

**MINIMUM REQUIREMENTS AND CLASSIFICATION MATRIX
FOR APPROVED IRISH HOME BED & BREAKFAST**

TOWN HOUSES

COUNTRY HOUSES

FARMHOUSES

February 2013: V2

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1. INTRODUCTION

1.1. Fáilte Ireland

Fáilte Ireland, the National Tourism Development Authority was established under the National Tourism Development Authority Act, 2003 to guide and promote tourism as a leading indigenous component of the Irish economy. The organisation provides strategic and practical support to develop and sustain Ireland as a high quality and competitive tourist destination. In this context, our mission is broadly:

"To increase the contribution of tourism to the economy by facilitating the development of a competitive and profitable tourism industry"

Fáilte Ireland works in strategic partnership with tourism interests to support the industry in its efforts to be more competitive and more profitable and to help individual enterprises to enhance their performance.

1.2. Quality Assurance

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 assessment of various accommodation categories.

Under the Tourist Traffic Acts 1939-2003, Fáilte Ireland has specific powers and functions in relation to the registration, approval and grading of tourist accommodation. We carry 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.

These schemes provide assurance to visitors and encourage higher standards of product amongst the industry in Ireland. Today's visitors have high expectations and that's why we have put such emphasis on our various quality assurance schemes.

2. BED & BREAKFAST APPROVAL & CLASSIFICATION SCHEME

All Bed & Breakfast properties must attain the Approved minimum entry level requirements in order to participate in the Fáilte Ireland Irish Home Bed & Breakfast Approval and Classification scheme. The new scheme was developed in close consultation with the Bed & Breakfast representative groups, and incorporates all star rated categories, 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 streamlined and consistent approach for the approval and marketing of Bed & Breakfast properties and will facilitate Fáilte Ireland to focus on supporting the sector through marketing efforts and product development.

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.

2.1. Minimum Requirements

There are four levels of classification ranging from Approved* to Five stars in the Bed & Breakfast sector.

All Bed & Breakfast properties must attain the Approved minimum entry level requirements in order to be approved by Fáilte Ireland. To obtain a higher star rating, a progressively higher quality and range of services and physical facilities must be provided across all areas.

The assessment is divided up into "quality areas" that represent aspects of the business that contribute to the quality of the guest experience. Each quality area contains a series of minimum requirements. These are aspects of the facility and service that must be in place in order to meet visitors' fundamental requirements. These minimum requirements must be met to ensure eligibility for a star grade.

***Approved replacing Two star rating**

3. WHAT ARE THE BENEFITS OF APPROVAL & CLASSIFICATION

The Fáilte Ireland B&B Classification scheme offers many benefits:

- **Signage*** will be supplied to all approved participants. The new shamrock quality assurance sign will be backed by an extensive awareness campaign.
- **Association with the Fáilte Ireland Brand name** – seen as a guarantee of quality for visitors in Ireland.
- **International recognition** – Eligible to use the term “Approved to Fáilte Ireland Standards” in all promotional material and on websites.
- **Quality Assessment** - an independent assessment carried out by experienced professionals which will provide an indication of where your business is, relative to the required standards.
- **A listing** on www.discoverireland.ie which promotes Ireland to approximately 2.7 Irish visitors per year with where to stay amongst the most visited pages.
- **A listing** on www.ireland.com link to 47 different country websites, including over 19 foreign languages versions, attracting over 1 million visitors every month.
- **Discover Ireland Centres** promotion of your of your B&B in tourist offices nationwide.
- Access to **marketing opportunities** offered by regions, destinations, Fáilte Ireland and Tourism Ireland to quality assessed operations only.

*Where a B&B, for whatever reason, ceases to participate in the Fáilte Ireland Classification scheme, all relevant display signs, print material and web content must be removed.

4. CONDITIONS FOR PARTICIPATION

All establishments are required to:

- Meet or exceed the Fáilte Ireland minimum entry requirements for classification purposes.
- Observe all of the requirements set out in the Minimum Requirements for Approved Irish Home B&B 2010.
- Be assessed bi-annually, and in the event of complaints, by authorised contractors of Fáilte Ireland.
- Pay an annual approval fee.
- Complete an annual information collection questionnaire either online or by post, as required.
- Maintain appropriate standards of guest care, cleanliness and service.
- Describe accurately in any advertisement, brochure or other printed or electronic media, the facilities and services provided.
- Remove all relevant display signs, print material and web content, where an establishment, for whatever reason, ceases to participate in the Fáilte Ireland Approval Scheme or falls out of approval.

NOTE: If the principal requirements are met but not of sufficient quality or cleanliness the property will not be classified.

5. THE APPLICATION PROCESS

5.1 Application For Listing

Every application made for listing of any premises in the Fáilte Ireland List of Irish Home Bed & Breakfasts, shall be in writing using the Initial Application Form supplied by our appointed Contractor and shall, when filled in and completed by, or on behalf of the applicant, for such approval, be sent by post to, or left at the principal office of our appointed Contractor and shall be accompanied by:

- a) The application fee authorised by Fáilte Ireland.
- b) Evidence that the premises is registered by the Health Board, in whose functional area the premises is situated, under the Food Hygiene Regulations 1950-1989 and the EC (Hygiene of Foodstuffs) Regulations 2000 (as the same may subsequently be amended or modified).
- c) Written evidence that the premises complies with Fire Services Act 1981 and/or Building Control Act 1990.
 - (i) Written evidence from the Fire Authority for the area where the premises are situate that the said Fire Authority have no objection to the registration of the premises as an Irish Home B&B or from the applicant's architect/engineer that the premises substantially complies with the Fire Services Act 1981 and/or the Building Control Act 1990.
 - (ii) Copy of Fire Safety Certificate to be provided.
- d) Evidence that the premises complies with the Local Government (Planning and Development) Acts, 1963-2000.

5.2 Initial Listing

Where the Contractor is satisfied that an application has been duly made in accordance with Fáilte Ireland's Requirements and that the premises in respect of which the said application has been made is approved for listing, the premises will be listed in the said List on payment of the fees authorised by Fáilte Ireland.

5.3 Renewal of Listing

Every application made for the annual renewal of listing in the sector must be made in writing on the official Renewal Form and shall, when filled in and completed by the applicant for the renewal of such listing, be sent by post or left at the office of the Appointed Contractor.

6. TO APPLY FOR APPROVAL AND CLASSIFICATION

Please contact our dedicated service provider at P.O. Box 51, Clonakilty, Co Cork

Tel: 0818 888800

Email: qualityassurance@failteireland.ie

For purposes of clarity and transparency, the operator will initially complete an assessment form for their particular classification. **This will then be verified by Fáilte Ireland's contractors following a visit to the premises and only then can a classification be awarded.**

An appeal procedure will also be put in place, with the decision of the Appeal Board being final. However, as the rating procedure will be demonstrably objective and transparent, it is not envisaged that a substantial demand for appeals will emerge. All guidance notes and assessment forms for classification for each grade are available to download from the Fáilte Ireland website: www.failteireland.ie

Legend:

- ✓ **This symbol means that the service or facility listed is required.**
- X **This symbol means that the service or facility listed is not required.**
- **This symbol means that the service or facilities marked in this way are ones which have already been dealt with through another requirement.**

7. Minimum Requirements for Approved Irish Home B&B Approved to Fáilte Ireland Standards

Commencements:

These requirements shall come into operation on the 18th day of January 2010 (the commencement date).

Suppliers of Approved Bed and Breakfast Accommodation are listed by the Appointed Contractor under contract from Fáilte Ireland on the basis that they provide visitors with the opportunity to share some time with people in their own homes.

The requirements in this section of the document are the minimum requirements for listing as an approved Bed and Breakfast home. The Appointed Contractor reserves the right to refuse to list or remove any property from the listing which, in their opinion does not conform to the image, standard or quality of service required from an approved bed and breakfast home, whether or not the property complies with the minimum requirements set out in the following pages.

Any advertising undertaken by listed premises whether broadcast, print, outdoor, or any electronic media should not describe the premises in any terms other than as a Fáilte Ireland Approved Irish Home B&B.

<p>Note: When a premises changes ownership, the new proprietor may apply to the Appointed Contractor for approval and must comply with Fáilte Ireland's current minimum requirement</p>
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Definitions

- (i) The "Authority" means Fáilte Ireland.
- (ii) "The Contractor" means the contractor appointed by the Authority to carry out inspection and approval services for the Approved Irish Home B&B Accommodation sector.

(iii) Town Home: A House in a City, Town or Village

The choice of town house runs from detached and semi-detached to large period houses. Many are in an ideal location for city visits and shopping, they are often close to train and bus services, convenient and comfortable accommodation in a personal and homely atmosphere.

(iv) Country Home: A House in a Rural Setting

Country homes offer a wide selection of premises such as Georgian residences, modern bungalows and traditional Irish homes - all with modern amenities and facilities and all with an adequate garden and green surrounds. The guest will find homes relaxing and ideal for getting to know the host.

(v) Farmhouse: A House on a Working Farm

The Farmhouse product is expected to provide quality accommodation. Farmhouse hospitality encompasses warmth, sensitivity, time for guests and willingness based on local knowledge to provide information and directions. Any home offering a holiday on a farm must allow safe access to the farm. Environmentally responsible practices are the cornerstone of the farmhouse holiday/bed and breakfast operation.

MINIMUM REQUIREMENTS LEGEND:

- ✓ This symbol means that the service or facility listed is required.
 X This symbol means that the service or facility listed is not required.
 App. Approved rating (replacing 2*)

1	THE PREMISES	App.	3*	4*	5*
1	The premises shall be a private domestic dwelling, the primary home of the operator who must reside in same, the dwelling concerned must be of substantial and durable construction, structurally safe and in good repair throughout.	✓	✓	✓	✓
2	The premises shall comply and operate in accordance with all statutory requirements of local and other authorities and to the use thereto in relation to planning, fire precautions, health, water supply, sewage disposal and general safety. It is the responsibility of the proprietor to ensure that these conditions are fulfilled.	✓	✓	✓	✓
3	Wherever possible, access should be provided for persons with mobility difficulties, including wheelchair users, to the entrance hall, reception, bedrooms and including bathroom and toilet facilities in accordance with the Building Regulations 2000 Technical Guidance Document M (as may subsequently be amended or modified).	✓	✓	✓	✓
4	The premises must carry fire, public and where relevant, employers' liability insurance.	✓	✓	✓	✓
5	The premises shall contain in ONE building accessible from within such amounts as determined hereunder, of entrances, dining room, kitchen and utility areas, sitting room / lounge, bathrooms and toilets, guest bedrooms, owner's accommodation, storage areas, together with sufficient corridors and stairways to ensure proper circulation and access to the various rooms.	✓	✓	✓	✓
6	The premises shall contain effective means of natural lighting and ventilation and have a means of heating capable of maintaining, when required, a room temperature of 20 degrees Celsius. Appropriate outdoor lighting must be provided throughout darkness.	✓	✓	✓	✓
7	The premises shall have a telephone installation connected to a national telephone system available for guest use.	✓	✓	✓	✓

8	The premises shall make available for guests and employees basic first aid equipment.	✓	✓	✓	✓
9	Smoke alarms must be fitted and fire evacuation advice must be provided in each bedroom.	✓	✓	✓	✓
10	The exterior and interior, outdoor areas, grounds and car parking areas, shall be kept clean and well maintained throughout and in good decorative order to the satisfaction of the Contractor.	✓	✓	✓	✓
11	It is the owner's responsibility to provide adequate car parking facilities for their guests, where possible.	✓	✓	✓	✓
12	When the premises is listed as open, it must be operated by the proprietor (s) trained or experienced in home hospitality, and must be available for viewing by the Advisor without previous appointment.	✓	✓	✓	✓
13	Approval ceases on change of ownership and the Fáilte Ireland Shamrock Sign must be removed and returned to the agreed location before the sale of the house has been completed.	✓	✓	✓	✓
14	Upon completion of the sale, the new proprietor may seek approval (in their own right) by applying to the Contractor and must comply with the current minimum requirements.	✓	✓	✓	✓
15	Approval will be removed if one complaint of a serious nature is received and found to be justified. When three or more unfavourable reports of a premises or proprietor occur, a review may lead to the cancellation of the premises pending an investigation of complaints. Approval may also be deferred while a complaint is being investigated.	✓	✓	✓	✓
16	The premises shall have appropriate flooring throughout.	✓	✓	✓	✓
17	Room keys should be provided to guests. Proprietor should have a master key or duplicate key to all rooms in order to service rooms and for emergencies.	✓	✓	✓	✓
18	Domestic pets are not allowed in dining room, kitchen or any guest area.	✓	✓	✓	✓

19	ENTRANCE	App.	3*	4*	5*
19.1	The entrance hall shall be of sufficient size to cater adequately for the volume of traffic normally using the premises.	√	√	√	√
20	DINING ROOM	App.	3*	4*	5*
20.1	<p>The dining room must contain good quality dining room furniture, including a sideboard, and be sufficient for the resident capacity of the house, and must provide;</p> <ul style="list-style-type: none"> (a) minimum dining space of not less than 12 sq. m. (b) a floor to ceiling height of not less than 2.4 m. (c) at least one window to provide natural light and ventilation. (d) a combined sitting / dining room / kitchen is acceptable provided the area is at least 30 sq. m and adequate visual separation is provided between the kitchen and dining areas. (e) tables and seating shall be of adequate size to enable the guests to dine in comfort and be capable of easy and flexible arrangement and permit guests to circulate easily in the dining area. (f) cutlery, condiments, 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. (g) crockery shall be adequate to serve the maximum number of guests capable of being seated in the dining room, be in good condition, of good quality and of uniform design. 	√	√	√	√

21	DINING ROOM	App.	3*	4*	5*
21.2	<p>The following are not acceptable:</p> <ul style="list-style-type: none"> (a) sole access to dining room and / or sitting room through the kitchen. (b) oil-fired or solid fuel cooker in the guest dining room and/or sitting room (an oil-fired or solid fuel stove is permissible). (c) smoking must not be allowed in the dining-room, or in any other area accessible to all guests. At least 50% of bedrooms should be designated non-smoking. 	√	√	√	√
22	KITCHEN	App.	3*	4*	5*
22.1	<p>The kitchen shall be adequate in size to service the resident capacity of the house located adjacent to or easily accessible to the dining room and shall contain facilities, equipment and fittings of good quality and condition for the storage and cleaning of utensils used for these purposes. (Minimum size 7.5 sq. m).</p>	√	√	√	√
22.2	<p>Generally, such facilities, equipment and fittings shall include:</p> <ul style="list-style-type: none"> (a) refrigerators (of an adequate size for the maximum number of guests and family catered for) for meat, fish, dairy products and other perishable commodities. (b) food preparation tables or units. (c) cooking equipment for boiling, roasting, baking, grilling, steaming, etc of food as required. (d) dishwasher and sink unit(s) complete with all necessary plumbing. (e) clothes washing and drying machines must be installed in utility room or similar area but not in the kitchen. (f) at least one external window to provide natural light and ventilation, plus mechanical extraction. (g) fire blanket and fire extinguisher must be installed in close proximity to cooking area. (h) covered garbage disposal unit (garbage bin). 	√	√	√	√

23 SITTING ROOM		App.	3*	4*	5*
23.1	Access through sitting room to guest bedrooms is not acceptable and guest bedrooms must not open directly into the sitting room.	√	√	√	√
23.2	<p>Sitting room shall contain furniture, fittings and equipment of good taste, quality, condition, and shall be provided in relation to the resident guest capacity of the premises and shall have:</p> <ul style="list-style-type: none"> i. minimum floor area of not less than 12 sq. m. ii. floor to ceiling height of not less than 2.4 m. iii. at least one window to provide natural light and ventilation, iv. windows at first floor level or higher must have child proof locks. v. television to be provided in sitting room in cases where no television is available in the bedroom(s). vi. local guides and other suitable reading material available. 	√	√	√	√
24 GUEST BEDROOMS		App.	3*	4*	5*
24.1	<p>There must be at least two and no more than six guest bedrooms, none of which must have access through another room. The maximum number of bedrooms in the house shall not exceed nine, including proprietors' family bedrooms. If more than four guest bedrooms are provided, planning permission for bed and breakfast use is necessary (See requirement 2).</p> <p>Bedrooms, the toilets and bathrooms serving them, and the corridors off which they shall open shall be "out of view" from the entrance or other public areas.</p> <ul style="list-style-type: none"> 24.1(a) each bedroom must be specifically identified by name or number. 24.1(b) each bedroom shall be serviced daily. 	√	√	√	√

24	GUEST BEDROOMS	App.	3*	4*	5*
24.2	Annex accommodation; is generally not acceptable. However in rural locations where out-buildings are of historical importance or architectural merit, a derogation may be given in relation to annex accommodation provided that all other bedroom regulations are complied with.	√	√	√	√
24.3	<p>Each bedroom shall have:</p> <p>(a) a floor area for single bedrooms of not less than 7.5 sq. m.</p> <p>(b) a floor area for twin/double bedrooms of not less than 12 sq. m.</p> <p>(c) floor areas for treble bedrooms of not less than 16 sq. m.</p>	√	√	X	X
24.4	<p>Each bedroom shall have:</p> <p>(d) a floor to ceiling height of not less than 2.4m.</p> <p>(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 1.6 m from the floor. Windows at first floor level or higher must have child proof locks.</p> <p>(f) en-suite bathroom (where provided) shall contain a bath and/or shower with grab handles, wash-hand basin and WC of good quality and condition complete with all plumbing for the supply of hot and cold water and the disposal of waste. Wash-hand basins in en-suite bathrooms must be normal size - see 24.4(m). Each bathroom shall have washable floors and provide a non-slip bath mat where a bath is provided.</p>	√	√	√	√
24.5	(g) Each en-suite bathroom attached to a bedroom shall have a minimum floor area of 3.5 sq.m. and 3 sq.m. where the facility includes a shower unit only.	√	√	√	X

24	GUEST BEDROOMS	App.	3*	4*	5*
24.6	<p>Each bedroom shall contain furniture, fittings and equipment of good taste, quality and condition, for sleeping and toilet purposes and for the storage including hanging of clothes. Generally, such furniture, fittings and equipment shall include:</p> <p>(a) bed(s) complete with sprung interior, foam or orthopaedic mattress (es) minimum bed sizes - single 189cm X 91cm (3' by 6'3") double 189cm X 135cm (4'6" by 6'3"). 190 X 120cm (4' by 6'3") beds will not be approved as doubles. Double beds must be accessible from both sides. Bedheads must not be positioned under windows.</p> <p>(b) each bed(s) to include wipe clean headboard. Fabric headboards are not acceptable.</p> <p>(c) good quality blankets/duvets and 2 pillows per person. Extra pillows and blankets available on request. Duvets with suitable cover/sheets are acceptable. Chopped foam-filled pillows are not acceptable. Pillows of a non-allergenic filling must also be available for guests.</p> <p>(d) good quality mattress and pillow protectors must be used. The use of plastic based or other non breathable material will not be acceptable.</p> <p>(e) sheets and pillow cases of cotton, linen or cotton/polyester blends and of good standard. Nylon sheets and pillow cases are not acceptable. All bedclothes including spare linen and towels must be available for inspection. Change of linen; minimum once every three nights (per stay).</p> <p>(f) loose or built-in unit(s) comprising bedside table/locker on both sides of a double bed, wardrobe, dressing table with mirror, and drawer/shelf space. Open plan clothes hanging space is acceptable if located in the lobby section of the bedroom.</p>	√	√	√	√

24	GUEST BEDROOMS	App.	3*	4*	5*
24.7	<p>(g) a bedside light per person controllable from the bed, minimum 60 watt (one on either side of a double bed) main lights minimum 100 watt or CFL equivalent.</p> <p>(h) a minimum of one chair per bedroom, non flammable waste basket, ashtray(s) where smoking is permitted.</p> <p>(i) carpet or rugs with non-slip backing if floor is of special design or treatment.</p> <p>(j) window curtains or black out blinds to ensure privacy and exclusion of light.</p> <p>(k) good quality towels must be provided per person per day, minimum size hand 0.4 by 0.8m, bath 0.6 by 1 mm.</p> <p>(l) one drinking glass per bed space.</p> <p>(m) where a bedroom does not have a private bathroom attached; a normal size wash-hand basin (0.56cm) by (0.40cm), complete with plumbing for the continuous supply of hot and cold water, fitted with mirror, wash light, shaving socket, vanity shelf, and accessories for holding toilet equipment. Soap dispenser or individually wrapped soaps available for washing hands.</p> <p>(n) printed advice for means of summoning assistance at night. This notice must be in all bedrooms in addition to fire instruction notices.</p>	√	√	√	√
24.8	Bunk beds are not acceptable.	√	√	√	√
24.9	Access to bedrooms is not acceptable through dining room or kitchen.	√	√	√	√

25	BATHROOMS AND TOILETS	App.	3*	4*	5*
25.1	In the case of houses with guest bedrooms, which do not have private bathrooms attached, such houses must have one bath and one shower (the shower may be separate or fitted over the bath) for the first 6 persons accommodated including the owner's family. A second bath/shower for every additional 4 persons must also be provided.	√	√	√	√
25.2	All bathrooms shall have 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 and shall have an effective system of direct or mechanical ventilation. Safety grab rail must be provided. All bathrooms shall have good quality shower curtains or splash screens, and shall be equipped with shelf, towel rails, clothes hooks, non-slip bath mat, soap tray, toilet brush and holder, sanitary bin or disposal bag and a clean and ample supply of toilet requisites, including towels, soap and toilet paper. The bathroom shall have a mirror fixed to the wall over the wash-hand basin and shall have a vanity light, electric shaver point.	√	√	√	√
25.3	<p>Each premises which does not have all its guestrooms with en-suite facilities shall contain two toilets for the first 6 persons accommodated including family, and one toilet for every additional 6 persons.</p> <p>(a) toilets and bathrooms located off the kitchen must be suitably lobbied and ventilated. These are not suitable for guest use and are for family use only.</p> <p>(b) bathrooms / shower rooms and toilets must be adjacent to, and on the same level as guest bedrooms.</p> <p>(c) in the case of en-suite bathrooms, the wash-hand basin may be omitted if a similar unit is installed in the bedroom.</p>	√	√	√	√
25.4	Stand-alone shower units in bedrooms, either cabinet or built-in, are not acceptable.	√	√	√	√

26	OWNERS ACCOMMODATION	App.	3*	4*	5*
26.1	<p>Suitable sleeping, dining, lounge, bathroom, and toilet facilities shall be provided in the premises relative to the number of family members living on the premises.</p> <p>Family bedrooms adjacent to the kitchen must be suitably lobbied.</p>	√	√	√	√
26.2	<p>The whole house, including owner's accommodation, must be available for viewing by the Quality Adviser(s). This is necessary to ensure that the premises complies with the requirements in relation to the number of guestrooms and the number of family rooms.</p>	√	√	√	√
26.3	<p>Proprietor(s) and assistant(s) must be cleanly attired at all times with particular attention to personal hygiene.</p>	√	√	√	√
27	STORAGE	App.	3*	4*	5*
	<p>Facilities shall be provided for the storage of cleaning materials, etc. for each of the various units of the house and for the storage and airing of necessary stocks of bed linen, blankets, etc. Suitable refuse bins to be provided. Provision shall be made for the collection, removal of garbage and disposal in a suitable manner.</p>	√	√	√	√
	MATERIAL CHANGES	App.	3*	4*	5*
	<p>Any material change made to the premises affecting room profile etc. must be notified to the Appointed Contractor as soon as possible.</p>	√	√	√	√

8. KEY REQUIREMENTS AT EACH CLASSIFICATION LEVEL

There are four levels of classification ranging from Approved to Five stars in the Bed & Breakfast sector. All Bed & Breakfast properties must attain the Approved minimum entry level requirements in order to be approved by Fáilte Ireland.

To obtain a higher star rating, a progressively higher quality and range of services and physical facilities must be provided across all areas. These additional requirements are set out in checklist format on the following pages.

Premises and Grounds	3*	4*	5*
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, to be well lighted and have proper directional signage.	✓	✓	✓
Signs maintained in good condition, where displayed.	✓	✓	✓
The premises shall make available for guests basic first aid equipment.	✓	✓	✓
Guests should have access to the premises and their bedrooms at all times.	✓	✓	✓
Refuse bins and storage areas kept discreetly positioned.	✓	✓	✓
High standards of maintenance in the garden. Tidy flowerbeds/pathways/hedges etc.	✓	X	X
The entrance and building are well maintained.	X	✓	✓
Landscaped, well maintained gardens.	X	✓	✓
The provision of garden furniture, where appropriate.	X	✓	✓
Evidence that the building and grounds are well maintained and that Health & Safety standards and practices are demonstrated within the buildings and the surrounding environment.	X	X	✓
Welcoming and impressive surroundings upon arrival.	X	X	✓

Arrival / Greeting	3*	4*	5*
Offer of refreshments on arrival.	√	X	X
Guests directed to their rooms.	√	X	X
All guests required to sign-in on arrival.	√	√	√
Proprietor and/or staff available for guests' arrival, departure and at all meal times.	√	√	√
Clear visible directional signage on the approach to the property, where possible.	√	√	√
Reception equipped for arrival / departure of guests.	√	√	√
Local information at reception / hall area.	√	√	√
Guest comment book at reception area.	√	√	√
Early morning calls available on request or an alarm clock provided.	√	√	√
Guests escorted to the bedrooms with the offer of luggage assistance.	X	√	√
Safe available for storage of guests' valuables.	X	√	√
Offer of tea / coffee and homemade scones / soda bread or cake on arrival.	X	√	√
Appropriate Customer Care Programme undertaken within 12 months of application. Certificate on display.	X	√	√
Information on the following to be available: <ul style="list-style-type: none"> • Restaurant Booking • Car Hire/Taxi/Local Bus Services • Theatre Bookings (where applicable) 	X	√	√

Reservations / Departure	3*	4*	5*
On line reservation and booking confirmation available where appropriate.	√	√	√
Call forwarding or answering service at all times.	√	√	√
Guests made aware of any access restrictions and parking availability when booking.	√	√	√
Directions to property including street maps available in hard copy and on the internet.	√	√	√
Booking policy and room guarantee explained. Estimate of arrival time established.	√	√	√
Detailed bill available for guests on departure.	√	√	√
Satisfaction with stay checked.	√	√	√
Electronic payment facility available for cards and at least 2 major credit cards accepted.	X	√	√
Structure in place for dealing with guest enquiries, reservations, correspondence, complaints etc.	√	√	√
Guest satisfaction regularly monitored.	√	√	√
Comprehensive booking procedure to include documenting guest requirements, if any.	X	√	√
Confirmation letter and directions sent by post/fax/email.	X	√	√
Offer of assistance with luggage, and offer of directions to next destination.	X	√	√
Bill prepared in advance of guests' departure.	X	√	√
Each property will have their own dedicated brochure website to promote their business. Website should include images of the property, bedrooms and other facilities, sample breakfast menu, directions to the property, map, and product description.	X	√	√
Message service available and messages should be delivered promptly to the guest.	X	X	√
Usually no more than five rings before telephone is answered.	X	X	√

	Operational	3*	4*	5*
	Attentive, more personalised service with very good levels of customer care such as use of guest's name.	√	√	√
	All rooms vacuumed daily.	√	√	√
	Soft furnishings and carpets well-maintained.	√	√	√
	Proactive offer of additional services e.g. warming/lighting a bedroom where necessary before guest arrives.	√	√	√
	Strong awareness and anticipation of individual guest's needs.	√	√	√
	Proprietor or nominated person on duty, and / or contactable 24 hours a day.	√	√	√
	Selection of teas and herbal teas or coffee available on request or by self service or available in a designated area on the landing or in the lounge area or conservatory.	x	√	√
	Additional services offered spontaneously such as, use of telephone, information on the locality, recommendations for eating out etc.	x	√	√
	Excellent, well positioned lighting and signage.	x	√	√
	Clear evidence of exceptional and innovative guest services and guests relations demonstrated.	x	x	√
	Sufficient professional staff available to ensure guests needs are provided and attended to at all times.	x	x	√

Dining Room	3*	4*	5*
Adjustable lighting to provide required levels for daytime/evening service and daily cleaning.	√	√	√
Quality light fittings and shades.	x	√	√
Good quality furniture in excellent condition.	x	√	√
Cloth napkin or top quality paper napkin provided for all meals.	x	√	√
A number of dining tables to be available for guest use. Individual guests should have the choice to dine alone or within a group sitting.	x	√	√
Linen / High quality cloth tablecloths and coordinated tableware.	x	x	√
Breakfast	3*	4*	5*
Choice of a minimum of two other cooked options e.g. scrambled egg and smoked salmon, omelette or kippers, besides "Full Irish Breakfast".	√	√	x
Minimum availability time of one and a half hours with service up to at least 10.00 a.m.	√	√	√
The following food items are to be provided for breakfast: selection of cereals, fruit juices, fresh fruit, yogurt, bacon, eggs, sausages, tomatoes, brown and white bread, toast, preserves, butter, tea and coffee and a minimum of 1 herbal tea.	√	x	x
If breakfast buffet provided, items to be kept topped up and chilled as appropriate.	√	√	√
Additional hot drinks, toast and breads to be made available, i.e. regular top ups. Dietary requirements catered for.	√	√	√

Breakfast	3*	4*	5*
Breakfast Tray available for early departures.	√	√	√
Special dietary requirements determined at time of booking or at registration.	√	√	√
Where breakfast items are required to be chosen the night before a professional Breakfast Menu Card should be provided in all rooms.	√	X	X
A minimum of continental breakfast available for early departures.	X	√	√
<p>The following food items are to be provided for breakfast:</p> <ul style="list-style-type: none"> • Freshly squeezed fruit juices • Extensive range of breakfast cereals to include bran-based cereals • Selection of fresh fruit and yogurt • Selection of cold meats and / or local cheese • Selection of homemade bread, scones, butter and preserves • Tea, coffee and a minimum of one herbal tea. 	X	√	√
Highly attentive service with the offer of fresh hot drinks, toast etc.	X	√	√
Orders for breakfast should be taken at the breakfast table in the morning and not the day before.	X	√	√
Choice of a minimum of four cooked seasonal breakfast options besides "Full Irish Breakfast" e.g. Porridge with a choice of toppings, Pancakes with maple syrup and fresh fruit, Omelette made to order, Scrambled Eggs with Smoked Salmon, Eggs Benedict, fresh fish etc.	X	X	√
Selection of fresh fish available.	X	X	√
Afternoon Tea	3*	4*	5*
Complimentary Afternoon Tea available to guests. Afternoon tea to include a choice of homemade scones, cake or a selection of sandwiches.	X	X	√

Food and Service	3*	4*	5*
Prompt table clearing and satisfaction checks.	√	√	√
Food served at the correct temperature, on a hot or cold plate as appropriate.	√	√	√
Other meals (if provided); hours of opening must be stated and adhered to.	√	√	√
Help is provided, on request, to find an alternative place to eat/drink within the area.	√	√	√
Well-presented food freshly cooked from good quality, local and seasonal ingredients, where practical.	√	√	√
Particular attention to food quality rather than an extensive choice.	√	√	√
Menus professionally presented.	√	√	√
Condiments to be frequently replenished.	√	√	√
Table setting to be of the highest standard, including quality accessories and glassware.	x	√	√
Presence of high quality table enhancements e.g. candles or fresh flowers.	x	√	√
Excellent cooking with an emphasis on fresh, seasonal, locally sourced produce.	x	√	√
Reasonable food and drink knowledge, i.e. where produce is sourced etc.	x	√	√
Comprehensive description of items on menu, creating awareness of local produce, where possible.	x	√	√
All breads to be home baked with the exception of toasting bread.	x	√	√

Dinner, if provided	3*	4*	5*
Fixed price menu or individually priced dishes made available.	X	X	√
Proprietors and staff to provide guests with advice and recommendations regarding menu.	X	X	√
If wine provided correct red and white wine glasses to be available.	X	X	√
If wine provided a representative and well balanced wine list to be available.	X	X	√
Sitting Room	3*	4*	5*
Selection of local newspapers and magazines available.	√	√	√
Plain walls to be decorated with framed pictures or prints.	√	√	√
Tea / Coffee facilities available all day.	√	√	√
Lounge Area containing lounge furniture for resident's use.	X	√	√
Internet connection including Wi-Fi available throughout the premises, unless geographically restricted.	X	√	√
One daily national newspaper, where practical and a selection of magazines available.	X	√	√
Fresh floral or plant arrangements.	X	X	√
Access to a computer or laptop with internet access available, where infrastructure exists.	X	X	√

Guest Bedrooms	3*	4*	5*
Cots available, if requested at the time of booking.	√	√	√
Hangers available for clothes - minimum four per person provided.	√	√	X
Ample socket provision for all equipment provided.	√	√	√
One bedside locker per bed (min 2). Family rooms must have a minimum of two bedside lockers.	√	√	√
Individual control of heating by guest.	√	√	X
A minimum of one chair per bedroom.	√	X	X
Guest directory available in all bedrooms to include: mobile number for proprietor, doctor, taxis, restaurants and details of local church and visitor attractions. Details of emergency exits and telephone numbers. Information on how to access Wi-Fi etc.	√	√	√
Plug adaptor available on request.	√	√	√
Standard/reading lamp provided in each room.	√	√	√
Iron and ironing board available on request.	√	√	√
Change of linen every three days.	√	X	X
Automatically change towels every day unless requested not to or by linen card.	√	√	√
TV with remote control available in all bedrooms. *In the case of a historic house, an exemption can be made however bedroom should be wired for television and available at all times upon request.	√	√	√
TV visible from sitting area or bed.	√	√	√

Guest Bedrooms	3*	4*	5*
Hair dryer available in all rooms.	√	√	√
A means of securing bedroom doors from inside and out.	√	√	√
Alarm clock available on request.	√	√	√
Minimum Floor Area (excluding private bathrooms) Single; 9 sq. m. Minimum Floor Area (excluding private bathrooms) Double; 14 sq. m. Minimum Floor Area (excluding private bathrooms) Double/Single; 18 sq. m.	x	√	x
Generous access to both sides of double bed.	x	√	√
Supplementary heating available at no extra charge, on request.	x	√	√
100% bedrooms en-suite.	x	√	√
Daily change of linen, on request. Otherwise every second day.	x	√	√
Coordinated and crisply laundered linen with choice of high quality bedding available.	x	√	√
Luggage stand/holder/rack in each room.	x	√	√
Occasional table provided in every bedroom.	x	√	√
Full length mirror in each room.	x	√	√
Radio available on request.	x	√	√
Writing paper and envelopes available on request.	x	√	√
Tea / Coffee available on request.	x	√	√

Guest Bedrooms	3*	4*	5*
Co-ordination of interior design and soft furnishings.	x	√	√
Complimentary mineral water supplied.	x	√	x
A minimum of one comfortable upholstered armchair per bedroom.	x	√	√
High quality coordinated lighting and soft furnishings.	x	√	√
Minimum Floor Area (excluding private bathrooms) Single; 12 sq. m. Minimum Floor Area (excluding private bathrooms) Double; 18 sq. m. Minimum Floor Area (excluding private bathrooms) Double/Single; 20 sq. m.	x	x	√
Quality light fittings. Shades to match overall theme of decoration.	x	x	√
Wardrobe or clothes hanging area: minimum 6 hangers (not wire variety).	x	x	√
At least two electrical 13 amp outlets suitable for the attachment of electrical equipment.	x	x	√
High quality linen or high grade cotton.	x	x	√
Antique or very high quality modern furnishings in all bedrooms.	x	x	√
Wine glasses and bottle opener available on request.	x	x	√
Individual heating control by guest to specific temperature by thermostat.	x	x	√
Complimentary bottled water supplied.	x	x	√

Bathrooms, En-suites and Toilets	3*	4*	5*
Soap dispenser or individually wrapped soaps available for washing hands.	√	√	√
Plenty of hot water available at all times.	√	√	√
All bathrooms must have an effective system of direct or mechanical ventilation.	√	√	√
Where flooring is tiled, grouting and sealant to be in excellent order.	√	√	√
A minimum of shampoo and shower gel available for guest use.	√	X	X
Extra towels available on request.	√	√	√
High quality washable flooring throughout. (No carpets).	√	√	√
Lidded waste bin in all bathrooms / en-suite.	√	√	√
An internal lock / bolt on bathroom door.	√	√	√
Each bathroom should be equipped with a good quality toilet brush and holder.	√	√	√
Well positioned, good quality lights giving good levels of illumination for various purposes, e.g. shaving, applying make-up etc.	X	√	√
Automatically change towels every day unless requested not to or by linen card.	X	√	√
Automatic or thermostatically controlled heating.	X	√	√
All bathrooms equipped to an excellent standard.	X	√	√
Heated Towel rail, radiator or wall mounted heater available in all en-suites.	X	√	√
A selection of good quality towels to include a minimum of a hand towel and bath towel per person. Bath/shower mat should also be supplied.	X	√	√

Bathrooms, En-suites and Toilets	3*	4*	5*
<p>A range of high quality guest toiletries provided, to include:</p> <ul style="list-style-type: none"> • Bath foam/shower gel. • Shampoo. • Tissues. 	x	✓	✓
<p>Private bathrooms must have a minimum floor area of: 3.8 sq metres where facilities include a bath/shower. 3.5 sq metres where facilities include a shower unit only.</p>	x	x	✓
<p>Additional range of quality body care/toiletry products to include a minimum of four of the following: Cotton wool, tissues, cotton buds, shower cap, body lotion, vanity set, shaving foam etc.</p>	x	x	✓
<p>Ample space for laying out toiletries, shaving equipment etc.</p>	x	x	✓
<p>Face cloths available - one per person.</p>	x	x	✓

Environment	3*	4*	5*
Recommend a code of best practice to be developed and displayed which would encourage B&B to be more environmentally friendly.	√	√	√
Double Glazed Windows (for new builds only).	√	√	√
Draft excluders around external doors.	√	√	√
Fit lagging jacket around immersion tank.	√	√	√
Specific green information for customers to be included in Guest Directory, e.g. towel policy.	√	√	√
Enhanced loft and wall insulation, where possible.	x	√	√
Use of Energy Saving Bulbs, where possible.	x	√	√
Introduce reduce, reuse and recycle waste minimisation system.	x	√	√
Facilitate waste separation, e.g. plastics, paper, glass.	x	√	√
Use of "A" graded domestic electrical appliances, on replacement.	x	√	√
Environmental Awareness & Energy & Water Management Programme	x	√	√
<p>The operator shall include an environmental statement in the guest directory to include information on the following, where applicable:</p> <p>Waste Separation; Use of Renewable energy; Water Management; Use of locally sourced products; Use of recycled products; Public transport available, Walking & Cycling Routes, etc.;</p> <p>A "Help Us To Help The Environment" Statement.</p>	x	√	√