



Trevigue

CRACKINGTON HAVEN

See page 11 for important information regarding the Guest Accommodation Quality Standards

Summary

Star Rating	★★★★
Designator	Bed & Breakfast

Gold Award	Gold Award achieved
Date of Inspection	29/04/2013
Type of Inspection	Overnight Visit
Inspector	Salvatore Scotti
Discussion with	Gayle Crocker
Position	Proprietor

The purpose of the inspection to Trevigue was to assess suitability for appointment to the AA Guest Accommodation Scheme. A recommendation for a Four Star rating with a Farmhouse designator is made following this initial inspection. In addition, the Gold Stars Award has also been recommended. However, some minor minimum requirements, highlighted within this report, need to be fine-tuned as discussed. Physically, the house has been well maintained over the years & recent investment has further enhanced the overall quality. The room occupied was well appointed & offers a very good degree of free space & comfort; this coupled with a good range of amenities, a very comfortable bed & a delicious breakfast & dinner made for a pleasant & comfortable stay. In addition, guests have the use of a comfy lounge & reading room. Similar comments apply to the rest of the rooms in terms of quality and style, even though they are of different sizes. As discussed, the majority of the bathrooms need some further attention in order to increase their overall quality. Service was well paced and delivered with a smile! We wish you well and look forward to returning during the next cycle of inspections.



## Quality Standards Report



## Your Star Rating

### How the Star Rating is Achieved

Your star rating is reached by assessment of three elements: (1) Overall Quality (2) Critical Areas (the five Critical Areas of Quality, which are of particular importance - Cleanliness, Hospitality, Bedrooms, Bathrooms and Breakfast (3) your Provision of Services & Facilities. You must provide all the services and facilities for Guest Accommodation minimum entry (All Star Ratings) these are all listed in the Quality Standards booklet. All three elements must be met to achieve a rating.

For Overall Quality your Rating is:	4
For Critical Areas your rating is:	4
For Provision of Services & Facilities your rating is:	Meets
Your Final Star Rating is:	4

## Overall Quality

### How the Overall Quality Rating is Achieved

The minimum overall quality score for your target star rating must be met. We assess 46 aspects of your property (under nine area headings) and score each aspect from 1 to 5 (1 being acceptable; 5 being excellent).

<b>Overall</b>	<b>1 Star</b> 30% - 46%	<b>2 Star</b> 47% - 54%	<b>3 Star</b> 55% - 69%	<b>4 Star</b> 70% - 84%	<b>5 Star</b> 85% +
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Additionally, five of the "Assessment Areas" are considered "Critical" and the most significant in terms of guest expectation. These are Cleanliness, Hospitality, Bedrooms, Bathrooms and Food. All of the five Critical Areas must reach the standard required for your Star rating and must fall into the relevant band for your target star rating.

For Overall Quality your rating is:	4
For Critical Areas your rating is:	4



## Quality Standards Report

### Overall Quality (Detail)

<b>Hospitality</b>	Hospitality was strong with a good mix of professionalism, friendliness and willingness to please. Very good eye contacts, smiles and warmth.
<b>Service</b>	Services met expectations and were delivered effortlessly. Good reservation procedure in place backed up by email communication. Arrival noted room escort, luggage assistance, orientation of room and public areas. Ensure that guests are registered at all time. Dinner service was attentive and well paced. Similar comments apply to breakfast service. Departure and payment were well managed.
<b>Cleanliness</b>	A keen and dedicated housekeeper ensures that standards are extremely high here at all times! Care and attention to detail in the bedrooms and bathrooms impressed with all surfaces polished. More challenging areas, it was clear to see also received regular attention. Public areas too were of a very good standard with no major lapses noted. Grounds and gardens were virtually litter free.
<b>Food</b>	Dinner was nicely prepared and beautifully served. Local and good quality produce is used. The breakfast buffet was well managed and presented. Very good choice of hot and cold items offered. My cooked breakfast was simply delicious and provided a good start to the day.
<b>Bedrooms</b>	Bedrooms are all of a consistent standard although free space varies. Beds are well dressed, very comfortable & soft furnishings coordinate well. Furniture is of a good quality & décor was in good condition. Carpets were well fitted & comfortable underfoot. Please ensure that spare bedding is kept wrapped up whilst towels should not left in the bathroom.
<b>Bathrooms</b>	Bathrooms are generally of a good size. Décor is well maintained but overall quality is weak when compared to the bathrooms. However, it was pleasing to learn that a revamp programme is soon to begin with the newly refurbished bathroom a very good example to follow. A facecloth would enhance, as well as better quality toiletry and power showers where possible.
<b>Exterior</b>	A traditional and historic farmhouse of unquestionable beauty and interest. Plenty of parking space available whilst the internal courtyard is an extra asset.
<b>Public Areas</b>	The public areas offer a choice of rooms in which to relax, all rooms are well appointed and presented with personal touches, family pictures, interesting artwork, books, etc.
<b>Dining Room</b>	Like the rest of the public areas, the dining room is well maintained and presented. Tables are well spaced and dressed with tableware of a very good quality. Other features like fresh flowers and log burning stove add to the overall appeal.



## Provision of Minimum Entry Requirements

To be recognised within the Guest Accommodation scheme the minimum requirements listed below need to be met. Sufficient quality should be provided to meet the minimum requirements for One Star, in all areas of the operation covered by the quality indicators in the Detailed Quality Guidance Section.

The key minimum entry requirements for achieving a Guest Accommodation One Star rating are:  
 A cooked breakfast, or substantial continental available. Proprietor and/or staff available for guests' arrival, departure and at all meal times. Once registered, resident guests have access to the establishment at all times unless previously notified. All areas of operation meet the minimum quality requirements for cleanliness, maintenance and hospitality as well as facilities and the delivery of services. A dining room or similar eating area available unless meals are only served in bedrooms. All the current statutory obligations must be met. Public Liability insurance cover must be provided.

<b>For Provision of Minimum Entry Requirements your rating is:</b>	Meets
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Minimum Requirements All Star Ratings		
<b>STATUTORY OBLIGATIONS</b>	Standard Meets no further action required	You must fulfil all applicable statutory obligations. These may include: Fire precautions, Price display orders, Food safety/hygiene, Licensing, Health and safety, Discrimination, Trade descriptions, Data protection & Hotel Proprietors Act. We may ask you to provide evidence that Public Liability insurance 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.
<b>CLEANLINESS</b>	Standard Meets no further action required	Cleanliness is of paramount importance to guests in every type of establishment, so a high standard of cleanliness must be achieved and maintained throughout the property. Bathrooms and shower rooms should be clean and smell fresh with particular attention paid to fittings and sanitary ware, plugholes, shower curtains, flooring, mirrors, extractor fans and towels. You also need to pay special attention to wherever guests have direct contact - seating, crockery, cutlery, glassware, beds, bedding and linen. All bedrooms and bathrooms should be cleaned and checked daily to ensure a very high standard of cleanliness.



## Quality Standards Report



## Quality Standards Report

Minimum Requirements All Star Ratings		
<b>BOOKING AND PRE-ARRIVAL INFORMATION</b>	Standard Meets no further action required	You should describe fairly to all guests and prospective guests the amenities, facilities and services that your establishment provides – either by advertisement, brochure, word of mouth or any other means. You should make clear to guests exactly what is included in the prices you quote for accommodation, meals and refreshments. You must include service charges, taxes and other surcharges. Legally, you should not exceed the price you agree at the time of booking. You should explain in detail any charges for additional services or available facilities and cancellation terms, if applicable. If a deposit is required, you need to tell guests when they book and explain how it will be taken and whether or not it is refundable if they cancel. When you are taking a booking you should describe in detail any in-house policies, e.g. no-smoking policy, payment methods, access restrictions. If prospective guests ask to see the accommodation before they book, you must show them. You must tell all prospective visitors about any major refurbishment work that might affect their stay.
<b>GUEST ARRIVAL, WELCOME AND ACCESS</b>	Standard Meets no further action required	The proprietor or staff should be on-duty during the main arrival and departure periods and during meal times. It is acceptable that the entrance may be locked and the guest may have to ring or knock for access. Registration of all guests on arrival. Once guests have registered, they should have access to the establishment and to their bedrooms at all times unless they were previously told about any restrictions. A key or security code may be given for the main entrance. You should provide service that is appropriate to the style of accommodation, and deal promptly with all enquiries, requests, reservations, correspondence and complaints from guests. There must be an effective means for guests to call for the attention of the proprietor or staff, who need to be available at all reasonable times (as above). If the proprietor or staff live away from the property, a telephone contact number needs to be provided and clearly displayed. If you have foreign guests, you need to consider the best ways of helping them understand this information, possibly by using symbols and/or diagrams.
<b>GUEST DEPARTURE</b>	Standard Meets no further action required	You should provide written details of payments due and a receipt to any visitor who requests it. You need to clearly identify the VAT element of the bill where applicable.
<b>DINNER WHERE PROVIDED</b>	Standard Meets no further action required	All food must be properly cooked and carefully prepared and presented. If requested at the time of booking there must be at least one vegetarian option available.
<b>BREAKFAST QUALITY</b>	Standard Meets no further action required	All food must be properly cooked and carefully prepared and presented. A full cooked breakfast or a substantial continental breakfast should be available. You must offer a minimum of two hot cooked items. Offering only boiled eggs is not acceptable as a cooked breakfast. If a cooked breakfast is not available, you must make guests aware at the time of booking. A substantial continental breakfast must include a selection of the following: cold meats, cheese, fresh fruits, fruit compotes, preserves, cereals, juices, yoghurts, bakery items and a choice of freshly brewed hot drinks, usually tea and coffee. A proprietor and/or staff available at breakfast for responding to guests needs, e.g. clearing of dishes, checking sufficiency etc. Where breakfast is served in the bedrooms, service should be of an equivalent or better level than if it were to be served in a breakfast room, this includes service of beverages. It is acceptable to offer a buffet-style cooked breakfast.



## Quality Standards Report

Minimum Requirements All Star Ratings		
<b>BEDROOMS FURNITURE, FURNISHINGS AND FITTINGS</b>	Standard Meets no further action required	<p>A bedside table, cabinet or shelf for each bed although twin beds may share and 75cm (2ft 6ins) bunk beds are exempt. A dressing table or equivalent, with a mirror adjacent. A chair or a stool. If a lounge is not available, a comfortable easy chair should be provided in the bedroom for guests to use whilst reading etc. A wardrobe or clothes hanging space. An alcove with a rail is acceptable but coat stands, hooks on walls or behind doors are not. Wire hangers are not acceptable. Adequate drawer or shelf space. The drawers should run freely. Opaque curtains, blinds or shutters 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. N.B. Where bedrooms are located on the ground floor, you should consider providing additional privacy with a net curtain or blind.</p>
<b>BEDROOMS FLOORING</b>	Standard Meets no further action required	<p>Bedrooms should have fully fitted carpets or hard flooring.</p>
<b>BEDS AND BEDDING QUALITY AND PROVISION</b>	Standard Meets no further action required	<p>All beds should be made daily. All bedding should be clean and in sufficient quantity, according to the season and the needs of guests. As a guide each bed should have either: a: two sheets, two blankets and a bedspread or b: a duvet with duvet cover and one or two sheets. There should be two pillows in individual pillowcases per person. If feather pillows or duvets are provided, a non-allergenic alternative should be available on request. All bed linen (sheets, pillow cases and duvet covers etc.) should be fresh for each new guest. It should be changed once every four days, except where there is a clearly advertised environmental policy that invites guests to agree to less frequent changes of linen, e.g. weekly. If duvets are provided, alternative bedding should be available on request. Spare blankets and pillows should be available on request. For best practice, we suggest that you also use pillow protectors and that any spare pillows and bedding are clean, fresh and preferably wrapped. N.B. 100% man-made fibre sheets are not acceptable.</p>
<b>BEDS AND BEDDING SIZE AND QUALITY</b>	Standard Meets no further action required	<p>Minimum bed sizes: Single 190 x 90cm (6ft 3ins x 3ft) Double 190 x 137cm (6ft 3ins x 4ft 6ins) Beds of 183 x 75 cm (6ft x 2ft 6ins) will only be acceptable for children and can only be used as part of a family room. Beds of 190 x 122 cm (6ft 3ins x 4ft) will be acceptable for single occupancy only. Rooms with bunk beds only are not acceptable for adult use. Bunk beds should have a minimum of 75cm (2ft 6ins) clear space between the mattress of the bottom bed and the underside of the top bed (Bunk Bed Regulations 1997). All mattresses should be comfortable and have mattress protectors, a sprung interior or be made of foam or similar. All mattresses should have a protector. Plastic or rubber mattress protectors are not acceptable except when used for small children. All beds and mattresses should be of sound condition with a secure headboard or equivalent.</p>



## Quality Standards Report

Minimum Requirements All Star Ratings												
<b>LIGHTING HEATING AND VENTILATION: - WINDOWS</b>	Standard Meets no further action required	<p>Windows and ventilation: - Every bedroom must have at least one opening window with clear glass to provide natural light and adequate ventilation. Rooms without windows are not acceptable. If windows are sealed, a Local Planning Authority approved ventilation system should be provided. Windows should be well-fitted, easy to open and close and must be able to remain open unassisted. Security fittings installed on all bedroom windows where, when open, access could be gained from outside – for example, patio or French doors, ground floor windows and windows overlooking fire escapes. You should make an effort to insulate against external noise. You should provide a pole for opening high “Velux” style or skylight windows, where these are the only opening windows.</p>										
<b>LIGHTING HEATING AND VENTILATION: - HEATING AND LIGHTING</b>	Standard Meets no further action required	<p>Heating: - There should be adequate in-room heating provided at no extra cost. Additional heating should be available on request at no extra charge. Free-standing, radiant bar heaters are unacceptable. Lighting: - Bedrooms should be well lit and there should be adequate Natural light. Low energy light bulbs are acceptable (see table below). The control switch for the main lights should be near the door. There should be adequate bedside lighting controllable from each Bed. It is acceptable for twin beds to share a centrally situated Light. 75cms (2ft 6ins) bunk beds are exempt from providing a light. All bulbs, unless decorative, should have a shade or cover.</p>										
<b>LIGHTING HEATING AND VENTILATION: - LIGHT BULB CONVERSION</b>	Standard Meets no further action required	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Energy Saving Bulb</td> <td style="width: 50%;">Ordinary Light Bulb</td> </tr> <tr> <td>20 WATT – 23 WATT</td> <td>100 WATT</td> </tr> <tr> <td>15 WATT – 18 WATT</td> <td>75 WATT</td> </tr> <tr> <td>11 WATT – 13 WATT</td> <td>60 WATT</td> </tr> <tr> <td>9 WATT</td> <td>40 WATT</td> </tr> </table>	Energy Saving Bulb	Ordinary Light Bulb	20 WATT – 23 WATT	100 WATT	15 WATT – 18 WATT	75 WATT	11 WATT – 13 WATT	60 WATT	9 WATT	40 WATT
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<b>BEDROOM ACCESSORIES</b>	Standard Meets no further action required	<p>These are NOT requirements but, if they are provided, their quality, range, presentation and ease of use will be taken into account in the assessment. Examples include: ingredients and equipment for making hot drinks, digital TV, iPod docks, Wi-Fi access, hairdryer, in-room information, telephone, fruit, sweets, complimentary bottled water, fresh flowers or plants, reading material, clothes brushes, mending kits, biscuits, hot water bottles, fridge, tissues etc.</p>										
<b>BEDROOM BEVERAGE MAKING FACILITIES</b>	Standard Meets no further action required	<p>If there are no facilities for making hot drinks in the bedroom and they are not available on request, a service of hot drinks should be available morning and evening. Where in-room facilities are provided, for safety reasons it is unacceptable for kettles to be boiled on the floor. Fresh milk should be available on request and ingredients for making hot drinks should be wrapped or kept in lidded containers.</p>										
<b>BEDROOM TELEPHONES WHERE PROVIDED</b>	Standard Meets no further action required	<p>When telephones are provided, all the call charges must be clearly indicated. It is generally expected that you will provide, as a minimum, the following information to guests: - 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 and a clear explanation of peak and off-peak.</p>										



## Quality Standards Report

Minimum Requirements All Star Ratings		
<b>BEDROOMS MISCELLANEOUS REQUIREMENTS</b>	Standard Meets no further action required	Each bedroom should have: a means of securing bedroom doors from inside and out, and a key should be available. A dispensation may be made in the case of older or architecturally listed properties. Where old or original doors do not allow for the fitting of a lock the bedroom door should be capable of being secured from the inside, e.g. a hook and hasp or privacy bolt; guests should be advised in advance that bedroom doors can only be secured from the inside. A lockable facility should be provided within the bedroom to secure guests' valuables, e.g. a wardrobe, drawer etc.
<b>BEDROOMS MISCELLANEOUS REQUIREMENTS</b>	Standard Meets no further action required	A waste paper container provided which should be non-flammable if smoking is permitted. An ashtray if smoking is permitted. A drinking tumbler per guest, this should be glass or a wrapped disposable. Sufficient, conveniently situated, power sockets to allow for the safe use of all electrical equipment provided. Printed advice on how to obtain emergency assistance at night. This needs to be clearly displayed somewhere within the bedroom. Iron and ironing board available on request and advertised in the bedroom. Early morning calls available on request or an alarm clock.
<b>BEDROOMS MISCELLANEOUS REQUIREMENTS</b>	Standard Meets no further action required	For bedrooms without en suite or private bathroom, a towel rail or equivalent should be provided with one hand towel and one bath towel per person. There should be fresh soap for each new letting. If you provide liquid soap dispensers, you need to pay particular attention to their cleanliness and hygiene. As a matter of best practice, all establishments are encouraged to display clear fire instructions where appropriate. An emergency evacuation notice or diagram should be clearly displayed in all bedrooms.
<b>BEDROOM SPACE COMFORT AND EASE OF USE</b>	Standard Meets no further action required	All bedrooms should have sufficient space for guests to move easily around the room. Bedrooms that are smaller than the following sizes are unlikely to meet the minimum requirements: - Single 5.6sq.m (60sq.ft) Double 8.4sq.m (90sq.ft) Twin 10.2sq.m (110sq.ft) When we assess bedroom size we take into account the usable space available around furniture and fittings. For a higher quality rating, rooms will be expected to considerably exceed these minimum sizes. The ceiling height for the major part of the room needs to be sufficient for a person of 6ft to move around without stooping. Sloping eaves and ceilings are acceptable as long as they do not restrict guests' movement to an unacceptable degree. It should be possible to fully open doors and drawers without having to move other furniture. Rooms for family occupation need to be significantly larger. N.B. Where there is access to only one side of a double bed, a maximum rating of Three Stars can be awarded.



## Quality Standards Report

Minimum Requirements All Star Ratings		
<b>BATHROOMS, SHOWER ROOMS AND EN SUITE: GENERAL</b>	Standard Meets no further action required	All establishments must provide: - Hot water at all reasonable times. At least one bath or shower room with washbasin for every six guests. At least one WC for every six guests, separate from bath or shower room. When an establishment has four or less bed spaces for paying guests, it is acceptable for a bath or shower room to be combined with a washbasin and WC. If there are any guest bedrooms without washbasins, there should be a hand washbasin in the WC. Additionally, where the maximum number of guests resident within an establishment, including proprietors, is no more than six, it is acceptable that facilities are shared between guests and proprietors. However this will limit the achievable rating to Two Stars. Where a shared arrangement exists, proprietors and their family should avoid prolonged use of the bathroom during the early to midmorning period. They should also remove their personal belongings from the bathroom.
<b>EN SUITES</b>	Standard Meets no further action required	What is an en suite? An en suite facility consists of a bath or shower, WC and washbasin connected to a bedroom and entered directly from it. The WC is in its own properly ventilated room. If the shower cubicle is situated in the bedroom, then additional ventilation should be added to take account of this. It is acceptable for the washbasin and shower to be in the bedroom, as long as the WC is contained within a room of its own, within the bedroom. Bedrooms with shower cubicles sited in them are unlikely to achieve a high quality rating. If the bath or shower cubicle is located in the bedroom, guests must be told when they book.
<b>PRIVATE BATHROOM AND SHOWER FACILITY</b>	Standard Meets no further action required	What is a private facility? A private bathroom is one in which the bath or shower, WC and perhaps a washbasin are allocated for the sole use of the occupants of one particular bedroom. The bathroom should be on the same floor and be reasonably close to the bedroom. It should be lockable with a key provided. Access to the bath and/or shower rooms from the bedrooms through a lounge, dining room etc. is not acceptable. What is a public facility? A public facility is one that may be shared by the occupants of more than one bedroom and perhaps the proprietors or their family. Access to the bath and/or shower rooms from the bedrooms through a lounge, dining room etc. is not acceptable.
<b>WASHBASINS IN BEDROOMS</b>	Standard Meets no further action required	To achieve a Three Star Rating all bedrooms require a washbasin - either free-standing or in a vanity unit. The bowl must measure at least 36 cm x 24 cm (14 ins x 9.5 ins). Its suitability will depend on its shape, position of taps etc. Where a washbasin is provided in a bedroom there should be: A mirror with a light above or adjacent. A towel rail or equivalent. A radiator is not acceptable, but a towel ring or a hanging rack on a radiator close by is. Shelf space close to the washbasin, safely positioned. Hot and cold water. A clean hand towel or hand drying facility. Fresh soap. A liquid soap dispenser is acceptable.
<b>GUEST TOILETS</b>	Standard Meets no further action required	Access to guest toilets from a bedroom through a lounge, dining room etc. is not acceptable. All guest toilets need to have: A lidded WC. A toilet roll holder and toilet paper. A covered bin/open bin with sanitary disposal bags. A hand washbasin (not necessarily a washbasin) and hot water, soap and hand towel/drying facilities if all guest bedrooms do not have a washbasin. A covered light. An extractor fan for adequate ventilation or a window that opens. An opaque window curtain or blind for privacy and comfort. An internal lock or bolt.



## Quality Standards Report

Minimum Requirements All Star Ratings		
<b>PUBLIC BATHROOMS</b>	Standard Meets no further action required	Access to bath/shower rooms from a bedroom through a lounge; dining room etc. is not acceptable. No charge should be made for the use of these facilities. In addition to the requirements listed before under 2.5.5 Fixtures and fittings for all bath/shower rooms, all public bathrooms and/or shower rooms should have: Heating. A bathmat that is changed daily. Soap as well as the soap provided in the bedrooms. Hand drying facilities. All public bathrooms need to be well lit.
<b>BATHROOMS FIXTURES AND FITTINGS</b>	Standard Meets no further action required	All bath and/or shower rooms should have: A bath or shower. A lidded WC, a toilet roll holder with toilet paper. A soap dish with fresh soap provided for each new guest. If liquid soap dispensers are used, you need to pay particular attention to their cleanliness and hygiene. A covered bin/open bin with sanitary disposal bags. An internal lock/bolt (not for en suites). Separate private bathrooms need a lock and key so that the guest has sole use and can confidently leave their belongings in the bathroom. Appropriate flooring. Best practice suggests that washable flooring is more hygienic than carpeting. Opaque window curtains or blinds for privacy and comfort. An extractor fan for adequate ventilation or a window that opens and adequate heating.
<b>BATHROOMS FIXTURES AND FITTINGS</b>	Standard Meets no further action required	All bathrooms with an external window must have heating. A hook for clothes. A non-slip bathmat should be available on request when shower trays and baths are not non-slip. A towel rail or equivalent. A radiator is not acceptable, but a towel ring or a hanging rack on a radiator is. A clean hand and bath towel for each guest. Unless there is a clearly advertised environmental policy they should be changed at least every three days. A clean bathmat for each new let. An electric razor point or adapter available within easy reach of the mirror. This may be located in a bedroom or bathroom. All bathrooms need to be well lit by a covered light. Hot water for bathing should be available at all reasonable times.
<b>PUBLIC AREAS GENERAL</b>	Standard Meets no further action required	There should be a dining room or breakfast area available unless meals are only served in bedrooms, in which case guests need to be told of this when they book. Where televisions are not provided in the bedrooms, there should be access to a lounge that has comfortable easy seating and a colour television at no extra charge. If you have a Peace and Quiet policy that is clearly advertised in your brochure and/or on your website, and guests are advised at the time of booking, a dispensation may then be made at the discretion of the assessing body. A payphone should be provided or guests should, on request, be able to make or receive phone calls on the proprietor's own telephone. A charge may be made for this facility. Corridors and stairs should be in good repair and free from obstruction. The levels of lighting in all public areas should be adequate for safety and comfort. Stairways and landings should also have sufficient light at night. All public areas should have an adequate level of heating. (Applies to all Star Ratings)
<b>BUILDINGS, APPEARANCE AND MAINTENANCE</b>	Standard Meets no further action required	Buildings, their fixtures, fittings and exterior decor must be maintained in a sound, clean condition and must be fit for the purpose intended. All electrical or gas equipment should be safely maintained and in good working order.



Minimum Requirements All Star Ratings		
<b>SAFETY AND SECURITY</b>	Standard Meets no further action required	The main entrance should be clearly identified and the doorway illuminated. You should maintain a high degree of general safety and security. All information on emergency procedures should be kept up-to-date. In every bedroom there must be printed details explaining to guests how to summon help if there is an emergency during the night. If you have foreign guests, you need to consider the best ways of helping them understand this information, possibly by using symbols and/or diagrams to show the exit routes. You should take adequate measures to protect the security of guests and their property. In particular you need to consider the safety and security of guests staying in bedrooms on the ground floor. For the safety of guests, all car parks should be adequately lit.
<b>RECREATION (WHERE PROVIDED INTERNAL OR EXTERNAL)</b>	Standard Meets no further action required	There is no requirement to provide these, but we will take into account the quality, range, presentation and ease of use of any optional amenities and services you provide. Optional amenities and services might include a swimming pool, nature trail, indoor and outdoor sports and games, farm visits, a craft shop, tourist information, additional food and beverage facilities, TV lounge or room service.

## Changes to Common Standards

In 2012, the Quality Standards changed to take into account increasing expectations from the public and subsequently have been adopted by all inspecting bodies across the UK. These changes take into account various legislative aspects, such as smoking in public places, as well incorporating changing trends e.g. use of mobile phones and the expectations for bath/shower ratios in bathrooms.

## Key Changes

There has been a fundamental adjustment to move to full Sectional Consistency in the existing five critical areas of (Hospitality, Cleanliness, Bedrooms, Bathrooms and Food) this is in line with the other national inspecting bodies. This now means that in order to achieve a target star rating, a property is required to achieve a level equivalent to, or above it's Star Rating, in all of the areas listed above, as well as meeting minimum requirements, as outlined in the Quality Standards booklet. Previously, the scheme has had a degree of flexibility to allow some of these areas to be slightly below the star rating level; however, AA inspections will now need to encounter a consistent level in five key areas. This change may necessitate some establishments having to focus on their offering and proprietors may need to increase, or improve the standards they provide for their guests. Additionally, some of the quality assessment areas have had an increase to the level of quality that the customer expects. Proprietors should understand, that increases to quality levels, as well as the implementation of Sectional Constituency, has come from the general public, who have contributed to the review. Your AA Inspector will help and advise you when you next have your annual visit.

## When will these new standards be implemented?

To allow a two year lead in period this formally comes into effect from January 2014 and where this new criteria is not met by your inspection in 2014, your current Star rating could be in jeopardy. Properties that are new to the inspection process will be assessed under the new standards with immediate effect. Guidance and support will be given from the AA Team to assist you in achieving your aspirations and enhancing quality.

Follow the link below to download the latest Guest Accommodation Quality Standards

[http://www.theaa.com/resources/Documents/pdf/business/hotel\\_services/ga-quality-standards.pdf](http://www.theaa.com/resources/Documents/pdf/business/hotel_services/ga-quality-standards.pdf)



## Quality Standards Report