



# Hotel Classification Scheme

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Registration & Classification



**Fáilte Ireland**

National Tourism Development Authority

# Classification Matrix for Hotel Classification Scheme

## I. Registration And Classification

Fáilte Ireland is the body responsible for ensuring that accommodation standards meet visitor needs. It carries out this function by setting the requirements for the various categories of accommodation and through processes for the regular monitoring of the standards in all forms of approved accommodation.

Under the Tourist Traffic Acts 1939-2003, Fáilte Ireland has specific powers and functions in relation to the registration and grading of tourist accommodation. The registration and classification responsibilities of Fáilte Ireland cover accommodation legislation, monitoring of product quality, customer relations and in particular the management of appointed sub-contractors for the inspection and registration assessment of various accommodation categories.

At Fáilte Ireland we are committed to developing and implementing a number of quality assurance schemes to provide assurance to visitors and encourage higher standards of product amongst the industry in Ireland. Today's visitors have high expectations and that is why we have put such emphasis on our various quality assurance schemes.

## 2. Mandatory Hotel Classification Scheme

The Fáilte Ireland Hotel Classification Scheme is a mandatory scheme on which all hotels, being classified, must attain the One star minimum entry level requirements in order to comply with the Registration and Renewal of Registration Regulations for Hotels 2003. The scheme was developed in close consultation with the Irish Hotels Federation (IHF), and incorporates all star rated categories and has a point scoring system, which endeavours to meet and exceed consumer expectations.

Fáilte Ireland believes we have developed a robust system of classification to cater for the needs of today's consumers. The classification process introduces a more streamlined and consistent approach for the approval and marketing of Hotel properties and will facilitate Fáilte Ireland to focus on supporting the sector through marketing efforts and product development.

Properties approved under this scheme will be eligible to use the term "Registered by Fáilte Ireland" and will have access to [www.discoverireland.ie](http://www.discoverireland.ie) and the beneficial marketing opportunities this site affords. Participation in this scheme will also grant properties access to [www.discoverireland.com](http://www.discoverireland.com) for promotional opportunities overseas.

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The objective of the scheme is to inform consumers to recognise quality and to differentiate levels of facilities and services, which as potential guests they can expect. This offers far greater information and transparency to the consumer.

Our aim for these revised quality standards is to work continually with the industry and to strive together to raise quality standards in line with the ever-evolving expectations of consumers.

## 3. Use Of This Guide

The following document is designed to provide you with all the information you need to know about the content and processes of the Hotel Classification Scheme operated by Fáilte Ireland.

There are five levels of classification ranging from One to Five stars in the Hotel sector. The [“Introduction to the Fáilte Ireland Hotel Classification Scheme”](#) document, available to download from the Failte Ireland website, explains the basis on which all hotels, being classified, for One star and upwards, are required to comply with the Registration and Renewal of Registration Regulations for Hotels 2003.

These requirements which all hotels must fulfil are set out in checklist format on the following pages.

All guidance notes and assessment forms for classification for each grade are available to download from the Fáilte Ireland website:

[www.failteireland.ie](http://www.failteireland.ie)

# Classification Matrix for Hotel Classification Scheme

## Regulation 4 - The Premises

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4.1	<p>The premises shall comprise one building or buildings which are on one site and which are physically linked by well-lit, covered or insulated walkways which said buildings shall share common access and egress and the premises shall contain such amounts as determined hereunder of main and secondary entrances, exits, reception areas, dining areas, kitchen and service areas, lounge areas, cloakroom facilities, bathrooms and toilets, guest bedrooms, staff accommodation, storage areas, together with sufficient corridors and stairways to ensure proper circulation of air, proper movement of people and proper access to the various units.</p> <p><i>Note: this Regulation 4.1 is a new structural requirement. An exemption may be available in accordance with Regulation 21 below.</i></p>	✓
4.2	The premises shall be of substantial and durable construction, structurally safe and in good repair throughout.	✓
4.3	The premises, including the exterior and interior, outdoor areas, grounds and car parking areas shall be kept clean and well maintained throughout. Car parks, where provided, should be well lighted and have proper directional signage.	✓
4.4	Floors, walls and ceilings throughout the premises shall be of suitable type and design to maintain the highest standards of hygiene.	✓
4.5	The premises shall be used primarily for the lodging or sleeping of travellers presenting themselves with or without prior arrangement and for the provision and service to such travellers, at reasonable hours, of meals and refreshments which shall include breakfast and dinner. The provision of dinner shall, at minimum, mean the availability of a choice of hot cooked meals together with desserts. Guests should have the option of ordering tea/coffee and sandwiches or other light snacks at any reasonable hour which, means at a minimum from 7.30 a.m. to 10.00 p.m. every day.	✓
4.6	The premises shall contain effective means of natural lighting and ventilation.	✓
4.7	Sufficient general internal and external lighting shall be provided in all areas and in addition a suitable intensity of local lighting for eating, reading, writing and toilet purposes.	✓
4.8	The premises shall have in the public rooms and bedrooms a means of space heating capable of maintaining at all times a room temperature of 18.5 degrees centigrade.	✓
4.9	The premises shall have a telephone installation connected with an external telephone system in bedrooms and public areas for use by guests.	✓
4.10	Facilities shall be provided for the storage of cleaning materials for each of the various units of the premises and for the storage and airing of necessary stocks including bed linen and blankets.	✓

# Classification Matrix for Hotel Classification Scheme

## Regulation 4 - The Premises *Continued*

		★
4.11	<p>Where a banqueting area is constructed on the premises after the Commencement Date, the dining area in the said banqueting facility shall have:</p> <ul style="list-style-type: none"> <li>A. a floor to ceiling height of not less than 2.5 metres, and;</li> <li>B. at least one window to provide natural light and ventilation. Alternatively a climatically controlled air circulation system or a mechanical system of ventilation;</li> <li>C. furniture, fittings and equipment of good quality and condition;</li> <li>D. adequate toilet facilities for the patron capacity of the banqueting area which shall be well ventilated by natural or mechanical means be properly supervised and kept in a clean and hygienic condition.</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>
4.12	<p>Where a discotheque or similar area is constructed on the premises following the Commencement Date, it shall have:</p> <ul style="list-style-type: none"> <li>A. its own entrance and exits;</li> <li>B. adequate insulation to ensure that the noise transmitted there from does not interfere with the comfort of other guests within the hotel;</li> <li>C. furniture, fittings and equipment of good quality and condition;</li> <li>D. adequate toilet facilities for the patron capacity of the discotheque or similar area which shall be well ventilated by natural or mechanical means be properly supervised and kept in a clean and hygienic condition.</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>

# Classification Matrix for Hotel Classification Scheme

## Regulation 5 - Entrances and Exits

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5.1	Entrances and exits shall be of sufficient size to cater adequately for the overall guest capacity of the premises.	✓
5.2	The premises shall contain a service entrance, separate from the guest entrance, and suitably located for the reception of goods necessary for the operation of the premises.	✓
5.3	The entrance hall shall: <ul style="list-style-type: none"> <li>A. be of sufficient size to cater adequately for the volume of traffic normally using the premises, and</li> <li>B. be suitably located, laid out and contain furnishings, fittings and equipment of good quality and in good condition.</li> </ul>	✓ ✓
5.4	<p>In the case of premises which apply for initial registration after the Commencement Date but subject to the exemption arrangements below in Regulation 21 the following must be provided:</p> <p>Access for persons with mobility difficulties, including wheelchair users, to the entrance hall, reception, bedrooms and public areas, including bathroom and toilet facilities in accordance with the Building Regulations 2000 Technical Guidance Document M (as the same may subsequently be amended or modified)</p> <p>In the case of premises registered before the Commencement Date and subject to the exemption arrangements below in Regulation 21 the foregoing shall be provided where feasible and reasonable.</p> <p><i>Note: this Regulation 5.4 is a new structural requirement. An exemption may be available in accordance with Regulation 21 below.</i></p>	✓

# Classification Matrix for Hotel Classification Scheme

## Regulation 6 - Dining Area

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6.1	The dining area shall have: A. a floor to ceiling height of not less than 2.4 metres, and B. at least one window to provide natural light and ventilation. Alternatively, climatically controlled air circulation or alternatively, a mechanical system of ventilation.	✓ ✓
6.2	The dining area shall contain seating, furniture, fittings and equipment of good quality and condition. High chairs (or suitably adapted chairs) shall be available for children.	✓
6.3	Tables and seating shall be of adequate size to enable the diners to dine in comfort and be capable of easy and flexible arrangement and permit diners and staff to circulate easily in the dining area.	✓
6.4	Cutlery, condiments, ash trays, tablecloths, table mats, trays, service trolleys and other necessary table appointments shall be of good quality and in good condition. Napkins (linen, cloth or good quality paper) shall be provided.	✓
6.5	Crockery shall be adequate to serve the maximum number of diners capable of being seated in the dining area, be in good condition, of good quality and of uniform design.	✓

## Regulation 7 - Kitchen and Service Areas

7.1	The kitchen area shall comply with the requirements of the Food Hygiene Regulations 1950 - 1989 And the EC (Hygiene of Foodstuffs) Regulations 2000 (as may be subsequently amended or modified).	✓
7.2	The kitchen shall have direct access to the dining area, with double service doors between the dining room and kitchen. Service access to the dining area shall not be through a public area that is normally used by guests as a lounge area and/or a passageway or corridor.	✓
7.3	There shall be easy access by means of internal or enclosed corridors and stairways from the kitchen and service areas of the hotel to the public rooms and the bedroom units.	✓
7.4	The Board or its Contractor may grant exemption on such terms as it thinks fit, from the provisions of Regulations 7.2 and 7.3 where it is of the opinion that due to structural limitations in buildings of architectural or historic importance, full compliance therewith could not reasonably be achieved.	✓

★ 1 star

# Classification Matrix for Hotel Classification Scheme

## Regulation 8 - Lobby/Lounges

		★
8.1	Lobby and lounge space shall be provided in common areas.	✓
8.2	Lounge space of not less than 20 square metres in a communal area shall be provided. Note: this Regulation 8.2 is a new structural requirement. An exemption may be available in accordance with Regulation 21 below.	✓
8.3	Each lobby/lounge shall have: A. a floor to ceiling height of not less than 2.4 metres, and B. at least one window to provide natural light and ventilation. Alternatively, climatic controlled air circulation or mechanical system of ventilation.	✓ ✓
8.4	Lobby and lounge space shall contain furniture, fittings and equipment of good quality and condition. These should be capable of easy and flexible arrangements to cater for individuals and various groups. Such furniture fittings and equipment shall include: A. upholstered chairs, armchairs, sofas or settees; B. occasional tables of suitable height and size; C. carpet and/or rugs unless floor surface is of special design or treatment acceptable to the Board or its Contractor.	✓ ✓ ✓



# Classification Matrix for Hotel Classification Scheme

## Regulation 9 - Toilets

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9.1	Toilets for residents and casual patrons shall be provided separately for men and women and shall be located adjacent to or easily accessible from both the entrance hall and the public rooms.	✓																																																
9.2	Toilets shall contain WC units (in separate compartments) and fixed wash-hand basins equipped with plumbing for the continuous supply of hot and cold water and the disposal of waste.	✓																																																
9.3	<p>The number and type of sanitary fittings installed shall be calculated in relation to the resident guest capacity of the premises (including the guest capacity of registered annexes) as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="4" style="text-align: left; padding-left: 10px;">MEN</th> </tr> </thead> <tbody> <tr> <td style="padding-left: 10px;">20 persons</td> <td>1 WC</td> <td>1 Urinal</td> <td>1 WHB</td> </tr> <tr> <td style="padding-left: 10px;">21-50 persons</td> <td>1 WC</td> <td>2 Urinal</td> <td>1 WHB</td> </tr> <tr> <td style="padding-left: 10px;">51-100 persons</td> <td>2 WC</td> <td>2 Urinal</td> <td>2 WHB</td> </tr> <tr> <td style="padding-left: 10px;">101-200 persons</td> <td>3 WC</td> <td>3 Urinal</td> <td>2 WHB</td> </tr> <tr> <td style="padding-left: 10px;">201-300 persons</td> <td>4 WC</td> <td>4 Urinal</td> <td>4 WHB</td> </tr> <tr> <th colspan="4" style="text-align: left; padding-left: 10px;">WOMEN</th> </tr> <tr> <td style="padding-left: 10px;">20 persons</td> <td>2 WC</td> <td></td> <td>1 WHB</td> </tr> <tr> <td style="padding-left: 10px;">21-50 persons</td> <td>3 WC</td> <td></td> <td>2 WHB</td> </tr> <tr> <td style="padding-left: 10px;">51-100 persons</td> <td>5 WC</td> <td></td> <td>3 WHB</td> </tr> <tr> <td style="padding-left: 10px;">101-200 persons</td> <td>7 WC</td> <td></td> <td>4 WHB</td> </tr> <tr> <td style="padding-left: 10px;">201-300 persons</td> <td>8 WC</td> <td></td> <td>6 WHB</td> </tr> </tbody> </table> <p>An exemption from the particular requirements of Regulation 9.3 may be granted in the particular circumstances of a given case at the discretion of the Board.</p>	MEN				20 persons	1 WC	1 Urinal	1 WHB	21-50 persons	1 WC	2 Urinal	1 WHB	51-100 persons	2 WC	2 Urinal	2 WHB	101-200 persons	3 WC	3 Urinal	2 WHB	201-300 persons	4 WC	4 Urinal	4 WHB	WOMEN				20 persons	2 WC		1 WHB	21-50 persons	3 WC		2 WHB	51-100 persons	5 WC		3 WHB	101-200 persons	7 WC		4 WHB	201-300 persons	8 WC		6 WHB	✓ ✓ ✓ ✓ ✓  ✓ ✓ ✓ ✓ ✓
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9.4	Toilets shall be equipped with mirrors, towel rails, clothes hooks and a clean and ample supply of toilet requisites (including either or both towel and hand-drying facilities, soaps, toilet paper, sanitary disposal bins and other necessary accessories).	✓																																																
9.5	The toilets shall be well ventilated (by natural or mechanical means) and properly supervised and kept in a clean and hygienic condition.	✓																																																

★ 1 star





# Classification Matrix for Hotel Classification Scheme

## Regulation 10 - Guest Bedrooms

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10.1	<p>All guest bedrooms for this category of accommodation must have private bathrooms en suite subject to Regulation 21 below. There shall be a minimum of ten guest bedrooms with private bathrooms ensuite, all of which shall have separate access from the bedroom corridor, or, if situate in a County Borough (which expression shall be deemed for the purposes of this Regulation to include the Dublin Metropolitan District) 15 guest bedrooms with private bathrooms, all of which shall have separate access from the bedroom corridor.</p> <p><i>Note: Regulation 10.1 contains a new structural requirement. An exemption may be available in accordance with Regulation 21 below.</i></p>	✓
10.2	<p>Regulation 10.1 will not apply to any application for Renewal of Registration of a premises which was first registered prior to the commencement date of the 1988 Regulations and whose registration was not cancelled by the Board under the provisions set out in the Tourist Traffic Acts 1939 - 1998.</p>	✓
10.3	<p>Bedrooms, the toilets and bathrooms servicing them and the corridors off which they shall open shall be "out of view" from the public areas and separated from each other by properly constructed and suitably sound resistant walls or partitions, floors and ceilings and having an acoustic attenuation of 50dB.</p> <p><i>Note: Regulation 10.3 contains a new structural requirement. An exemption may be available in accordance with Regulation 21 below.</i></p>	✓
10.4	<p>Each bedroom shall have:</p> <ul style="list-style-type: none"> <li>A. a floor area for single bedrooms of not less than 9.00 square metres exclusive of private bathroom and lobby area;</li> <li>B. a floor area for double/twin bedrooms of not less than 15.00 square metres exclusive of private bathroom and lobby area;</li> <li>C. a floor area for double and single or triple bedrooms of not less than 20 square metres exclusive of private bathroom and lobby area;</li> <li>D. a floor to ceiling height of not less than 2.4 metres. An exemption may be granted in the case of historic buildings;</li> <li>E. at least one external window with clear glass to provide natural light and ventilation. The position of the window should be such that at least one third of the glass area is below a level of 1.6m from the floor. Window(s) to be fitted with child proof locking system.</li> <li>F. a double locking device from within and a single locking device from without on the door(s) opening off the bedroom corridor. Security peep holes to be provided on all bedroom doors. Room keys or key cards should be provided to guests. Proprietor should have master key or duplicate to all rooms in order to service rooms and for emergencies;</li> <li>G. at least two electrical 13a outlets suitable for the attachment of electrical equipment including heaters and cleaning equipment to be provided.</li> </ul> <p><i>Note: this Regulation 10.4 contains new structural requirements. An exemption may be available in accordance with Regulation 21 below.</i></p>	✓ ✓ ✓ ✓ ✓ ✓ ✓

# Classification Matrix for Hotel Classification Scheme

## Regulation 10 - Guest Bedrooms *Continued*

		★
10.5	<p>Each bedroom shall contain furniture, fittings and equipment of good standard, quality and in good condition, for sleeping and toilet purposes and for the storage, including hanging, of wearing apparel. Such furniture, fittings and equipment shall include:</p> <p>A. bed(s) complete with interior sprung mattress(es) or suitable equivalent;</p> <p>B. a supply of linen, blankets, pillows and counterpane, mattress and pillow protectors; pillows of a non-allergic filling should be available to guests. Duvets with suitable cover/sheets are acceptable;</p> <p>C. loose or built-in unit(s) comprising wardrobe, writing desk/dressing table, vanity mirror with vanity light, and shelf and/or drawer space for clothes;</p> <p>D. bedside chair(s) per person and table(s)/lockers on both sides of the double bed;</p> <p>E. luggage rack(s), waste basket(s), ash tray(s) and clothes hangers;</p> <p>F. carpet or bedside rugs if floor is of special design or treatment;</p> <p>G. each room to have a telephone connected to an external telephone system;</p> <p>H. minimum one shaded reading light per bed space controllable from the bed;</p> <p>I. window curtains or blackout blinds to ensure privacy and exclusion of light;</p> <p>J. good quality towels must be provided per person per day, minimum size hand 0.40 x 0.8m, bath 0.6 x 1.2m;</p> <p>K. printed advice for means of summoning assistance at night. This notice must be in all bedrooms together with fire instructions notices and should be in foreign language versions (French and German at minimum) together with English (and/or Irish as appropriate).</p>	
10.6	Each bedroom shall be numbered, lettered or otherwise designated so as to identify it and show its position in relation to the other bedrooms in the premises.	
10.7	Access to bedrooms is not acceptable through public sitting rooms, dining rooms or kitchen save where any of the latter forms part of the same individual lettable suite in which the bedroom(s) is/are located.	
10.8	Approved prices must be displayed in a prominent position in all standard bedrooms using the certificate provided by the Board or the authorised Contractor. This requirement shall not apply to superior level accommodation within the premises such as suites or semi-suites.	

★ 1 star

# Classification Matrix for Hotel Classification Scheme

## Regulation 10 - Guest Bedrooms *Continued*

10.9	<p>Each private bathroom attached to a bedroom shall have a minimum floor area of 3.8 sq. metres, and 3.5 sq. metres where the facility includes a shower unit only rather than a bath and shall contain a bath and/or shower, wash-hand basin and WC of good quality and in good condition complete with all plumbing for the supply of hot and cold water and the disposal of waste.</p> <p>A. a bath or thermostatically controlled shower of good quality and in good condition which shall be fixed complete with all plumbing for the continuous supply of hot and cold water and the disposal of waste.</p> <p>B. a toilet and a wash-hand basin of good quality and in good condition which shall be fixed complete with all plumbing for the continuous supply of hot and cold water and the disposal of waste.</p> <p>C. bathrooms shall have an effective system of direct or mechanical ventilation and shall be equipped with shelf, mirror, towel rails, clothes hooks, a sanitary disposal bin, bath mat and a clean and ample supply of toilet requisites, including towels, soap and toilet paper.</p> <p>D. bathroom shall have a mirror fixed to the wall over the washbasin and shall have a vanity light.</p> <p>E. an electric shaver point within easy reach of a suitably lit mirror.</p> <p><i>Note: Regulation 10.9 contains new structural requirements. Exemptions may be available under Regulation 21 below.</i></p>
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<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>

# Classification Matrix for Hotel Classification Scheme

THE FOLLOWING REGULATION II APPLIES ONLY TO PREMISES REGISTERED PRIOR TO AUGUST 1988

## Regulation II - Bathrooms and Toilets

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11.1	To serve bedrooms which do not have private bathrooms attached, each premises shall contain in separate compartments: A. one bathroom for the first fifteen persons or portion thereof; B. two toilets for the first 20 persons or portion thereof; C. thereafter one bathroom for every additional fifteen persons or portion thereof and one toilet for every additional ten persons or portion thereof; D. up to 50% of the additional toilets may be provided in the bathroom compartments; E. each floor of bedrooms shall have on, or adjacent to it without access through the public areas, the proper ratio of bathroom and toilets for the guests accommodated thereon.	✓ ✓ ✓ ✓ ✓
11.2	Each bathroom shall contain a bath (or shower, except in the case of the bathroom serving the first fifteen persons) of good quality and in good condition which shall be fixed complete with all plumbing for the continuous supply of hot and cold water and the disposal of waste.	✓
11.3	Each toilet shall contain a WC and a wash-hand basin of good quality and in good condition which shall be fixed complete with all plumbing for the continuous supply of hot and cold water and the disposal of waste.	✓
11.4	A wash-hand basin fitted with mirror and facilities for holding toiletries and complete with plumbing for the continuous supply of hot and cold water and disposal of waste together with a clean and ample supply of towels and soap.	✓
11.5	Bathrooms and toilets shall have an effective system of natural or mechanical ventilation and shall be equipped with shelf, mirror, towel rails, clothes hooks, bath mat and a clean and ample supply of toilet requisites, including towels, soap and toilet paper.	✓
11.6	Bathroom/toilets shall have a vanity light, and an electrical shaving point.	✓

★ 1 star

# Classification Matrix for Hotel Classification Scheme

## Regulation 12 - Annexe Accommodation

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12.1	<p>Annexe accommodation for visitors shall be provided in buildings on one site (which site shall also contain the main hotel building). These buildings shall be easily accessible and physically linked via well lit, covered or insulated walkways from the main hotel building. Such buildings shall comprise of guest bedrooms, with private bath facilities, storage facilities, stairways and corridors, which accord with the requirements as laid down in the preceding paragraphs.</p> <p>An exemption may be available in the case of an historic house or a premises of architectural merit or international quality resort.</p> <p><i>Note: Regulation 12.1 contains a new structural Regulation. An exemption may be available as set out in Regulation 21 below.</i></p>	✓
12.2	Annexe accommodation shall be operated in conjunction with and under the regular supervision and maintenance of the management and staff of the main hotel building.	✓

## Regulation 13 - Statutory Requirements & Safety, Etc.

13.1	<p>The premises shall comply with and be operated in accordance with all statutory requirements of local and other authorities in relation to planning, food, food hygiene, water supply, sewage disposal, fire precautions and general safety and in particular but without prejudice to the generality of the foregoing shall comply with:</p> <ul style="list-style-type: none"> <li>(i) Local Government (Sanitary Services) Act, 1948 (as may subsequently be amended or modified),</li> <li>(ii) Food Hygiene Regulations, 1950-1989 (as may subsequently be amended or modified),</li> <li>(iii) Local Government (Planning and Development) Acts, 1963-2000 (as may subsequently be amended or modified) and Regulations made hereunder,</li> <li>(iv) Building Control Act, 1990 (as may subsequently be amended or modified) and Regulations made thereunder,</li> <li>(v) Fire Services Act, 1981 (as may subsequently be amended or modified),</li> <li>(vi) EC (Hygiene of Foodstuffs) Regulations 2000 (as may subsequently be amended or modified).</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>
13.2	Where building work has been carried out on the premises since June 1992 which effects a material alteration or material change of use of the premises (as more particularly set out in the Building Regulations) a local authority Fire Safety Certificate and an architect's or engineer's certificate of compliance with the fire safety provisions of the Building Regulations must be produced on initial application for registration hereunder, and, where a material alteration or material change of use occurs subsequently, must be returned with the renewal form due by the next renewal date following the material alteration or material change of use.	✓

# Classification Matrix for Hotel Classification Scheme

## Regulation 13 - Statutory Requirements & Safety, Etc. *Continued*

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13.3	All premises must have adequate, public liability insurance. If requested, a copy of the current public liability insurance cover note must be forwarded to the contractor upon initial application and upon each renewal.	✓
13.4	Display of prices: The business shall be conducted in accordance with charges not exceeding those specified in the scale of charges which have been duly furnished to the Board or the Board's appointed contractor in accordance with section 26(2)(d) of the Tourist Traffic Act, 1939. The scale of maximum charges shall be displayed in a prominent place in the reception area of the premises and bedrooms in accordance with Section 43 of the said Act together with a copy of the current registration certificate applicable to the premises.	✓

## Regulation 14 - Management, Staff Facilities

14.1	The premises shall be under the regular supervision of a person, or persons, trained or experienced in Hotel Management and fully capable of operating the premises to the standards set out in these Regulations.	✓
14.2	The premises shall be staffed by persons adequate in number and trained to maintain standards of service set out in these Regulations.	✓
14.3	A. Dining facilities shall be provided for the staff employed in the premises, B. Adequate toilet, showers and cloakroom facilities shall be provided for male and female staff employed in the premises.	✓ ✓
14.4	There shall be made available for guests and employees basic first aid equipment.	✓

★ 1 star

# Classification Matrix for Hotel Classification Scheme

## Regulation 21 - Exemption Arrangements

In this Regulation 21, the following expressions shall have the following meanings:

“New Structural Requirements” means the new structural requirements contained in these Regulations which include but are not limited to regulations 4.1, 5.4, 8.2, 10.1, 10.3, 10.4, 10.9 and 12.1.

“Year of Registration” means 1<sup>st</sup> January to 31<sup>st</sup> December in every year as the same may be adjusted from time to time by the Board.

### 21.1 Renewal of Registration:

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21.1.1	These regulations shall apply to applications for renewal of registration except that the New Structural Requirements shall not apply to any application for renewal of registration in respect of a premise which was registered under a set of regulations preceding these.	✓
21.1.2	<b>Failure to apply to renew – lapse of over 12 months – New Structural Requirements apply:</b> The New Structural Requirements shall not apply where a premises which has received its first registration under a set of regulations preceding these fails to apply to renew its registration for a given Year of Registration but subsequently applies to renew within 12 months after the final date for submitting applications for the said given Year of Registration.	✓
21.1.3	The New Structural Requirements of these regulations shall not apply to premises which had not obtained initial registration at the Commencement Date but in respect of which a declaration as to fitness and convenience as licensed premises had at the Commencement Date been granted pursuant to the provisions of Section 15 of the Intoxicating Liquor Act, 1960, and in respect of which a certificate is subsequently granted entitling the applicant to receive a licence for the sale of intoxicating liquor on the premises.	✓

### 21.2 Initial Registration:

These regulations shall apply to initial registration applications save that:

21.2.1	Where, within 24 months prior to the Commencement Date a person has either: A. incurred not less than 15 per cent of the total cost of construction or refurbishment of a proposed hotel and/or B. the foundations of a premises having structural characteristics which would comply with the 1988 Regulations have been laid, and evidence of this has been provided in the form of a duly qualified auditor’s certificate of expenditure or by such other evidence as the Board or its authorised contractor may require, and C. the applicant has on a date thereafter (which date shall not be more than 24 months after the Commencement Date hereof) sought initial hotel registration for the said premises from the Board and the premises does not comply with the New Structural Requirements in these regulations but would comply with the corresponding provisions of the 1988 Regulations as regards these structural requirements, then, the corresponding provisions of the 1988 Regulations will apply as regards these structural requirements only.	✓ ✓ ✓
21.2.2	For the avoidance of doubt, where the registration of a premises has been cancelled by the Board under the provisions set out in the Tourist Traffic Acts, 1939 - 2003, these regulations shall apply to any subsequent application for registration of the said premises.	✓

★ 1 star



# Classification Matrix for Hotel Classification Scheme

## Key Requirements At Each Classification Level

To obtain a higher star rating, a progressively higher quality and range of services and physical facilities must be provided across all areas. These requirements are set out in checklist format on the following pages. All Two star, Three star and Four star hotels will also have the option to score a number of points from a menu of optional facilities and services where they offer, over and above the mandatory requirements for their star grade. The quality score is determined by the number of extra facilities and services provided and are reflected as a % score.

It is always important to remember that points are awarded in addition to the star classification. The points scoring system does not apply to One star or Five star establishments.

The classification assessment forms for each grade can be viewed and downloaded from the Failte Ireland website:

[www.failteireland.ie](http://www.failteireland.ie)

## Approach, Set Down & Car Parking

	★★	★★★	★★★★	★★★★★
24 Hour Vehicular access for arriving/departing guests.	✓	✓	✓	✓
Signage clear, legible, correct and in working order.	✓	✓	✓	✓
Car parking where facilities are available should be clearly defined and well maintained.	✓	✓	✓	✓
Parking for at least 30% of bedroom capacity.	(1)	(1)	✓	✗
Free car parking for residents.	(1)	(1)	(1)	✗
Valet parking offered to all residents.	(1)	(1)	(1)	✓
Closed circuit TV cameras.	(1)	(1)	(1)	✓

- ✓ This symbol means that the service or facility listed is required.
- ✗ This symbol means that the service or facility listed is not required.
- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars

# Classification Matrix for Hotel Classification Scheme

## Building Exterior

	★★	★★★	★★★★	★★★★★
Premises of substantial and durable construction, structurally safe and in good repair throughout.	✓	✓	✓	✓
Covered walkways (where applicable) must be fully insulated and weather resistant on all sides.	✓	✓	✓	✓

## Gardens and Grounds (Where Provided)

Landscaped, well maintained and kept tidy with an appropriate care regime.	✓	✓	✓	✓
Capable of walking and sitting in for guest use.	(1)	(1)	(1)	✓

## Lobby and Lounges

Lobby (where lobby used as lounge area) and lounge shall contain furniture and fittings, which shall include chairs/armchairs, sofas and tables.	✓	✓	✓	✓
An elevator is provided where there are 3 storeys or more (building permitting).	✓	✓	✓	✓
Doorman on duty between 07.00 & 22.00.	✗	✗	✗	✓
Free tea/coffee and water available to all residents.	(1)	(1)	(1)	✗
Fresh floral arrangements on display.	(1)	(1)	(1)	✓
Daily newspapers and magazines available to guests and visitors using the lobby.	(1)	(1)	(1)	✓
Business centre with minimum facilities as follows – Internet Access, PC and printer, fax and photocopier.	(1)	(1)	(1)	✓

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- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars

# Classification Matrix for Hotel Classification Scheme

## Reception Operation, Porterage, Concierge

	★★	★★★	★★★★	★★★★★
Reception to be supplied with a desk or counter equipped for arrival/departure of guests with back-up facilities.	✓	✓	✓	✓
The premises shall be under the regular supervision of a person, or persons, trained or experienced in Hotel Management and fully capable of operating the premises.	✓	✓	✓	✓
Efficient check in and check out, verbal acknowledgement of guest's presence, and ability to answer questions.	✓	✓	✓	✓
Message service available and messages should be delivered promptly to guests bedrooms, electronically is acceptable.	✓	✓	✓	✓
Safe available for storage of guests' valuables.	✓	✓	✓	✓
Cloakroom facilities for the storage of coats, hats and umbrellas. Facilities for temporary storage of guests' belongings in designated area.	✓	✓	✓	✓
Local information at reception/lobby area.	✓	✓	✓	✓
At least two credit and/or debit cards accepted.	✓	✓	✓	✓
Room keys/ key cards properly identified and issued to guest on arrival with additional available on request.	✓	✓	✓	✓
Provide each guest checking out with details of payment due with purchases clearly identified and a receipt provided.	✓	✓	✓	✓
Access to account available throughout stay.	✓	✓	✓	✓
Satisfaction with stay checked.	✓	✓	✓	✓
Night porter on the premises.	✓	✓	✓	✗
Assistance with luggage from staff member available on request throughout the day and evening.	✓	✓	✓	✗
Readily identifiable or uniformed front office staff on duty from 08.00 – 23.00.	✗	✓	✓	✓
A full concierge service (at a minimum from 8.00-23.00) should be provided to allow for theatre bookings/ car hire/travel booking.	✗	✗	✗	✓

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- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars

# Classification Matrix for Hotel Classification Scheme

	★★	★★★	★★★★	★★★★★
Porter's desk separate from reception desk or at reception but clearly identified.	✗	✗	✗	✓
Porterage available 24 hours, luggage delivered promptly to room. Porter with good knowledge of product.	✗	✗	✗	✓
Internet access available.	✗	✗	✗	✓
Guests advised of the location of facilities within the hotel. Same to be clearly and visibly indicated in reception, elevators or other appropriate public areas.	(1)	✓	✓	✓
All charges can be made to the room account for any service/facility at all stages during the stay.	(1)	✓	✓	✓
Fax, photocopying, e-mail available on request.	(1)	(1)	✓	✓
Daily newspapers available at reception. Newspapers can be ordered and delivered to guests' room.	(1)	(1)	✓	✓
Restaurant reservations made.	(1)	(1)	✓	✓
Wake up call offered.	(1)	(1)	✓	✓
Computer with internet access available.	(1)	(1)	✓	✗
Express check out service provided on request with bill presented in an envelope/folder and delivered to bedroom.	(1)	(1)	(1)	✓
A statement regarding the availability of umbrellas to be included in the guest information.	(1)	(1)	(1)	✓
Pre-bookable babysitting service available, details of which are available in guest information.	(1)	(1)	(1)	✓
A multi-lingual service provided details of which are displayed at reception.	(1)	(1)	(1)	✓
If accommodation has been pre-booked guest information to be pre-populated on check in form.	(1)	(1)	(1)	✓
Porterage offered and provided by uniformed staff, available to assist with luggage without delay, luggage delivered promptly to room. Porter with good knowledge of product. Available 07.00 – 22.00.	(1)	(1)	(1)	✗
Free internet access available.	(1)	(1)	(1)	✗

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- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars

# Classification Matrix for Hotel Classification Scheme

## Reservations

	★★	★★★	★★★★	★★★★★
Comprehensive efficient booking service, giving information on opening times, house policies (e.g. no smoking).	✓	✓	✓	✓
Prices quoted for accommodation, inclusive packages, service charge, taxes and other surcharges as applicable. Service or other surcharges separately identified to the client.	✓	✓	✓	✓
Explanation of charges for additional services/facilities available and cancellation terms.	✓	✓	✓	✓
Guest's special requirements (if any) noted, details of booking confirmed in writing/email (if requested).	✓	✓	✓	✓
Booking policy and room guarantee explained estimate of arrival time established.	✓	✓	✓	✓
Staff should advise guests in advance where car parking facilities are restricted (if applicable).	✓	✓	✓	✓
Information on major refurbishment work in progress should be notified to the guest.	✓	✓	✓	✓
Multi-lingual service available.	✗	✗	✗	✓
Directions to hotel including street maps available in print and or on the internet.	(1)	✓	✓	✓
On line reservation and booking confirmation.	(1)	(1)	(1)	✓

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- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars

# Classification Matrix for Hotel Classification Scheme

## Corridors and Staircase

	★★	★★★	★★★★	★★★★★
All areas including bedrooms, corridors and stairs in good repair, well lit and free from obstruction.	✓	✓	✓	✓
Décor, door furniture/locks well maintained.	✓	✓	✓	✓
Well maintained light fittings and emergency lighting.	✓	✓	✓	✓
Fire safety and exits signs in compliance with safety Regulations.	✓	✓	✓	✓
Well positioned directional signage to bedrooms, lift, reception and other facilities.	✓	✓	✓	✓
Goods and services provided to the rooms shall not be transported using the guest lift. (new build).	✗	✗	✗	✓
Décor, enhanced with pictures/paintings/original pieces of art.	(1)	(1)	(1)	✓

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- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars

# Classification Matrix for Hotel Classification Scheme

## Guest Bedrooms

	★★	★★★	★★★★	★★★★★
At least one window to provide natural light is required. This window should also provide ventilation except where air-conditioning is provided.	✓	✓	✓	✓
All windows to comply with building Regulations.	✓	✓	✓	✓
Window curtains or blackout blinds to ensure privacy and exclusion of light. Curtain fittings, rails cords all in good working order.	✓	✓	✓	✓
Lighting: Minimum one shaded bed light per bed space controllable from bed.	✓	✓	✓	✓
Heating system to be capable of maintaining 20° C at all times. Individual control by guest by on/off switch or valve.	✓	✓	✓	✓
Mattress protectors (where fitted) not to be plastic based or other non breathable material.	✓	✓	✓	✓
One bedside locker, drawer or storage compartment per bed (min 2).	✓	✓	✓	✓
Luggage rack in all bedrooms.	✓	✓	✓	✓
Drawers or shelf space to be available for storage of clothing and belongings.	✓	✓	✓	✓
Minimum two chairs per room.	✓	✓	✓	✓
Beds, mattresses and base in good condition.	✓	✓	✓	✓
Non flammable waste basket in all bedrooms.	✓	✓	✓	✓
At least two electrical 13amp outlets suitable for the attachment of electrical equipment.	✓	✓	✓	✓

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- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars

# Classification Matrix for Hotel Classification Scheme

## Guest Bedrooms Continued

		★★	★★★	★★★★	★★★★★
These sizes are for new builds. Properties upgrading must meet these sizes in at least 90% of current rooms.		✓	✓	✓	✓
2* Minimum Bedroom Floor Area including lobby area but exclusive of private bathroom.	Single 9 sq. ms.	✓	✗	✗	✗
	Twin/Double 15 sq. ms.	✓	✗	✗	✗
	Double & Single 20 sq. ms.	✓	✗	✗	✗
Three beds	Triple 21 sq. ms.	✓	✗	✗	✗
Where two double beds are provided	22 sq. ms.	✓	✗	✗	✗
3* Minimum Bedroom Floor Area including lobby area but exclusive of private bathroom.	Single 10 sq. ms.	✗	✓	✗	✗
	Twin/Double 16 sq. ms.	✗	✓	✗	✗
	Double & Single 20 sq. ms.	✗	✓	✗	✗
Three beds	Triple 21 sq. ms.	✗	✓	✗	✗
Where two double beds are provided	23 sq. ms.	✗	✓	✗	✗
4* Minimum Bedroom Floor Area including lobby area but exclusive of private bathroom.	Single 12 sq. ms.	✗	✗	✓	✗
	Twin/Double 18 sq. ms.	✗	✗	✓	✗
	Double & Single 20 sq. ms.	✗	✗	✓	✗
Three beds	Triple 22 sq. ms.	✗	✗	✓	✗
Where two double beds are provided	24 sq. ms.	✗	✗	✓	✗

✓ This symbol means that the service or facility listed is required.  
 ✗ This symbol means that the service or facility listed is not required.  
 (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars



# Classification Matrix for Hotel Classification Scheme

## Guest Bedrooms *Continued*

		★★	★★★	★★★★	★★★★★
These sizes are for new builds. Properties upgrading must meet these sizes in at least 90% of current rooms.		✓	✓	✓	✓
5* Minimum Bedroom Floor Area including lobby area but exclusive of private bathroom.	Single /Twin/Double 22 sq. ms.	✗	✗	✗	✓
	Double & Single 23 sq. ms.	✗	✗	✗	✓
Three beds	Triple 24 sq. ms.	✗	✗	✗	✓
Where two double beds are provided	26 sq. ms.	✗	✗	✗	✓
Suites: 4% of total number of bedrooms, spacious layout with additional toilet facilities (new build) and distinct sitting area, comfortable lounge seating minimum overall floor area.	36 sq. ms.	✗	✗	✗	✓
Television with remote control in each bedroom minimum screen size 35 cm/14".		✓	✓	✗	✗
Dressing table or shelf to be provided in each room.		✓	✓	✓	✗
Wardrobe or clothes hanging area: minimum 6 hangers (not wire variety) per person.		✓	✓	✓	✗
Direct dial telephone in each bedroom with message facility and indicator light, at bedside or writing desk. Alternatively message can be hand delivered.		✗	✗	✓	✓
Television with remote control in each bedroom minimum screen size 51cms/20".		✗	✗	✓	✓
Turn-down service offered every evening. House assistant on call until 22 hrs.		✗	✗	✗	✓
Built in or free standing wardrobes. A variety of hangers should be provided. At a minimum they should comprise of 4 trouser hangers, 4 skirt hangers and 2 padded hangers.		✗	✗	✗	✓
All bedrooms to have air conditioning (new buildings).		✗	✗	✗	✓
Dressing table/ writing desk/workspace to be provided in each room.		✗	✗	✗	✓

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- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars

# Classification Matrix for Hotel Classification Scheme

## Guest Bedrooms Continued

	★★	★★★	★★★★	★★★★★
Full length mirror in all bedrooms/bathrooms.	(1)	✓	✓	✓
Occasional table provided in every bedroom. Tables must be suitable height for dining and writing.	(1)	✓	✓	✓
Additional pillows available in the bedrooms.	(1)	(1)	✓	✓
Additional blankets available in the bedrooms and additional duvets on request.	(1)	(1)	✓	✓
Writing paper and envelopes in all bedrooms.	(1)	(1)	✓	✓
50% of all bedrooms designated non smoking.	(1)	(1)	✓	✓
Radio with a selection of channels in each bedroom, possibly combined with TV.	(1)	(1)	✓	✓
Additional electrical 13amp plugs at desk level in all bedrooms.	(1)	(1)	✓	✓
One reading lamp to be provided.	(1)	(1)	(1)	✓
Fresh flowers provided on request in all rooms.	(1)	(1)	(1)	✓
TV with Irish and British channels plus choice of two other European languages. 24 hour news channels.	(1)	(1)	(1)	✓
Room entertainment appliances available on request e.g. DVD player with remote control/movies on demand/video player.	(1)	(1)	(1)	✓
All bedrooms to have safe, 25% of which are suitable in size to accommodate a lap-top computer (for new builds at 5 star).	(1)	(1)	(1)	✓
Internet connection available in all of the bedrooms where infrastructure exists.	(1)	(1)	(1)	✓
75% of all bedrooms offering a choice of larger bed size e.g. Queen 200 cm x 150 cm (5'0 x 6'6) and King 200 cm x 200 cm (6'0 x 6'6).	(1)	(1)	(1)	✗

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- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars

# Classification Matrix for Hotel Classification Scheme

## Guest Bedrooms Continued

	★★	★★★	★★★★	★★★★★
Turn-down service offered every evening.	(1)	(1)	(1)	×
Where 50% of all bedroom floor areas are at least 2 sq. ms in excess of the minimum requirements.	(1)	(1)	(1)	×
Half suites 2% or minimum of 1, spacious layout with distinct sitting area, comfortable lounge seating minimum overall floor area 32 sq. ms.	(1)	(1)	(1)	×
Full suites 2% or minimum of 1, spacious layout with distinct sitting area, comfortable lounge seating minimum overall floor area 36 sq. ms.	(1)	(1)	(1)	×
50% or more of bedrooms have individually controlled air conditioning.	(1)	(1)	(1)	×

- ✓ This symbol means that the service or facility listed is required.
- ×
- (1) This symbol means that the service or facility listed is not required.
- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars

# Classification Matrix for Hotel Classification Scheme

## Guest Amenities In Bedrooms

	★★	★★★	★★★★	★★★★★
Hotel information in all bedrooms.	✓	✓	✓	✓
Drinking glasses in all of the bedrooms.	✓	✓	✓	✓
Plug adaptor available on request.	✓	✓	✓	✓
'Do Not Disturb' & 'Please Make Up Room' door knob cards provided.	✓	✓	✓	✗
Local information available in a folder in all bedrooms.	✗	✓	✓	✓
'Do Not Disturb' door knob cards provided	✗	✗	✗	✓
'Please Make Up Room' door knob cards provided or details of how to have the room serviced included in the guest information directory.	✗	✗	✗	✓
Iron and ironing board available if not provided in the bedroom.	✗	✗	✗	✓
Same day laundry, dry cleaning and ironing service available Monday to Saturday.	✗	✗	✗	✓
Valet service on request to include sponging, pressing etc. available 08.00 to 22.00 hrs.	✗	✗	✗	✓
In addition to any machine or materials provided, a shoe cleaning service should be available and promoted.	✗	✗	✗	✓
Shoe polish materials in all bedrooms or available on request.	(1)	(1)	✓	✓
Hair Dryer available in all bedrooms.	(1)	(1)	✓	✓
Complimentary mineral water supplied.	(1)	(1)	(1)	✓
Fridge or Mini Bar in all bedrooms, suitable drinking glasses provided.	(1)	(1)	(1)	✓

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- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars

# Classification Matrix for Hotel Classification Scheme

## Guest Amenities In Bedrooms Continued

	★★	★★★	★★★★	★★★★★
Tea/Coffee making facilities in all bedrooms or tray with facilities available on request.	(1)	(1)	(1)	✓
Bath robe available in all bedrooms.	(1)	(1)	(1)	✓
Bathroom slippers available in all bedrooms.	(1)	(1)	(1)	✓
Iron and ironing board provided in the bedroom.	(1)	(1)	(1)	✗
Laundry or dry cleaning service available as a minimum Mon-Fri.	(1)	(1)	(1)	✗

- ✓ This symbol means that the service or facility listed is required.
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- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars

# Classification Matrix for Hotel Classification Scheme

## Bathrooms

	★★	★★★	★★★★	★★★★★
Bathrooms must have a minimum floor area of 3.8 sq. metres where facilities include bath/shower. 3.5 sq. metres where facilities include a shower unit only, (4.5 sq. metres at 5 star where facilities include bath and shower).	✓	✓	✓	✓
Showers thermostatically controlled (new buildings).	✓	✓	✓	✓
Shower curtains or splash screens fitted.	✓	✓	✓	✓
Floors and wall tiling to be provided in an appropriate material in all wash basin and shower areas.	✓	✓	✓	✓
All bathrooms must have an effective system of direct or mechanical ventilation.	✓	✓	✓	✓
Freshly laundered towels and bath mat to be provided.	✓	✓	✓	✓
A well lit mirror, situated above the wash basin, with a conveniently located electric shaver point, indicating voltage.	✓	✓	✓	✓
Lidded waste bin in all bathrooms.	✓	✓	✓	✓
A normal size washbasin 56cm x 40cm with shelving and or ample flat surfaces for toiletries.	✓	✓	✓	✗
Fresh supply of soap or liquid soap available on arrival. Soap holder/dispenser at shower area.	✓	✓	✓	✗
Good light intensity, additional lighting provided.	✗	✓	✓	✓
All bathrooms to have bath, preferably of cast iron, with overhead shower facility.	✗	✗	✗	✓
A stand alone shower facility in all bedrooms (new buildings).	✗	✗	✗	✓
Wash basin area to be fitted with shelving or have ample flat surfaces for toiletries.	✗	✗	✗	✓

- ✓ This symbol means that the service or facility listed is required.
- ✗ This symbol means that the service or facility listed is not required.
- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars

# Classification Matrix for Hotel Classification Scheme

## Bathrooms Continued

	★★	★★★	★★★★	★★★★★
Basic toiletry range should comprise – soap/liquid soap at wash basin and bath/shower areas, shower gel/bubble bath, body lotion, shower caps, sewing kit, shampoo and conditioner, cotton wool buds/pads.	✗	✗	✗	✓
Additional range to be available on request free to guest. At least four from the following list – shaving foam or gel, toothpaste, deodorant, vanity set etc.	✗	✗	✗	✓
Minimum standard for towels should be 1 hand, 1 face cloth, 1 bath towel and 1 bath sheet per guest.	✗	✗	✗	✓
A basic range of toiletry products (Shower gel, Shampoo etc.).	(1)	✓	✓	✗
A face cloth available in the room.	(1)	(1)	(1)	✓
Magnified shaving/make-up mirrors.	(1)	(1)	(1)	✓
110 volt socket available in 50% of all bathrooms.	(1)	(1)	(1)	✓
50% of bathrooms with floor area of 1 sq. ms. in excess of the minimum requirements.	(1)	(1)	(1)	✗
25% of all bathrooms with separate bath and shower.	(1)	(1)	(1)	✗
Additional range of body care/toiletry products (Shaving /toothpaste/ body lotion/deodorant/vanity set/cotton wool/shower cap/etc.) available in the hotel, at least four from list provided free to the guests.	(1)	(1)	(1)	✗
A heated mirror in all bathrooms.	(1)	(1)	(1)	✗
A heated towel rail in all bathrooms.	(1)	(1)	(1)	✗

- ✓ This symbol means that the service or facility listed is required.
- ✗ This symbol means that the service or facility listed is not required.
- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars

# Classification Matrix for Hotel Classification Scheme

## Room Service

	★★	★★★	★★★★	★★★★★
A distinct room service department with telephone extension. Presentation, by tray, trolley or table, to be of the highest standard. Service provided promptly. Expected delivery time stated.	✗	✗	✗	✓
Extensive room service menu to be provided and include a choice of hot cooked meals together with lighter snacks and sandwiches. A full wine and drinks menu to be available.	✗	✗	✗	✓
Goods and services provided to the rooms shall not be transported using the guest lift. (new build).	✗	✗	✗	✓
Breakfast menu and order card available in the room. Plain breakfast available during normal breakfast hours.	(1)	(1)	✓	✓
Hot and cold drinks, refreshments and light snacks served from 07.00 to 22.00.	(1)	(1)	✓	✗
Breakfast menu and order card available in the room. Fully cooked breakfast available during normal breakfast hours.	(1)	(1)	(1)	✓
24 hour room service with menu selection which includes hot and cold meals and tray collection.	(1)	(1)	(1)	✓

## Dining Facilities

Dining facilities to provide for the service of meals at tables or for the combination of table and counter service.	✓	✓	✓	✓
Heating system to be capable of achieving 20° C.	✓	✓	✓	✓
Window or mechanical ventilation/air conditioning.	✓	✓	✓	✓
Private dining room(s) to be provided with excellent décor enhanced with quality pictures/paintings.	✗	✗	✗	✓
A separate distinct dining room available.	(1)	(1)	(1)	✓

- ✓ This symbol means that the service or facility listed is required.
- ✗ This symbol means that the service or facility listed is not required.
- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars



# Classification Matrix for Hotel Classification Scheme

## Food and Service

	★★	★★★	★★★★	★★★★★
Special dietary meals available.	✓	✓	✓	✓
Children's menus available.	✓	✓	✓	✓
Afternoon tea and beverages to be served. Separate menu to be in place for this service. Served to tables of a suitable height for dining in relation to the chairs/sofas.	(1)	(1)	(1)	✓

## Breakfast

Plain breakfast provided – menu card to be available to each guest and/or visible at entrance.	✓	✓	✓	✓
Fully cooked breakfast together with selection of cold meats/cheeses.	(1)	(1)	✓	✓

## Lunch

Selection of hot/cold food available – snack/lounge menu/carvery.	(1)	(1)	(1)	✗
Full service lunch (min 5 days).	(1)	(1)	(1)	✓

## Dinner

Selection of hot/cold food available – snack/lounge menu/carvery.	(1)	(1)	✓	✗
Full service dinner (min 5 nights).	(1)	(1)	(1)	✓

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- ✗ This symbol means that the service or facility listed is not required.
- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars

# Classification Matrix for Hotel Classification Scheme

## Table Service

	★★	★★★	★★★★	★★★★★
Correct service and removal of dishes, together with their proper accompaniments, where appropriate.	✓	✓	✓	✓
Suitable fabric napkins.	✓	✓	✓	✓
Guest greeted and shown to table, presentation of menus to each guest where appropriate.	✗	✗	✓	✓

## Wine & Wine Service

Wine list to include half and quarter bottles or wine by the glass.	✗	✗	✓	✓
Wine served at correct temperature, held in ice bucket or cooler as appropriate.	✗	✗	✓	✓
Wine list available and presented with the menus.	(1)	(1)	✓	✓
Selection of wines from a minimum of 3 varieties.	(1)	(1)	✓	✓
Extensive wine list available with guidance from a trained wine waiter with expert knowledge.	(1)	(1)	(1)	✓

- ✓ This symbol means that the service or facility listed is required.
- ✗ This symbol means that the service or facility listed is not required.
- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars

# Classification Matrix for Hotel Classification Scheme

## Bar/Lounge Bar

	★★	★★★	★★★★	★★★★★
Fully serviced bar.	(1)	(1)	(1)	✓
Table service provided.	(1)	(1)	(1)	✓
Cocktail menu to be provided. Bar staff with the ability to mix cocktails.	✗	✗	(1)	✓

## Public Toilets

Toilets to be provided for men and women. Be maintained in an evidentially clean and hygienic state.	✓	✓	✓	✓
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- ✓ This symbol means that the service or facility listed is required.
- ✗ This symbol means that the service or facility listed is not required.
- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars

# Classification Matrix for Hotel Classification Scheme

## Staff Issues

	★★	★★★	★★★★	★★★★★
Manager available for emergencies 24 hours per day.	✓	✓	✓	✓
All front line staff with the ability to communicate in English.	✓	✓	✓	✓
All staff to be uniformed as appropriate.	✓	✓	✓	✓
Identification badges to be worn as appropriate.	✓	✓	✓	✓
All staff to receive orientation training and be appropriately trained or skilled in their area of work.	✓	✓	✓	✓
Personal grooming – all staff to be clean and neat, with no excessive jewellery.	✓	✓	✓	✓

## On Site Conference & Leisure Facilities

Designated Conference Room(s) capable of accommodating 25% of guest capacity.	(1)	(1)	(1)	✗
Spa as per standard definition.	(1)	(1)	(1)	✗
Leisure facility which includes any of the following – Swimming Pool, Sauna, Jacuzzi/Whirlpool/Hot Tub, Gym, Billiard Room, Tennis Courts etc.	(1)	(1)	(1)	✗
Beauty Salon/hair salon.	(1)	(1)	(1)	✗
Fully maintained and supervised playroom or playground.	(1)	(1)	(1)	✗
Nine or eighteen hole golf course.	(1)	(1)	(1)	✗

- ✓ This symbol means that the service or facility listed is required.
- ✗ This symbol means that the service or facility listed is not required.
- (1) Point Scoring Opportunity

★★ 2 stars | ★★★ 3 stars | ★★★★ 4 stars | ★★★★★ 5 stars