



# **Quality in Tourism Accommodation Accreditation Scheme**

## ***Self-Catering Accommodation***



## The Importance of Quality

In an increasingly competitive tourism environment, it is important that quality standards are set high and continue to improve. This Self-Catering Accommodation Quality Standard is designed to help businesses to become more successful, and to ensure that visitors to the Falkland Islands leave with happy and satisfied memories of all the places they have stayed in.

### Our Commitment to You

We will work with you in order to maximise the potential of your business. As a member of the star-rating scheme, you will receive:

- A free annual assessment of your accommodation establishment(s) from our independent team of assessors, followed by a verbal debrief and a written report.
- Free listing on the FITB website.
- Inclusion in all UK and US marketing initiatives.
- A certificate and plaque recognising your achieved quality level.

### Quality Across the Star Ratings

Our assessors will grade each aspect of your businesses to five levels, based on consumer expectations of quality and current standards in our main tourist generating markets. The assessment is objective, and judgements will not be made about any aspect of your business based on style or personal taste. The aim is to add quality without taking away any of the character and style of the property.

### Bedrooms and Bathrooms

Whatever the style or concept of the bedrooms and bathrooms, both quality and comfort is what guests and our assessors will be looking for, specifically:

- The quality and comfort of the bed
- The quality of the bed linen
- Attractive, well coordinated décor and soft furnishings
- Those extra touches that make the rooms more welcoming
- The quality of bathroom fittings, of towels and toiletries
- East of use: well designed rooms do not need to be large or spacious

### Cleanliness

Cleanliness is of paramount importance to all customers at all star levels. It is expected that all properties will be clean throughout.

## **Hints and Tips**

*Be objective and self-critical when thinking about quality...*

**Do not over promise:** *Do not be tempted to claim you offer luxury on your website or in brochures unless the facilities you are selling are truly luxurious. Customers travel with expectations. It is better to exceed these expectations rather than not to live up to them.*

**Be a customer in your own business:** *Take time to use your own website (if you have one), and sleep in your own bedrooms in order to experience what you are offering your guests.*

**No need to follow the crowd:** *Don't be afraid to have your own style and to try new ideas. It can be these differences that make you stand out and the stay more memorable for your guests.*

**First impressions:** *Arriving at any overnight accommodation for the first time involves a series of first impressions. Paying attention to the following critical areas will pay dividends:*

- *The clean and tidy grounds outside the property*
- *The welcoming smile (when guests are met)*
- *A welcome bottle of wine or a freshly baked cake*
- *The final polish in the bedrooms and bathrooms, with care taken over the presentation of bedding, towels and toiletries.*



## How Do We Measure Quality?

During your assessment visit, the assessor will make quality judgements across all areas of your customer-facing business. When the scores are added up, you will have an overall percentage score that will place you within one of the five different star rating bands.

However, in order to achieve a particular star rating, the scores awarded within each of five key areas also need to fall within that band or higher. In this way we, and you, can be confident that your business is offering a consistent level of service at the star rating awarded.

The five key areas are:

- Cleanliness
- Bedrooms
- Bathrooms
- Living and Dining Areas
- Kitchen

The table below shows the scores that are required within each of these key areas, to achieve each of the five ratings. In addition, it shows the Overall Score of the entire assessment that needs to be achieved for each rating band.

	1 Star (%)	2 Star (%)	3 Star (%)	4 Star (%)	5 Star (%)
<b>Overall Score</b>	34-47	48-59	60-74	75-86	87-100
<b>Cleanliness</b>	40	50	65	80	90
<b>Bedrooms</b>	34	48	60	75	87
<b>Bathrooms</b>	34	48	60	75	87
<b>Living/Dining Areas</b>	34	48	60	75	87
<b>Kitchen</b>	34	48	60	75	87

For example, a property seeking a 4 star rating needs to achieve an Overall Score of at least 75%, and a score of at least 80% for Cleanliness.



## Gold and Silver Awards

The Gold and Silver awards are given in recognition of exceptional quality within each of the star rating bands. These awards are awarded to self-catering accommodation that achieves a high or very high score within its band.

The awards are given according to the Overall Score, and are shown below for each star-rating band.

	1 Star (%)	2 Star (%)	3 Star (%)	4 Star (%)	5 Star (%)
<b>Silver</b>	42-45	54-57	68-72	80-84	94-98
<b>Gold</b>	46-47	58-59	73-74	85-86	99-100



## Good Night Award

Accommodation establishments that offer an exceptional night's sleep will qualify for the *Good Night Award*. As part of the annual assessment, the assessor will make the award decision based on the following criteria:

- All sheets and pillow cases must be 100% cotton
- Mattresses must be of a good quality and less than five years old
- Pillows must be of a good quality and less than five years old



## Assessment Example

In the example shown, Accommodation X has been graded against the standard categories for Self-Catering accommodation. The score table used by the assessors is shown below – so, for example, Cleanliness of bedrooms was assessed as being “Good”, whilst Cleanliness of bathrooms were assessed as being “Very Good”.

Assessment	Score
Acceptable	1
Quite Good	2
Good	3
Very Good	4
Excellent	5

Each Quality Category is given a percentage score based on the individual scores within in. A full set of “5”s in any given Quality Category will mean that 100% is scored.

The example shows that the business scored 75% for Cleanliness, which is a 3 Star quality. Bedrooms scored 80%, which is 4 Star quality, Bathrooms scored 85%, which is also 4 Star quality, and Living and Dining Areas achieved a score of 90%, which is 5 Star quality.

Quality Category	Score
<b>Cleanliness</b>	
Bedrooms	4
Bathrooms	4
Kitchen	4
Lounge/Dining Areas	3
<b>Total (%)</b>	<b>75</b>
<b>Bedrooms</b>	
Space and Layout	4
Flooring	5
Furniture, Furnishings and Fittings	4
Beds and Bedding	4
Heating, Ventilation and Lighting	3
<b>Total (%)</b>	<b>80</b>
<b>Bathrooms</b>	
Decoration	5
Fixtures, Fittings and Sanitary Ware	4
Flooring	4
Heating, Ventilation and Lighting	4
<b>Total (%)</b>	<b>85</b>
<b>Living and Dining Areas</b>	
Comfort	5
Flooring	5
Furniture, Furnishings and Fittings	4
Heating, Ventilation and Lighting	4
<b>Total (%)</b>	<b>90</b>

← 3 Star Quality

← 4 Star Quality

← 4 Star Quality

← 5 Star Quality

The Kitchen scored 84%, which is also 4 Star quality.

The Management Efficiency and Appearance of Buildings scores are not individually considered when determining the grade of a business, as surveys of guests show that these are of a lesser importance to them than the five key areas. However the scores of these two categories are incorporated in the overall score.

<b><i>Kitchen</i></b>		
Space and Layout		3
Furniture and Fittings		5
Flooring		4
Heating, Ventilation and Lighting		4
Inventory		5
<b>Total (%)</b>		<b>84</b>
<b><i>Management Efficiency</i></b>		
Pre-Arrival Information (Brochure/Website)		3
Accessing the Property		4
Welcome Preparation/Pack		3
<b>Total (%)</b>		<b>67</b>
<b><i>Appearance of Buildings</i></b>		
External Appearance		3
Garden and Outbuildings		4
<b>Total (%)</b>		<b>70</b>

← 4 Star Quality

The summary table below shows all the individual grades awarded.

Summary	Score (%)	Grade Awarded
<b>Overall Score</b>	80	4 Star Quality
<b>Cleanliness</b>	75	3 Star Quality
<b>Bedrooms</b>	80	4 Star Quality
<b>Bathrooms</b>	85	4 Star Quality
<b>Living and Dining Areas</b>	90	5 Star Quality
<b>Kitchen</b>	84	4 Star Quality
<b>GRADING OUTCOME</b>	<b>3 Stars</b>	

The example business was seeking a four star category, however it can only be awarded the lowest category that it achieved in any of the five key areas or the Overall Score.

In this example, as it only achieved 3 Stars in cleanliness, the outcome of the grading is that a **three star rating** is awarded, but with the future potential for a four star rating. Advice is provided as to how to improve the percentage scores for cleanliness in order to meet a four star rating at the next assessment visit.



## Minimum Requirements and Grading Guidance

*This section provides a guide to the minimum entry standards required for grading.*

*It also provides guidance regarding the standards required for one to five stars within each of the seven assessed areas of the business.*

*Please use the tick boxes on the right of the table as a way of checking off each of these requirements.*

### 1. Appearance of Buildings

<b>Minimum Requirements (One Star)</b>		
Buildings maintained in a sound, clean condition and fit for the purpose intended.		
<b>1 Star</b>	Exteriors maintained in a sound, acceptable and clean condition, overall.  Some signs of ageing may be present.  Overall tidiness of immediate area including storage buildings/areas.	
<b>2 Star</b>	Signs of ageing and defects should be limited to a small number of areas.	
<b>3 Star</b>	Well maintained - weathering may be present.  No obvious structural defects.  Where displayed, signs to be maintained in good condition.	
<b>4 Star</b>	High quality maintenance of building and paintwork, some natural weathering may be present.	
<b>5 Star</b>	Excellent standards of external maintenance, including outbuildings, e.g. fresh well maintained paintwork.	



## 2. Cleanliness

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

<b>1 Star</b>	<p>All surfaces and equipment clean and generally free from dust but there may be limited signs of neglect.</p> <p>All carpets vacuumed and floors cleaned.</p> <p>All areas smelling fresh and clean for guests' arrival.</p>	
<b>2 Star</b>	<p>Quite good standard overall, although some areas overlooked, e.g. cobwebs.</p>	
<b>3 Star</b>	<p>Evidence of attention to detail, particularly high and low level.</p> <p>Clean and fresh surfaces.</p> <p>Soft furnishings and carpets deep cleaned on a regular basis or as required.</p>	
<b>4 Star</b>	<p>Greater attention to detail, with high overall standards evident.</p>	
<b>5 Star</b>	<p>Excellent level of cleanliness.</p> <p>Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail.</p> <p>Pristine soft furnishings and carpets/flooring.</p>	

### 3. Management Efficiency

#### Bookings and Prices

<b>Minimum Requirements (One Star)</b>	
To make clear to guests (or the agent selling the accommodation) exactly what is included in the prices quoted for the property including any surcharges, e.g. electricity, fuel, linen, towels, cots, etc.	
Full details of accommodation, including sleeping arrangements and bathroom (whether it is equipped with a bath or a shower). Where sleeping accommodation is provided by means of bed settees, wall beds, 'Z' beds, camp beds etc, the type, size and number of bed spaces to be clearly indicated.	
Details of any in-house policies, e.g. no pets etc, must be communicated at the time of booking. If requested, allow guests to see the property before booking (if property is occupied, this may not be possible).	
A printed (or type written) brochure or information leaflet to be available. A floor plan is encouraged.	
Prospective guests should be made aware, prior to booking, of charges for additional services or facilities available, including cancellation terms, housekeeping and/or breakage deposits.	
Visitors advised at the time of booking or subsequently in the event of any change in booking details.	
Prices quoted at time of booking not exceeded.	
Visitors provided with details of payments due and a receipt if required.	
The receipt to be clearly presented and well laid out.	
The following information readily available prior to booking: <ul style="list-style-type: none"> <li>• Arrangements for pets</li> <li>• Nature of water supply, if not mains (water supply must meet all statutory regulations for drinking water)</li> <li>• Types of energy supply if not electric</li> <li>• A map and/or directions provided showing the location of property (if guests are not met at airstrip).</li> </ul>	

<b>1 Star</b>	An information sheet may be simple with basic information.	
<b>2 Star</b>	Information sheet/brochure/website may include more detailed information.	
<b>3 Star</b>	Brochure/website likely to include several images of the property, especially the interior.	
<b>4 Star</b>	More sophisticated brochure/website with comprehensive information and images.	
<b>5 Star</b>	Brochure/website produced to a professional standard with extensive, clear information.  Personal letter of introduction with accompanying tourist information.	



**Welcome and Arrival**

<b>Minimum Requirements (One Star)</b>	
An inventory of equipment to be available.	
<b>1 Star</b>	Guests may have difficulty in easily accessing the property. Lack of good arrival system in place.
<b>2 Star</b>	Limited initial arrival information would be provided.
<b>3 Star</b>	<p>A basic welcome, which might include start-up beverages and a personal greeting.</p> <p>Clear information folder with advice on who to contact in case problems arise.</p> <p>Where bed linen is provided beds should be made up.</p> <p>Basic instructions for operating key appliances.</p>
<b>4 Star</b>	<p>Where no personal welcome given, a welcome letter or visit some time after arrival to check all is well.</p> <p>A "Welcome pack" might be provided and may include tea, coffee, milk and cake etc.</p> <p>Detailed instruction folder for operating all appliances.</p>
<b>5 Star</b>	Guests greeted on arrival and / or satisfaction check after 24 hours.

## 4. Living and Dining Areas

### General Comfort

<b>Minimum Requirements (One Star)</b>	
Dining table and seating facilities for the maximum number of occupants.	
Where there is a functional open fireplace, a fireguard, poker, hearth brush, tongs, shovel, fuel container and ashes bucket provided.	
Easy chair and/or sofa seats provided, sufficient for the maximum number of advertised occupants.	
Waste paper bins provided in living areas.	

<b>1 Star</b>	<p>Acceptable comfort and range of furniture.</p> <p>Space for reasonably free movement. Large or over provision of furniture may mean it dominates the room.</p> <p>Little thought given to layout.</p>	
<b>2 Star</b>	<p>Quite good levels of comfort and a limited range of seating.</p> <p>Environment free from disturbing external noise, smells etc.</p> <p>Easy use of facilities.</p>	
<b>3 Star</b>	<p>Range of sofas and/or armchairs.</p> <p>Ample space for freedom of movement.</p> <p>Convenient layout of furniture for practical use.</p> <p>Fresh and airy atmosphere.</p>	
<b>4 Star</b>	<p>Well-planned layout of furniture to maximise use of free space. Guests should be able to dine together in comfort in one location.</p> <p>Where there is an open plan kitchen / living area, there should be adequate ventilation e.g. forced extraction to ensure minimal intrusion in the living area from steam and cooking odours.</p>	
<b>5 Star</b>	<p>Lounge; generally separate from dining room or lounge/dining room with excellent spaciousness layout.</p> <p>Excellent range of comfortable seating.</p> <p>Large amount of free space that may include more than one sitting room.</p>	

## Flooring

<b>Minimum Requirements (One Star)</b>	
All rooms/areas, passages and staircases must have suitable finishes or coverings.	
<b>1 Star</b>	Adequate comfort to flooring, some signs of wear and tear may be evident.  May not be professionally fitted.
<b>2 Star</b>	Quite good quality, but carpets may have a high man-made fibre content.  Tiling should have little damage.
<b>3 Star</b>	Good quality flooring in sound condition and comfortable under foot. Some underlay for carpets.  Tiling to have clean grouting.  Wooden floors in good condition.
<b>4 Star</b>	High quality flooring, but not necessarily new, may show signs of wear or more moderate quality, but in pristine condition. Normally professionally fitted.  High quality rugs would be anticipated on wood or laminate flooring.
<b>5 Star</b>	High quality flooring in excellent condition, with substantial underlay (if carpeted). No real signs of wear and professionally fitted.

## Furniture, Furnishings and Fittings

<b>Minimum Requirements (One Star)</b>	
Where there is sleeping accommodation in living areas, there must be adequate storage for bedding and guests' clothes.	
<b>1 Star</b>	<p>A sparing but adequate provision of furniture, furnishings and fittings, in terms of quality and quantity.</p> <p>Curtains may be unlined, but should meet in the middle. Blinds should run free.</p>
<b>2 Star</b>	<p>A greater provision of furniture which may be dated or have wear but will be sound.</p> <p>No great degree of comfort for the guest.</p> <p>Curtains to be of better quality, clean and easy to draw.</p>
<b>3 Star</b>	<p>Good quality furniture.</p> <p>More substantial, lined curtains.</p> <p>Good use of co-ordination.</p> <p>Where separate dining area is provided, provision for maximum number of guests to dine in comfort.</p>
<b>4 Star</b>	<p>High quality furniture, not necessarily new, but which offers substantial comfort.</p> <p>Curtains to be full and may have additional embellishments, such as tiebacks.</p>
<b>5 Star</b>	<p>High quality modern, reproduction or antique furniture. Excellent co-ordination of furniture and fabrics.</p> <p>Excellent quality and well-fitted window covering with ample drape and with high degree of comfort.</p> <p>High quality soft fabrics.</p>



## Heating, Ventilation and Lighting

<b>Minimum Requirements (One Star)</b>	
Adequate means of heating must be available at all times which will mean heating will be provided in living areas. (Free-standing paraffin and Calor gas heaters are discouraged for safety reasons).	
All living room areas to have at least one window opening directly into the open air.	
All living areas must be adequately lit and lights must have shades (unless bulbs are decorative e.g. candle). Properties without electricity should have other means of lighting that has been clearly identified and explained to guests.	

<b>1 Star</b>	<p>Adequate levels of lighting, appropriately positioned (including stairs, landings and corridors).</p> <p>Heating levels appropriate to the size of rooms; may not be automatic or fixed.</p>	
<b>2 Star</b>	<p>Quite good levels of lighting; may be main light and one other light.</p> <p>Heating might be free standing and may be automatic or thermostatically controlled.</p>	
<b>3 Star</b>	<p>Good levels of controllable lighting in all areas including stairs, landing and corridors etc.</p> <p>There is likely to be more than one source of lighting e.g. wall, standard lamps. Ample natural light.</p> <p>Effective levels of heating providing overall uniform temperature.</p> <p>Properly fitted, automatic fixed heating which may be thermostatically controlled.</p>	
<b>4 Star</b>	<p>Very good levels of controllable lighting, which may include use of dimmers in rooms.</p> <p>There should be several forms of alternative lighting e.g. table lamps wall lights, picture lights etc.</p> <p>Automatic heating will be fixed and thermostatically controlled.</p>	
<b>5 Star</b>	<p>Excellent lighting, which creates a good effect and shows off rooms to best advantage.</p> <p>Heating levels fully controllable at all times of day/night by the guest.</p>	

## 5. Bedrooms

### Space and Layout

<b>1 Star</b>	<p>Reasonable free movement not to be unduly restricted by intrusive low beams and ceiling.</p> <p>Little thought given to layout.</p> <p>Minimal intrusive noise from plumbing, corridors etc.</p>	
<b>2 Star</b>	<p>Quite good levels of comfort and a limited range of furniture.</p> <p>Easy use of facilities with an uncluttered appearance.</p>	
<b>3 Star</b>	<p>Sufficient space to allow free movement and a good degree of comfort.</p> <p>Easy use of facilities.</p> <p>Convenient layout of furniture for practical use.</p> <p>Good access to both sides of double beds.</p>	
<b>4 Star</b>	<p>Well-planned layout of furniture to maximise use of generous free space. Rooms may be smaller than for 5 Star, but well-planned positioning of furniture would make them more usable.</p> <p>Very good access to both sides of double bed.</p>	
<b>5 Star</b>	<p>Bedroom should be of a sufficient size to allow the provision of all appropriate bedroom furniture and still give an easy access when using these facilities.</p> <p>Area available for luggage storage without cluttering the room and obstructing access. This need not be in a bedroom.</p> <p>Easy and convenient use of facilities e.g. access to power points etc.</p> <p>Generous access to both sides of a double bed.</p> <p>No intrusive noise.</p>	

## Flooring

<b>Minimum Requirements (One Star)</b>		
All rooms must have suitable floor finishes or coverings.		
<b>1 Star</b>	Adequate comfort to flooring.  Finishes may include carpets, solid flooring, wood, vinyl etc.	
<b>2 Star</b>	Quite good quality, but carpets may have a high man-made fibre content.  Tiling should have little damage.	
<b>3 Star</b>	Good quality flooring in sound condition and comfortable under foot.	
<b>4 Star</b>	High quality flooring, but not necessarily new, may show signs of wear or more moderate quality, but in pristine condition.  Normally professionally fitted. High quality rugs would be anticipated on wood or laminate flooring.	
<b>5 Star</b>	High quality flooring in excellent condition. No real signs of wear and professionally fitted.	



## Furniture, Furnishings and Fittings

<b>Minimum Requirements (One Star)</b>	
A bedside table/shelf and light for each permanent bed, including bunk beds (twin beds may share a table and light and top bunk to have light, but a shelf should be provided only where safe to do so).	
Non-flammable waste bins to be provided.	
A dressing table (or equivalent) with mirror, wardrobe or clothes hanging rail and adequate drawer space in each unit (shelf space is an acceptable alternative to drawers), in at least one double or twin room, to be provided. Hooks on backs of doors etc are not acceptable, garments should be able to hang free.	
Sufficient hangers per person. Wire hangers are not acceptable.	

<b>1 Star</b>	<p>A sparing but adequate provision of furniture, furnishings and fittings in terms of quality and range; limited co-ordination.</p> <p>Curtains may be unlined, but should meet in the middle. Blinds should run free.</p> <p>Lighting and heating fittings could be lacking intrinsic quality.</p>	
<b>2 Star</b>	<p>A greater provision of furniture, which may be dated or have wear but will be sound.</p> <p>No great degree of comfort for the guest.</p> <p>Curtains to be a better quality clean and run freely.</p> <p>Light and heating fittings of a quite good standard.</p>	
<b>3 Star</b>	<p>Ample provision would include dressing table and stool, drawers, etc., in each room.</p> <p>Clothes hanging space within a wardrobe or designated curtained area in each bedroom.</p> <p>Good quality fittings, in a sound and useable condition.</p> <p>The amount of furniture in proportion to the space available.</p> <p>Bedside table or shelf and light for each occupant (twin beds may share). For bunk beds a light per occupant is required and a shelf for the top bunk should be provided, except where it is not safe to do so.</p> <p>A hairdryer is provided.</p>	

<p><b>4 Star</b></p>	<p>Dressing table facility, wardrobe and drawer space should be available in each bedroom.</p> <p>High quality furniture, not necessarily new, but which offers substantial comfort and space.</p> <p>Curtains to be full and may have additional embellishments such as tie-backs.</p> <p>Very good quality lighting and heating fittings maintained in a very good condition.</p> <p>Bedside table or shelf and light for each occupant (twin beds may share). For bunk beds a light per occupant is required and a shelf for the top bunk should be provided, except where it is not safe to do so.</p> <p>A hairdryer is provided.</p>	
<p><b>5 Star</b></p>	<p>Excellent quality modern, reproduction or antique furniture of sound construction.</p> <p>Excellent co-ordination of furniture and soft furnishings of high intrinsic quality.</p> <p>Additional features e.g. scatter cushions etc.</p> <p>Excellent quality and well-fitted window covering with ample drape and width.</p> <p>High quality lighting and heating fittings in pristine condition.</p> <p>Bedside table or shelf and light for each occupant (twin beds may share). For bunk beds a light per occupant is required and a shelf for the top bunk should be provided, except where it is not safe to do so.</p> <p>A hairdryer is provided.</p>	

## Beds and Bedding

<b>Minimum Requirements (One Star)</b>	
Single beds - minimum size 183 cm x 76 cm / 6' x 2'6" Double beds - minimum size 183 cm x 120 cm / 6' x 4'	
At least one bed for adults that is not bunk bed.	
All mattresses sprung or foam or similar quality and in sound, clean condition.	
A headboard (or equivalent) should be provided for all permanent beds.	
Bedding supplied in sufficient quantity i.e. bedspread and two blankets per bed, or one duvet of suitable tog rating, and at least one pillow per person. For winter, late or early season letting, the amount of bedding should be increased. Bedding clean and well aired.	
A mattress protector or under blanket fitted to all beds. (Plastic or rubber mattress protectors are not acceptable for normal use. Where a rubber cover is provided for children, it should be as an optional extra in addition to the normal mattress protector).	
Where linen is provided, it should be changed for all new occupants and weekly change offered during the letting period. Spare linen and bedding available on request. Sheets must be poly-cotton or cotton.	
Where a bedroom is accessed via another bedroom, then this must be clearly advertised in the brochure.	

<b>1 Star</b>	<p>Acceptable quality bed and mattresses may or may not include a headboard, which should be clean.</p> <p>Beds presented with acceptable quality, clean linen where provided and bed covers in good repair.</p> <p>Adequate range of bedding, including sufficient blankets and/or duvets.</p> <p>If additional bedding is provided, it should be clean and fresh, preferably wrapped to retain cleanliness.</p> <p>Pillows may be flatter and man-made fibre filled.</p>	
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<p><b>2 Star</b></p>	<p>Beds of a quite good quality but mattresses may be thin and bases shallow.</p> <p>Bedding may be faded but some attempt made to match it.</p> <p>Pillows to be unstained and plumper.</p> <p>All beds to be full size (except those clearly specified in brochures etc as being for children's use; or bed settees. Size of bed settee mattress to be clearly shown in brochure).</p> <p>Adult single - minimum size 190cm x 90 cm / 6'3" x 3'  Adult double - minimum size 190cm x 137 cm / 6'3" x 4'6"  Child size - minimum size 183cm x 76 cm / 6' x 2'6"</p>	
<p><b>3 Star</b></p>	<p>Good quality comfortable bed, firm mattresses and sound base.</p> <p>Headboards and bed frames may be of older style, but in good condition.</p> <p>Well-presented beds, with ample, good quality, pressed, coordinated linen and bedding.</p> <p>Valances may be present on divans.</p> <p>Extra pillows and bedding available.</p> <p>Pillows should be substantial.</p> <p>All double beds to have access to both sides (dispensation can be granted for a bed against a wall up to Three Stars).</p> <p>Bed Linen available with or without extra charge (strongly recommend that beds are made up).</p>	
<p><b>4 Star</b></p>	<p>Very good quality firm mattresses with quality sprung base.</p> <p>Headboard and frame in very good condition.</p> <p>Very good quality linen coordinated with bedding and room.</p> <p>Choice of pillows may be offered e.g. feather or hollow fibre. Pillow protectors may be anticipated at this level.</p> <p>Valances may be high quality and pleated.</p> <p>All advertised sleeping spaces are to be in bedrooms only. (Where studio flats are clearly advertised as such, an exemption will be made to this).</p> <p>Bed linen provided and included in the hire charge. Beds must be made up for guests' arrival.</p>	



<b>5 Star</b>	<p>Excellent quality bed e.g. sprung mattress and high quality base.</p> <p>Clean headboard, perhaps offering a high degree of comfort.</p> <p>Co-ordinated and crisply laundered linen. A choice of bedding available e.g. thickly quilted, or similar quality bedspreads and blankets, or duvets with appropriate tog rating. All of a high quality and coordinated with bedroom décor and other soft furnishings.</p> <p>Where duvets are used, then generosity of size should be considered, e.g. single beds having double duvets.</p> <p>Quality padded mattress covers and pillow protectors would be anticipated.</p> <p>All beds are to be full sized proper beds including beds for children (excludes 'Z' beds used on a temporary basis for children only). It is unlikely that where a bedroom or bathroom is accessed via another bedroom that this would ever achieve Five Star.</p>	
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## Heating, Ventilation and Lighting

<b>Minimum Requirements (One Star)</b>	
Means of heating must be available at all times which will, in most cases, mean heating to be provided in each bedroom.	
All bedrooms to have at least one window opening directly into the open air; windows to have opaque curtains, blinds or shutters.	
All bedrooms must be adequately lit and lights must have shades. Greater wattage and range of lighting will be expected in larger rooms. Properties without electricity should have other means of lighting that has been clearly identified and explained to guests.	

<b>1 Star</b>	<p>Adequate lighting appropriately positioned for practical use.</p> <p>Heating levels appropriate to size of room; may not be automatic or fixed.</p>	
<b>2 Star</b>	<p>Quite good levels of lighting; may be main light and one side light.</p> <p>Heating might be free standing and may be automatic or thermostatically controlled.</p>	
<b>3 Star</b>	<p>Well-positioned lights giving good levels of illumination, which are easily controllable at night.</p> <p>Effective levels of heating providing overall uniform temperature.</p>	
<b>4 Star</b>	<p>Very good levels of light with easy access to controls. Different types of lighting may be used e.g. wall lights and lamps.</p> <p>Properly fitted automatic fixed heating which may be thermostatically controlled.</p>	
<b>5 Star</b>	<p>Well-positioned, high quality lighting, giving excellent levels of illumination for various purposes, e.g. reading and at the dressing table.</p> <p>Would be desirable to have main light controlled from door and bed.</p> <p>Heating levels fully controllable at all times of day and night by the guest. Some older storage heaters may not meet this requirement.</p>	

## 6. Bathrooms and WCs

### Decoration

<b>Minimum Requirements (One Star)</b>	
All units to have at least one bathroom and WC for every eight guests. The bathroom to be equipped with a bath or shower, bathmat, towel rail (pegs and hooks are not acceptable), shelf or flat surface and wash basin. Where the base of the bath or shower is not anti-slip then a non-slip mat must be available. Soap dish to be provided in showers.	
Where no bath is available, this must be indicated in the brochure.	
Unless en-suite, access through a bedroom to the bathroom is not normally acceptable, except where the unit is for single-family occupation.	
Washbasin in main bathroom is a minimum of 36cm x 24cm (14" x 9") internal, although a standard size washbasin is always recommended where space allows. (Additional basins offered in en-suites or separate WCs where basin in main bathroom complies, could be of a smaller dimension).	
A mirror above or adjacent to the washbasin.	
All units to have at least one WC equipped with a full toilet roll and holder, toilet brush, and disposal bin with sanitary bags, or a lidded bin.	
All windows to have opaque curtains, blinds or shutters. (Glass doors to bathrooms and WCs must also have opaque curtain or blind).	
A means to provide hot water available at all times.	
A lock or bolt to be provided on all bathroom/WC doors, including en-suites.	
Shaver point adjacent to mirror, preferably with a light. An adapter elsewhere in the unit is an acceptable alternative, providing it can be used close to a mirror.	

<b>1 Star</b>	Functional décor with limited co-ordination.	
<b>2 Star</b>	Quite good quality and condition of décor but may have some signs of wear.	
<b>3 Star</b>	Well-maintained, practical décor; wall and ceiling covering well applied. All in good condition.  Where more than six guests are accommodated a shower should be available. This must be hands free, but can be fitted over a bath e.g. mixer tap.	

<p><b>4 Star</b></p>	<p>May be recently redecorated, but not highest quality or excellent quality with slight ageing.</p> <p>Extra WC and washbasin (which may be in another bath/shower room) to be provided if the unit sleeps more than six. The shower must be hands free.</p> <p>Towels (one hand and one bath towel per person) available with or without extra charge.</p>	
<p><b>5 Star</b></p>	<p>Excellent interior design.</p> <p>Professional finish to all aspects of decoration. Highest quality finish to wall coverings; well fitted, high quality tiles, grouting and seals.</p> <p>Attractive use of decorative enhancements, where appropriate.</p> <p>All units to have at least one bathroom with bath/shower, WC and basin for every <b>four</b> guests. Ratio to be maintained if the property sleeps more than 4 guests. At least one bathroom should have a bath. (A dispensation may be given if the shower is of an exceptional quality).</p> <p>Towels provided and included in the hire cost.</p>	



## Fixtures, Fittings and Sanitary Ware

<b>1 Star</b>	<p>Fittings of an acceptable quality.</p> <p>Correctly fitted, appropriate window covering.</p> <p>Sufficient water pressure and satisfactory drainage for practical use of facilities.</p> <p>Flat surface provided for guests' belongings.</p>	
<b>2 Star</b>	<p>Fittings of a quite good quality, but may be dated or worn.</p>	
<b>3 Star</b>	<p>Solid, matching, good quality and well-fitted appliances.</p> <p>Co-ordinated sanitary ware and bath or shower tray.</p> <p>Well-fitted window covering, with sufficient width and height to draw completely across the window.</p> <p>Good shelf space for guests' belongings.</p> <p>Fixed razor point and light adjacent to mirror.</p>	
<b>4 Star</b>	<p>Generally high quality fittings throughout, slight wear only. Good sized baths. Shower screen or heavy, high quality curtain.</p> <p>All sanitary ware in good order, no cracks, crazing or dull finishes.</p>	
<b>5 Star</b>	<p>Provision of bath and shower, with high quality fixtures and fittings, e.g. shower cubicles or shower screens, and thermostatically controlled showers.</p> <p>Full size washbasin and easy to use facilities.</p> <p>Excellent quality and well fitted window covering.</p> <p>Ample and convenient shelf space for guest belongings.</p>	

## Flooring

<b>Minimum Requirements (One Star)</b>		
All bathrooms/WCs must have suitable floor coverings. Consideration should be given to the suitability of floor coverings for hygiene and housekeeping reasons.		
<b>1 Star</b>	Practical, non-slip flooring with adequate comfort under foot.	
<b>2 Star</b>	Quite good quality flooring. Tiling should have little damage.	
<b>3 Star</b>	Good quality flooring in sound condition and comfortable under foot.	
<b>4 Star</b>	High quality flooring, but not necessarily new. Some signs of wear or more moderate quality in pristine condition.	
<b>5 Star</b>	Excellent quality flooring, in excellent condition. No real signs of wear and professionally fitted.	



## Heating, Ventilation and Lighting

<b>Minimum Requirements (One Star)</b>	
Heating to be provided in all bathrooms where there is an external window. A heated towel rail is acceptable. Heated light bulbs are discouraged.	
All bathrooms and WCs to have an opening window or ventilation system.	
All bathrooms/WCs must be adequately lit and all lights must have shades or be suitably protected. Properties without electricity should have other means of lighting that has been clearly identified and explained to guests.	

<b>1 Star</b>	<p>Heating levels appropriate to size. This should be fixed for safety.</p> <p>Adequate lighting appropriately positioned for practical use.</p> <p>Window only may be provided.</p>	
<b>2 Star</b>	<p>Heating to offer a good level of heat and may be automatically controlled.</p> <p>Quite good levels of lighting.</p>	
<b>3 Star</b>	<p>Effective levels of heating providing overall uniform temperature.</p> <p>Well-positioned lights giving good levels of illumination to the face.</p>	
<b>4 Star</b>	<p>Properly fitted, thermostatically controlled heating.</p> <p>Normally an extractor and an opening window might be expected.</p> <p>Very good levels of lighting, especially over or adjacent to a mirror.</p> <p>Different types of lighting may be evident.</p>	
<b>5 Star</b>	<p>Heating levels fully controllable at all times. Some older storage heaters may not meet this requirement.</p> <p>Additional heating in the form of a heated towel rail would be ideal.</p> <p>Extractor fan fitted with a humidistat might be provided as well as window/s.</p> <p>Well-positioned excellent quality lighting, giving excellent levels of illumination.</p>	



## 7. Kitchen

### Space and Layout

<b>Minimum Requirements (One Star)</b>	
<p>A cooker with an oven, with at least two shelves, a grill and at least four boiling rings that may be used simultaneously with the oven or grill.</p> <p>If two people only are accommodated, then two boiling rings plus oven and grill must be provided.</p> <p>For any larger numbers i.e. twelve or more accommodated, it is anticipated that additional cooking facilities will be provided. A microwave is an acceptable alternative for one boiling ring. A combination microwave (oven, grill and microwave) is acceptable as a grill or oven, provided that a three-ring hob is also available separately.</p>	
Cookers to be clean and in sound condition and functioning properly.	
Microwave oven to be provided, and microwave cookware or compatible crockery.	
A refrigerator with an ice-making compartment (unless a freezer is also provided).	
A sink equipped with a draining board, dish drying rack, hot water and cold drinking water supply to be provided.	
At least one hygienic work surface.	
A covered waste disposal bin to be provided, with liner.	
A fire blanket to be readily available. This should ideally be between the cooker and the door, and wall mounted. Storage in a cupboard or over the cooker is not acceptable. It could be sited outside the kitchen, provided it is quickly and easily accessible.	
Storage space suitable for food.	
Vacuum cleaner provided unless a daily cleaning service is provided.	
Sufficient storage space for crockery, cutlery, kitchen and cleaning equipment provided.	

<b>1 Star</b>	<p>Limited space throughout, which includes storage, work surfaces and free space.</p> <p>Adequate space to wash and drain dishes.</p>	
<b>2 Star</b>	<p>Adequate space and layout, such as to allow for practical use of facilities.</p> <p>Convenient access to refrigerator, cooker/oven and hob.</p> <p>Evidence of more thought given to the various tasks carried out in a kitchen.</p> <p>Multiple unit use of washing machine facility.</p>	
<b>3 Star</b>	<p>Sufficient space to allow easy access to, and use of the facilities.</p> <p>Good amount of storage space for foodstuffs.</p>	
<b>4 Star</b>	<p>Very good ease of use with plenty of space especially around dining tables if located in a kitchen.</p> <p>Very good access to all units with thought given to the working triangle – cooker, fridge and sink.</p> <p>Additional space would be anticipated where larger properties may have more than one person using the kitchen at the same time.</p> <p>Access to washing machine if not provided in the unit. Ratio of one machine to every five units. 24 hour return laundry service also acceptable.</p>	
<b>5 Star</b>	<p>Ample space to allow free movement and easy access to the facilities.</p> <p>Very convenient layout with plenty of space.</p> <p>There should be very generous space for storage, food etc. Freezer provided within the unit.</p> <p>Dishwasher provided within the unit (consider size for number the unit accommodates).</p> <p>Washing machine provided in the unit (may be provided in an exterior purpose made laundry room on multi-unit sites, but must have 24 hour access). Ratio maximum of one machine to every five units. Use of property owner's washing machine is not acceptable. (24hr return laundry service also acceptable).</p>	

## Furniture and Fittings

<b>1 Star</b>	Work surfaces and storage may be limited but adequate, with at least one cupboard or shelving for food storage.  All surfaces sound and cupboard doors properly functioning.	
<b>2 Star</b>	Sufficient work surfaces and cupboards for practical use.  Units of quite good quality.	
<b>3 Star</b>	More than adequate cupboard and work surface space.  Well-fitted and coordinated units of good quality.  Where the dining area is part of the kitchen, tables and chairs of good quality with seat padding, where appropriate.  Provision for maximum number of guests to dine in comfort.	
<b>4 Star</b>	Very good amount of work surface free from clutter and equipment.  Very good quality and well maintained units.  Ample storage space for guests' food etc.	
<b>5 Star</b>	Generous work surfaces of high quality finish, plentiful storage space including floor and wall mounted units.  Professionally fitted units of excellent quality.	



## Flooring

<b>Minimum Requirements (One Star)</b>	
	All kitchens must have suitable floor finishes or coverings. Consideration should be given to the suitability of floor coverings for housekeeping and hygiene reasons.
<b>1 Star</b>	Well-fitted flooring.  Some signs of wear and tear may be evident. May not be professionally fitted.
<b>2 Star</b>	Quite good quality flooring.  May be carpet or solid finish, but should be free from tears, stains or burns.
<b>3 Star</b>	Very good degree of maintenance even in heavy traffic areas.  Very durable flooring.  Tiling to have clean grouting.  Wooden floor in good condition.
<b>4 Star</b>	High quality flooring, but not necessarily new. May show some signs of wear or more moderate quality in pristine condition.  Normally professionally fitted.
<b>5 Star</b>	Flooring of highest quality in excellent condition.  Easily cleaned and professionally fitted.

## Heating, Ventilation and Lighting

<b>Minimum Requirements (One Star)</b>	
Adequate means of heating must be available at all times which will, in most cases, mean heating provided in the kitchen, if large or separate. Properties without electricity should have other means of lighting that has been clearly identified and explained to guests.	
There should be an opening window or ventilation system.	
Kitchens must be adequately lit and all lights must have shades or be suitably protected.	
Greater wattage and range of lighting will be expected in larger rooms.	

<b>1 Star</b>	<p>Practical levels of artificial and/or natural lighting for safety.</p> <p>Heating may be borrowed where open plan, but nevertheless of a satisfactory level.</p> <p>Adequate ventilation perhaps only provided by opening windows.</p>	
<b>2 Star</b>	<p>Quite good levels of lighting.</p> <p>Heating to offer a good level of heat and may be automatically controlled.</p>	
<b>3 Star</b>	<p>Good overall lighting. May include lighting directly over work surfaces.</p> <p>Good ventilation may include forced extraction.</p>	
<b>4 Star</b>	<p>Very good levels of lighting, especially over work surfaces.</p> <p>Different types of lighting may be evident.</p> <p>Properly fitted, thermostatically controlled heating.</p> <p>Extractor fans as well as opening windows might be anticipated.</p>	
<b>5 Star</b>	<p>Excellent lighting to all areas.</p> <p>All areas well lit including work surfaces and hob/cooker.</p> <p>Easily controllable heating e.g. thermostatic valve fitted to radiators.</p>	

## Kitchen Inventory

<b>Minimum Requirements (One Star)</b>	
Crockery and cutlery	
Glassware	
Serving dishes	
Serving spoons	
Teapot, milk jug and container for sugar	
Salt and pepper	
Useful containers for bread, food items, etc	
Bread knife, carving knife and fork, and other sharp knives	
Chopping boards, bread board	
Range of kitchen utensils	
Range of kitchen bowls, measuring jug, etc	
Roasting tin and other oven-proof trays, dishes, etc	
Kettle and toaster	
Range of saucepans	
Colander or sieve	
Corkscrew and bottle opener	
Tray(s)	
Ice-making tray	
Matches/lighter	
Facility to dry clothes	
Vacuum/broom, floor mop and bucket, dustpan and brush	
Basic supply of cleaning materials, washing up liquid, toilet roll for each WC	
Oven glove	
Supply of clean tea towels/kitchen towel	
Spare light bulbs	
Torch	
Tablecloth or place mats (as appropriate)	
Washing up bowl with new sponge/disposable cloths/clean brush	
Doormat at exterior doors	

<b>1 Star</b>	<p>Minimal provision of acceptable quality.</p> <p>Crockery may be of heavy practical quality.</p> <p>Cutlery may be thin, low quality and mismatched.</p> <p>Small range of glasses. May not be matching.</p> <p>Acceptable quality and limited range of pans.</p> <p>Minimum range of mismatched utensils. Some items may be lighter weight or of more basic intrinsic quality.</p>	
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<b>2 Star</b>	<p>Crockery should have no signs of mismatch, chips, stains or crazing.</p> <p>Cutlery may be lightweight, but should all be matching.</p> <p>Pans of a heavier quality. Handles all secure and well fitting lids.</p> <p>May have wide range of utensils, but not all of matching design.</p>	
<b>3 Star</b>	<p>Heavier styles of cutlery free from any signs of wear.</p> <p>More than ample supply for the number of guests of cutlery, crockery and glassware.</p> <p>A reasonable selection of glassware, of good quality.</p> <p>Pans in a range of sizes, all of good solid weight.</p> <p>No old plastic utensils that are misshapen.</p> <p>Wide range of knives, wooden spoons, etc.</p>	
<b>4 Star</b>	<p>Very good quality cutlery matching throughout.</p> <p>Very good quality in pristine condition or excellent quality in less than perfect condition.</p> <p>Pans may be high quality but showing signs of age or wear and tear.</p> <p>Greater range of utensils and cookware of various sizes and uses.</p>	
<b>5 Star</b>	<p>Excellent standard of china or other high quality pot or stoneware.</p> <p>High quality stainless steel <b>or</b> silver-plate cutlery.</p> <p>Well-matched high quality glassware in a larger range of sizes.</p> <p>Numbers of each item well in excess of the likely number of occupants.</p> <p>A number of ancillary items, e.g. ramekins.</p> <p>All cookware and pans of the highest quality standard. Range of pans should be greater than the minimum.</p> <p>Wide range of additional items, all coordinated, e.g. wok, garlic press, kitchen scales, juicer, splatter guard, slotted spoon, etc.</p> <p>Range of items suitable for microwave.</p>	