advance of normal booking.
- Price lists must clearly show all costs involved, refundable deposits, and insurance premiums if payable. Where VAT is applicable, all prices should be shown inclusive of VAT at the current rate.

In addition the following specific requirements must also be met:

- All boats must be thoroughly cleaned and checked before every letting.
- A first aid kit should be available.
- Bedding to be clean and in sufficient quantity and include either one underblanket, bottom sheet and duvet with cover, or top sheet and two blankets.
- Spare blankets should be available upon request.
- Nylon bed linen is not acceptable.
- An internal fastening to be fitted to bedroom doors.
- Reasonable free space for movement and for easy access to beds, doors or drawers.

- A bath towel to be provided for each guest.
- Bed linen and bath towel to be changed weekly and for every new guest.
- A towel rail to be provided.
- Fresh soap to be provided for each new guest.
- Beds to be made daily.
- Bedrooms and communal areas to be cleaned daily.
- A mirror to be provided above or adjacent to washbasins.
- Mattresses to be sprung interior, foam or similar quality and in sound condition.
- At least one external window and adequate ventilation.
- Hot and cold water at any time.
- Opaque curtains or blinds to all windows.
- Carpet or bedside rugs or mats.
- Wardrobe or clothes hanging space with four hangers per person.
- Electric razor point to be available.
- At least one bathroom for each boat operation, ventilated and equipped with bath or shower, and mirror. Bath mats to be provided.
- One public WC for each boat, adequately ventilated, to be 'pump out' flush or recirculating. Toilet paper and sanitary disposal bin in each WC.
- All meals to be provided, on board or ashore, and included in the cost of the holiday quoted in the brochure.

No rating of Five Stars will be awarded to any boats to which any of the following apply:

- Any beds of less than six feet in length
- Any WCs without washbasins.

If the beds being offered to a customer are less than six feet in length, this fact must be made clear to the customer at the time of booking.

If any beds are less than five feet nine inches in length, the assessment report will be referred to VisitEngland for adjudication.

Facility Criteria

The table below shows the scores given, relative to the level of provision, for each of the items shown.

	Provision	Score		Provision	Score
Number of WCs	2	20	Bed sizes	Minimal	0
	3	40		2ft & 4ft	40
	4	50	Hand basins in cabins	Some	25
	5	55		All	50
	6	60	Low level beds	50%	25
	7	65		75%	50
	8	70		100%	75
	9	75	Reading lights in cabins	Some	20
		All		50	
Number of showers/baths	1	20	Number of guests	14	0
	2	40		12	20
	3	50		10	30
	4	55		9	40
	5	60		8	50
	6	65		7 or less	60
	7	70	Telephone available for emergency use	45	
	8+	75		Electric razor points in cabins	Some
Dining area usage	Shared	50	All		20
	Exclusive	100	240 volt sockets in cabins	Some	15
				All	20
Comfortable internal seating for all guests	No	100	Total maximum score = 1000		
	Yes	140			
External seating (percentage of full compliment)	50%	50			
	75%	100			
	100%	150			
Heating	Minimal	50			
	Adequate	100			

Quality Criteria

The following aspects are assessed:

Cleanliness

- Cabins
- Bathrooms, shower rooms
- Saloons

Hospitality, Service and Management Efficiency

- Warmth of welcome and arrival procedure
- Service at meal times
- Guest and tourist information
- Atmosphere, ambience and personal touches

Exterior

- Initial impression
- Maintenance and external appearance of boats
- Standard of decoration

Cabins

- Standard of decoration
- Flooring
- Furniture, furnishings and fittings
- Heating
- Lighting
- Beds and bedding
- Space, comfort and ease of use

Bathrooms, Shower Rooms, Washbasins, Toilets

- Standard of decoration
- Flooring
- Fixtures and fittings
- Lighting
- Heating and ventilation
- Toiletries and accessories
- Space, comfort and ease of use

Saloons, Cockpits, Decks etc.

- Standard of decoration
- Flooring
- Furniture, furnishings and fittings
- Heating
- Lighting
- Space, comfort and ease of use

Guest Meals

(At least one meal will be taken during a day visit)

- Food quality
- Food presentation
- Table appointments
- Menu presentation