

Operator Guidelines – Section 5 – Star Rating Classification
Facilities

SECTION 5. FACILITIES	
	<p>This Section includes all accommodation units provided for the exclusive use of individuals or groups who are directly booked through the accredited business owner or their agents.</p> <p>A sample of a typical range of accommodation units will be assessed. The sample will be selected by quality level, and type. Those booked by the majority of guests will determine the score for each criteria, known as the 'predominant units', and these will be assessed by Assessors and the scores averaged.</p> <p>If a wide variety of quality levels and types are provided with no predominant unit, the Assessor will average the scores across all types in discussion with the owner. The aim is to arrive at a rating, suitable for the business, which will meet most guests' expectations.</p> <p>This Section, and the assessment, excludes accommodation units not directly booked through the accredited business owner or their agents. For example, this would include caravan holiday homes or self-catering units owned by separate entities and not booked through the business owner or their agents at any time.</p>
5.1	Grounds and gardens – all areas are maintained to what standard and kept in what condition?
	<ul style="list-style-type: none"> • <i>This looks at all gardens, borders, grounds and any surrounds.</i> • <i>Grassed, paved and gravelled areas are included.</i> • <i>Paths, driveways and parking areas within the boundary of the accommodation and under the direct control of the accommodation owner are included.</i> • <i>The condition and maintenance of any flowers, flowerbeds, potted plants, bushes, shrubs, trees and other planted items will be addressed.</i> • <i>Outdoor seating (if provided) will also be addressed.</i> • <i>The management of grounds and gardens will be noted in relation to environmental impact. Managed 'wild' areas will be taken into account.</i> • <i>Full account will be taken of seasonality and also recent weather conditions, resulting in, for example, storm damage.</i> • <i>The style of accommodation and property will be taken into account. Rural and urban locations may vary in style and appearance, and this is recognised.</i> • <i>If leisure, playgrounds and sports areas are provided, these will be taken into account.</i> • <i>In caravan and camping parks, pitch surrounds and maintenance will be taken into account.</i> • <i>In self-catering built units, patio and similar areas will be taken into account.</i> • <i>Smoking areas, if provided, should be well maintained with no overflowing ash trays, etc.</i> • <i>Dog fouling should be managed with owners actively encouraged to pick up and dispose of waste. Cleaning regime includes regularly checking for and removing dog waste.</i>
5.2	Sufficient seating provided, if appropriate.
	<ul style="list-style-type: none"> • <i>This includes dining areas, lounges, and leisure areas, separate from the arrival/entrance area.</i> • <i>Enough seating for the maximum number of guests in each of these areas should be provided apart from separate sleeping areas where one seat/chair is acceptable.</i>

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	<ul style="list-style-type: none"> • <i>Sleeping areas should provide at least one chair or seat.</i> • <i>High chairs should be provided/made available in businesses catering for families.</i> • <i>This may also include seating provided in bedrooms in self-catering accommodation units. This includes self-catering caravan holiday homes and glamping units, such as pods etc. where appropriate.</i>
5.3	All seating areas of sufficient space for the purpose.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • <i>This looks at the space for and between seating including dining areas but excludes sleeping areas.</i> • <i>In self-catering accommodation, lounges and dining areas will be taken into account.</i> • <i>Seating in living areas in caravan and glamping units is included in this criterion.</i>
5.4	All internal signage, information guides, displays, racking, information leaflet areas, notices, posters etc. to be tidy, in order, up-to-date. Retail items clearly priced, if provided.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • <i>Regularly checked, updated and tidied.</i>
5.5	Wi-Fi in public areas are of good strength, where appropriate and available.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • <i>Is Wi-Fi connectivity available in the public areas?</i> • <i>Suitable for easily and quickly accessing emails and the internet. Does not currently need to be sufficient to easily download large files (e.g. movies).</i> • <i>Guest expectations will increase over the next few years and this should be taken into account.</i>
5.6	All toilets, sinks, urinals and hand-drying facilities in working order, well maintained and kept in what condition?
	<ul style="list-style-type: none"> • <i>This applies to all toilet facilities provided – private in accommodation, public, shared etc. <u>This is not exclusive of Criteria 5.15.</u></i> • <i>In self-catering units this applies to all toilets and bathrooms.</i> • <i>Kept clean and fresh, regularly checked (public facilities on caravan and camping parks).</i>
Guest Facilities	
5.7	Sleeping areas – rooms/interiors: wall, ceilings, units and fixtures are maintained and to what standard and kept in what condition?
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • <i>This applies to all self-catering, caravan holiday home and other sleeping accommodation (e.g. pods, glamping units, etc.) on caravan and camping parks.</i> • <i>This includes beds, seating and other furniture but excludes mattresses (see Criteria 5.11).</i> • <i>For a score of 'good' quality furniture - old or new, showing some but not excessive wear and tear. Cleanliness of good quality throughout.</i>

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	<ul style="list-style-type: none"> • For a score of <u>‘very good’</u> quality furniture - old or new, in very good condition with just a few signs of wear and tear. Cleanliness of very good quality throughout. • For a Score of <u>‘excellent’</u> quality furniture - old or new, in excellent condition with no signs of wear and tear. Cleanliness of excellent quality throughout. • NOTE: A score of NA is only applicable for Caravan and Camp sites which only supply pitches.
5.8	<p>Sleeping areas – how much space is provided for guests and luggage?</p>
	<p>For example:</p> <ul style="list-style-type: none"> • In built self-catering units double or twin sleeping areas, two guests can move around with some ease as appropriate for the style of sleeping area / accommodation. • In caravan holiday homes, pods, glamping units, take relative space into context. Is this a more spacious example of a sleeping area for a short term tourism accommodation or a less spacious example? • In built self-catering accommodation, were the bedrooms spacious and was the furniture arranged in a way that allowed freedom of movement throughout the room? • NOTE: A score of NA is only applicable for Caravan and Camp sites which only supply pitches.
5.9	<p>All areas inclusive of sleeping areas – flooring (linoleum, vinyl, wood, laminate, stone, tile, rugs, carpet) are maintained to what standard and are of what quality?</p>
	<p>For example:</p> <ul style="list-style-type: none"> • For a score of <u>‘good’</u> quality flooring - old or new, showing some but not excessive wear and tear. • For a score of <u>‘very good’</u> quality flooring - old or new, in very good condition and fitted to a professional standard, with just a few signs of wear and tear. Was the flooring of very good quality and in very good repair? • For a Score of <u>‘excellent’</u> quality flooring - old or new, in excellent condition and fitted to a professional standard with no signs of wear and tear. • NOTE: A score of NA is only applicable for Caravan and Camp sites which only supply pitches.
5.10	<p>Sleeping areas - mattress are of what quality and condition?</p>
	<p>For example:</p> <ul style="list-style-type: none"> • For a score of <u>‘good’</u> quality - in good condition with only few signs of age, slight weakening of edges. No stains. Was the mattress comfortable and not old and lumpy, is a mattress protector being used? • For a score of <u>‘very good’</u> quality - in very good condition with no signs of age or weakening and very limited wear and tear. Evidence of regular turning & a mattress protector being used? • For a score of <u>‘excellent’</u> quality - in “as new” condition with a mattress protector and also mattress topper in use. <p>NOTE: A score of NA is only applicable for Caravan and Camp sites which only supply pitches.</p>

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5.11	Sleeping areas - pillows and linen are of what quality and condition?
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • For a score of 'good' quality, clean, basic pillows, average firmness/softness. Good condition showing little aging and little flattening. Pillow protectors being used. Bed linen of good quality and condition. Thinly woven cotton or poly-cotton, not over washed, No tears or marks. An example is a minimum of 200 Thread count • For a score of 'very good' quality pillows. Very good condition, no flattening & pillow protectors being used. Bed linen of very good quality and condition. Medium weave cotton in very good condition. An example is minimum 300 thread count. No tears or marks. • For a score of 'excellent' quality pillows. As new condition. Choice of pillows available including, at least, non-allergenic & pillow protectors being used. Bed linen of excellent quality and condition. As new condition. Cotton, and minimum 500 thread count. <p>NOTE: A score of NA is only applicable for Caravan and Camp sites which only supply pitches.</p>
5.12	Sleeping areas - ample clothes hanging area as appropriate for the style of accommodation.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • Space and facilities to hang up at least one set of clothes (shirt / blouse / trousers / skirt / jacket) for each guest with at least two hangers per person. <p>NOTE: A score of NA is only applicable for Caravan and Camp sites which only supply pitches.</p>
5.13	Sleeping areas - lighting design appropriate for both sides of bed, desk and sitting area.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • When sleeping accommodation is for one guest, only one light required by or above bed. Bed light(s) controllable from bed. • Additional lighting, required in more than a very small sleeping area, sufficient to illuminate all key task areas. <p>NOTE: A score of NA is only applicable for Caravan and Camp sites which only supply pitches.</p>
5.14	Sleeping areas – all fabrics are acceptable in appearance and of what quality and condition?
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • For a score of 'good', there is some but limited damage or marking. Poor light restriction. Were all fabrics (curtains, upholstery, and bedspread) fresh in appearance and of good quality? • For a score of 'very good', there is minor damage and marking. Thicker and provide a relatively good light restriction. Were all fabrics (curtains, including black out curtains / lining, upholstery, bedspread) fresh in appearance and of very good quality? • For a score of 'excellent', there is no damage or marking. Very good quality material with excellent blackout. all fabrics (curtains, including black out curtains / lining, upholstery, bedspread) fresh in appearance and of very excellent quality?

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5.15	Bathrooms – interiors, walls, flooring, ceilings. Units and fixtures are of what quality and maintained to what standard?
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • <i>For a score of 'good' quality interiors and fittings, old or new, showing some but not excessive wear and tear. Cleanliness of good quality throughout.</i> • <i>For a score of 'very good' quality interiors and fittings, old or new, in very good condition with just a few signs of wear and tear. Cleanliness of very good quality throughout.</i> • <i>For a score of 'excellent' quality interiors and fittings, old or new, in excellent condition with no signs of wear and tear. Cleanliness of excellent quality throughout.</i> • <i>This applies to all bathrooms/shower rooms in self-catering accommodation, ensuite and shared.</i> • <i>This applies to all shower blocks in caravan and camping parks.</i> <p><i>This applies to all shower areas that may be provided within camping and caravan park self-catering accommodation e.g. caravan holiday homes.</i></p>
5.16	Guest kitchen/cooking area - interiors, walls, flooring, ceilings, hob/cooker/stove/oven, units and fixtures are of what quality and maintained to what standard.
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • <i>For a score of 'good', there are some but limited marking and damage. Some aging décor, fixtures, fittings, equipment (including cutlery & cooking utensils if provided) and furniture and well- maintained. All fit for purpose.</i> • <i>For a score of 'very good', there is very limited damage or marking, Décor, fixtures, fittings and equipment (including cutlery & cooking utensils if provided) may be aging but in very good condition with no damage or marking.</i> • <i>For a score of 'excellent', there is the highest quality décor, fixtures, fittings and equipment (including cutlery & cooking utensils if provided), the best available for the type of accommodation. As new condition. An excellent kitchen environment.</i> • <i>This area will take account of the quality of dedicated kitchen areas within individual accommodation units and also shared cooking preparation areas. Scores will be averaged by Assessors in discussion with owners/managers. This addresses the quality of facilities experienced by the majority of guests.</i> • <i>This applies to all kitchen and cooking areas within self-catering accommodation.</i> • <i>This applies to all kitchen and cooking areas provided in caravan and camping park self-catering accommodation.</i> • <i>This applies to camper's kitchens and other shared kitchen and cooking facilities provided in caravan and camping parks.</i>
Additional Facilities	
5.17	Laundry Equipment – maintained to a good standard for?
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • <i>All washers may show limited marking or damage. All must be fit for purpose. All to be of good quality.</i> • <i>All washers and dryers showing limited or no marking / damage. All to be of good to excellent quality.</i>

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5.18	Laundry and utility area - if separate from other areas such as the kitchen, interior maintained to what standard?
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • Floors, walls, ceilings, worktops showing minimal or no marking or damage. All fit for purpose. • Area is kept clean, checked and maintained regularly. • Clear instructions for operating all laundry facilities should be displayed on the machines or in a prominent position adjacent to the machines so anyone attempting to use them can easily understand how to operate them safely. • These facilities may be within an accommodation unit (e.g. a self-catering unit utility room), in a separate dedicated utility area for the use of only one accommodation unit at all times, or in a utility area shared with other guests (such as may be provided on a caravan and camping park). • The sharing of utility facilities, and any additional fees for their use, must be made clear to prospective guests before and when booking.
5.19	Additional on site services available (e.g. bike hire, fishing equipment, hairdressing)?
	<p><i>For example:</i></p> <ul style="list-style-type: none"> • Availability of services appropriate for likely demand. • Any and all equipment safe, well-maintained and fit for purpose. • This criterion applies only to services and facilities directly booked through the accredited business owner or their agents. For example, this would exclude leisure services and facilities owned by separate entities and not booked through the business owner or their agents even if recommended or advertised by the accommodation owners.
5.20	How would you describe the variety of additional recreational facilities, if provided?
	<ul style="list-style-type: none"> • This includes playgrounds, games rooms & other recreational facilities such as sports pitches/courts. A TV room if provided as a separate facility would also be deemed an additional facility in this instance (NB - provision of TVs in reception &/or guest accommodation does <u>not</u> qualify under this criteria). • Enough space for the maximum number of users in each of these areas should be provided (i.e. fit for purpose) • Appropriate safety notices in place & guests reminded of these when they enquire about using them. • For a score of <u>'good'</u> there is a minimum of 2 options are available • For a score of <u>'very good'</u> there is a minimum of 4 options are available • For a score of <u>'excellent'</u> there is a minimum of 6 options are available

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5.21	How would you describe the quality of the additional recreational facilities, if provided?
	<ul style="list-style-type: none">• <i>This includes playgrounds, games rooms & other recreational facilities such as sports pitches/courts. A TV room if provided as a separate facility would also be deemed an additional facility in this instance (NB - provision of TVs in reception &/or guest accommodation does <u>not</u> qualify under this criteria).</i>• <i>Enough space for the maximum number of users in each of these areas should be provided (i.e. fit for purpose)</i>• <i>Appropriate safety notices in place & guests reminded of these when they enquire about using them.</i>• <i>For a score of 'good' quality - old or new, showing some but not excessive wear and tear. Cleanliness of good quality throughout.</i>• <i>For a score of 'very good' quality - old or new, in very good condition with just a few signs of wear and tear. Cleanliness of very good quality throughout.</i>• <i>For a Score of 'excellent' quality - old or new, in excellent condition with no signs of wear and tear. Cleanliness of excellent quality throughout</i>