

VisitEngland ™

Chalet Accommodation

Quality Standard



Sustainability and Accessibility

Sustainability: Doing Business Even Better

Green tourism and sustainability practices in your business are one and the same thing; it's all about taking small steps that enable you to do business even better, not differently. Small changes will not only save money, improve employee relations, enhance profitability and provide a richer experience for customers but over time you will also improve your business' impact on the local economy, community and environment. 'Going Green' does not have to be a chore and is just as applicable to properties in a city centre as a rural location.

VisitEngland Can Help

VisitEngland is committed to promoting the adoption of sustainability practices among all tourism businesses. It is our aim to ensure that a sustainable approach is complimentary to improving the overall visitor experience in England. Your help is needed in this aspiration.

For further information on how to enhance your business to be more sustainable, please visit www.better-tourism.org for tools to help "green" your business. Or visit www.visitengland.org/green for further information and case studies on the benefits of adopting sustainable practices.

Sustainable Tourism Certification

If your business is already a successful sustainable business and you wish to demonstrate this to new or existing consumers, you may wish to join one of the certification schemes that exist in England. These schemes are not operated by VisitEngland but by independent organisations which have been verified to ensure they are offering a rigorous and well-founded sustainable certification scheme that will allow you to confidently promote your green credentials.

Visit www.visitengland.org/green for more information.

Improving your Accessibility – A Lucrative Market

Many people have access needs including disabled people, such as those with hearing and visual impairments, wheelchair users, older and less mobile people and people with pushchairs. The accessible tourism market is worth around £12bn to tourism businesses in England and is growing due to an ageing population.

By making some small adjustments to your facilities, providing information on your accessibility and understanding the needs of disabled people, your business will appeal to a wider range of visitors and attract more business. Demand for accessible accommodation outstrips the current supply. Find out how other tourism businesses are benefitting from this loyal market at www.visitengland.org/access

Legal Obligations

Tourism businesses have obligations under The Equality Act 2010, which replaced the Disability Discrimination Acts 1995 and 2005 (DDA) on 1 October 2010. Tourism providers should treat everyone accessing their goods, facilities or services fairly, regardless of their gender, race, sexual orientation, disability, gender reassignment, religion or belief, and guard against making assumptions about the characteristics of individuals.

The Equality Act 2010 requires that service providers must think ahead and take steps to address barriers that impede disabled people. Providers should not wait until a disabled person experiences difficulties using a service, as this may make it too late to make the necessary adjustment.

- 1. Make 'reasonable' changes to the way things are done** – such as changing practices, policies or procedures where disabled people would be at a 'substantial disadvantage' e.g. amend a 'no dogs' policy.
- 2. Make 'reasonable' changes to the built environment** – such as making changes to the structure of a building to improve access e.g. altering or removing a physical feature.
- 3. Provide auxiliary aids and services** – such as providing information in an accessible format, an induction loop for customers with hearing aids.

A service provider cannot legally justify failing to provide a reasonable adjustment. The only question is whether the adjustment is a 'reasonable' one to make. What is 'reasonable' will depend on a number of circumstances, including the cost of an adjustment, potential benefit it may bring to other customers, the resources an organisation has and how practical the changes are.

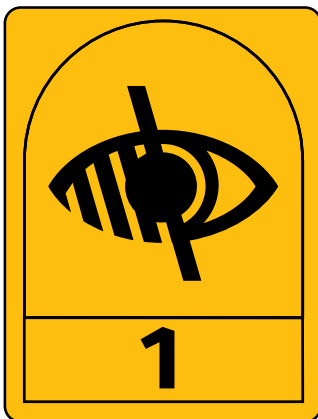
Sustainability and Accessibility

We Can Help

VisitEngland provides tourism businesses with a range of guidance, tools and resources to help increase engagement with the valuable accessible tourism market. Go to www.visitengland.org/access.

It is important to provide information on the accessibility of your facilities and services. This can be achieved by producing an Accessibility Guide (an improved format that replaces Access Statements), which is a requirement for all scheme members. To produce and publish an Accessibility Guide go to www.visitengland.org/accessibilityguides.

More detailed guidance and accessibility ratings are provided by the National Accessible Scheme (NAS) www.visitengland.org/nas.



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Code of Conduct and Conditions of Participation

Code of Conduct

The operator/manager is required to undertake and observe the VisitEngland Code of Conduct:

Prior to booking

- To describe accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided;
- To make clear to guests in print, in electronic media and on the telephone exactly what is included in all prices quoted for accommodation, including taxes and any other surcharges. Details of charges for additional services/facilities should also be made clear, for example breakfast, leisure etc.;
- To provide information on the suitability of the premises for guests of various ages, particularly the elderly and the very young;
- To allow guests to view the accommodation prior to booking if requested.

At the time of booking

- To clearly describe the cancellation policy to guests i.e. by telephone, fax, internet/email as well as in any printed information given to guests;
- To adhere to and not to exceed prices quoted at the time of booking for accommodation and other services;
- To make clear to guests if the accommodation offered is in an unconnected annexe or similar, and to indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the establishment.

On arrival

- To welcome all guests courteously and without discrimination in relation to gender, sexual orientation, disability, race, religion or belief.

During the stay

- To maintain standards of guest care, cleanliness, and service appropriate to the type of establishment;
- To deal promptly and courteously with all enquiries, requests, bookings and correspondence from guests;
- To ensure complaint handling procedures are in place and that complaints received are investigated promptly and courteously and that the outcome is communicated to the guest.

On Departure

- To give each guest, on request, details of payments due and a receipt, if required/requested.

General

- To give due consideration to the requirements of guests with special needs, and to make suitable provision where applicable;
- To ensure the accommodation is prepared for the arrival of guests at all times when the establishment is advertised as open;
- To advise guests, at any time prior to their stay, if there are any changes in what has been booked;
- To have a complaints handling procedure in place to deal promptly and fairly with guest complaints;
- To hold current public liability insurance and to comply with all relevant statutory obligations including legislation applicable to fire, health and safety, planning and food safety;
- To allow VisitEngland representatives reasonable access to the establishment, on request, to conform that the Code of Conduct is being observed or in order to investigate any complaint of a serious nature notified to them.

Conditions for Participation

All establishments participating in the VisitEngland national quality assessment schemes are required to:

- Meet or exceed the VisitEngland minimum entry requirements for a rating in the relevant accommodation sector;
- Observe the VisitEngland Code of Conduct;
- Be assessed annually, and in the event of complaints, by authorised representatives of VisitEngland;
- Pay an annual participation fee and agree that the annual participation fee, however payable, whether made in one payment or by direct debit, is non-refundable by VisitEngland, and relates to and is payable for the VisitEngland national quality assessment scheme participation, services and benefits that you and your establishment receive throughout the applicable participation year. The VisitEngland national quality assessment scheme participation will automatically renew on 1 April each participation year and an invoice for the participation fee will be despatched accordingly, unless VisitEngland receives at least 28 days' notice in writing from you that you no longer wish to participate in the VisitEngland national quality

assessment scheme before the 1 April of the new participation year. VisitEngland shall be entitled to charge you interest on any overdue sum from the date when payment is due until the date of actual payment (as well as before judgment) at a rate per annum of 4% above the base rate from time to time of Barclay's Bank Plc. Such interest shall accrue from day to day and shall be paid subject to any withholding tax;

- You give permission to VisitEngland or its representatives to enter your establishment site at any time to take and create photographs of your establishment. The copyright and all other intellectual property rights, title and interest in and in respect of such photographs shall vest in VisitEngland;
- On termination of participation, howsoever caused, you shall immediately, and no later than within 28 days, at your own expense, remove all references to the VisitEngland rating from websites promoting your establishment and from all other media channels utilised by you to promote your establishment and remove all signs displaying the VisitEngland logo from your establishment site and return to VisitEngland's signs manufacturer Alpen Signs, Central House, Marlow Road, Leicester LE3 2BQ. If, after 28 days following termination of the VisitEngland recognition for your establishment, you have not complied with its obligations to removal of signage, you shall allow the employees, agents or representatives of VisitEngland such access as they require to your establishment site to remove all signs displaying the VisitEngland logo displayed on your establishment. You shall pay to VisitEngland all costs and expenses thereby incurred;
- Any participant disqualified from the VisitEngland national quality assessment schemes for whatever reason will not be allowed to re-join for a minimum period of one year from the date of disqualification. Re-application at an earlier stage may be considered by VisitEngland where it is felt special circumstances apply. In all cases, acceptance of re-application will be at the sole discretion of VisitEngland. Application to re-join the scheme will always incur an additional fee. If disqualification was on the basis of quality or the level of complaints, then it must be demonstrated that the areas of concern have been addressed. This may be done in the form of an advisory visit by a VisitEngland representative, for which an additional charge is likely to be made.

Anti-Corruption & Anti-Bribery

- You shall not, and shall procure that your directors, employees, agents, representatives, contractors or sub-contractors shall not engage in any activity, practice or conduct which would constitute an offence under any anti-bribery and anti-corruption laws, regulations and codes, including but not limited to the Bribery Act 2010, as may be amended or replaced from time to time.
- You shall have in place adequate procedures designed to prevent any person working for or engaged by you or any other third party in any way connected to this agreement, from engaging in any activity, practice or conduct which would infringe any anti-bribery and anti-corruption laws, regulations and codes, including but not limited to the Bribery Act 2010, as may be amended or replaced from time to time.
- Breach of this Clause shall entitle VisitEngland to terminate this agreement by written notice with immediate effect.

Change of Ownership

When an accommodation business is sold or the method of operation changed e.g. contracted out, and the new owner does not continue participation in the VisitEngland national quality assessment scheme, the existing rating cannot be transferred. If a property is sold as a going concern, for continued use to accommodate guests and details of the new owners are provided to VisitEngland, the rating may be continued under the following circumstances:

- The current (outgoing) owners have made all payments due to date for the current participation year. If payment is made by Direct Debit this should remain active until the change of ownership process is completed.
- The current (outgoing) owners provide forwarding details for themselves along with full contact details for the new (incoming) owners to VisitEngland's appointed assessment contractor.
- The current (outgoing) owners provide the expected completion/transfer date to VisitEngland's appointed assessment contractor.
- The new (incoming) owners apply and pay for participation in the VisitEngland national quality assessment scheme within 28 days of the completion/transfer date.

If all these criteria are met then the current (outgoing) owners may be entitled to a pro-rata refund for any complete remaining months paid for in the current participation year.

General Overview

CHALET SCHEME

A chalet is a building, normally constructed in timber, part brick or UPVC and they are used as holiday accommodation on a seasonal basis rather than as a permanent residence, due to the lack of incidentals to the enjoyment of a dwelling. These properties are often restricted in size and may be single storey or dual storey and will usually be situated on a chalet park comprising of similar properties and where common facilities are often shared e.g. refuse disposal facilities. Chalets require individual planning consent and are permanent structures.

N.B. Fully brick/stone built permanent houses or cottages; or caravans (and twin units) **will not** be eligible for this scheme and VisitEngland and its representatives reserve the right to refuse these type of properties entry into the Chalet Accommodation quality assessment scheme.

How does it work	
Step 1	We receive and process your payment. For new applicants, the data received from you will be used to create a record for your property as 'awaiting grading'.
Step 2	We assign an Assessor, once your payment has cleared
Step 3	The Assessor books the assessment
Step 4	The Assessor completes the assessment.
Step 5	We complete a report which is sent to you within 14 working days.
Step 6	Your establishment is now Assessed and you are entitled to unlimited use of your quality rating in all your promotional activity together with the internationally recognised Quality Rose Marque.

Minimum Entry Requirements

These are the minimum entry requirements for **any Star** rating, and must be in place before any rating can be confirmed.

1. General Requirements

Proprietors will be asked to provide evidence that Public Liability Cover is being maintained for the premises and to provide a signed confirmation, at application and renewal of participation, that the following requirements are being fulfilled:-

Statutory Obligations All Chalets and the park must be fully compliant with statutory regulations including the following:	
Safety	<ul style="list-style-type: none"> • Health and Safety at Work • Fire, Gas and Electrical Safety • Electrical Appliance Testing • Product Safety • Bunk bed regulations • British Standards applying to items such as cots, high chairs and play pens (where provided)
Premises	<ul style="list-style-type: none"> • Planning Permission • Private Water Supplies • Housing • TV Licensing
Discrimination	<ul style="list-style-type: none"> • Sex Discrimination • Race Discrimination • Disability Discrimination • Age Discrimination
Records	<ul style="list-style-type: none"> • Data Protection • Immigration Hotel Records • Consumer Protection
Trade Descriptions	<ul style="list-style-type: none"> • Advertising • Pricing • Unfair Contract Terms

Proprietors will be asked to provide evidence that they have written, and made publicly available, an Access Statement/Information. For help, advice, guidance and a template please look on www.visitengland.com/accessstatements. An Access Statement is a written, clear and accurate, and above all honest description of the current facilities and services you offer, to enable a potential visitor to make an informed decision as to whether your business meets their particular access needs.

2. Management Efficiency

Minimum Entry Requirements	
Brochure	<p>A printed or typed brochure to be available which will include (as should the website) the following information:</p> <ul style="list-style-type: none"> • Full details of accommodation including bed spaces and bathroom arrangements (i.e. bath and/or shower). Where sleeping accommodation is provided by means of bed settees, wall beds, 'Z' beds etc, the type, size and number of bedspaces to be clearly indicated. • Car parking arrangements • Arrangements for pets (if accepted or not) • A map or directions • Nature of water supply, if not mains (water supply must meet all statutory regulations for drinking water) • Type of energy supply, if not electric • Electricity voltage, if not standard

3. Information

Minimum Entry Requirements

Information

Information provided to guests at the time of booking: -

- Guests advised what the quoted price includes (eg. towels, linen, electricity etc.)
Where VAT is applicable, all prices to be shown inclusive of VAT at standard rate.
- In house policies (smoking/non smoking, pets accepted or not)
- Other likely charges (cancellation, housekeeping, breakage deposits)
- Visitors advised subsequently or at the time of booking of any change in booking details

Information for guests to be provided in each chalet:-

- Tourist Information for the local area
- Inventory of equipment
- Access Statement/Information to be available

4. Health, Safety and Security

Minimum Entry Requirements

Health, Safety and Security

- If the proprietor or manager is not resident on the site, his/her name, address and telephone number or that of his/her agent, who must have a set of keys, to be prominently displayed, together with clear details of how to summon their assistance in the event of an emergency.
- Prominently displayed printed details of how to summon the assistance of emergency services to be provided e.g. doctor, dentist, location of nearest payphone and casualty unit and vets (if pets accepted).
- All units to be provided with suitable refuse disposal arrangements as required by the Local Authority. Dustbins, where provided, must have lids. Arrangements for refuse collection to be specified and prominently displayed.
- Occupiers to be provided with a key to the entrance door of their unit, and where applicable a key giving access to any other relevant facilities.
- At least one smoke alarm to be provided in all units, situated appropriately within a hallway or landing area. Larger units or those with a more unusual layout may require more than one alarm. (Advice may be sought from local fire prevention officer.)
- Carbon monoxide detector if gas fired heating, hot water or appliances are provided.
- Adequate levels of lighting at night for safety and comfort in all public areas, including on stairways and landings and in car parks and paths/steps to the property at night, should be provided.
- Electricity should be available (not necessarily mains supply). Where it is not, this must be stated. Voltage to be stated if not on mains.
- The exterior should be free from hazards on roads and pathways and the building itself.
- Hot water provided at all reasonable times (immersion acceptable).
- Pathways, roads and car parks adequately lit for safety

5. Exterior

Minimum Entry Requirements	
Appearance of Buildings	<ul style="list-style-type: none"> Buildings maintained in a sound, clean condition and fit for the purpose intended. Entrance adequately lit.
Grounds and Gardens	<ul style="list-style-type: none"> Gardens and/or open areas that are part of the unit maintained in good order If the property has ancillary areas, the facilities provided will be taken into account in the assessment of the establishment, where under the control of the operator. They should be well surfaced, in good condition and adequately lit.

6. Cleanliness

Minimum Entry Requirements	
Cleanliness	<ul style="list-style-type: none"> Cleanliness is of paramount importance to guests, so a high standard of cleanliness must be achieved and maintained throughout the property. Particular attention must be given to kitchens, bathrooms, shower rooms and toilets and items involving direct contact for guests, such as bedding, linen, towels, baths, showers, washbasins, WCs, flooring, seating, crockery, cutlery, glassware, kitchen utensils and equipment. It is the proprietor's responsibility to ensure that all properties are thoroughly cleaned throughout, before each new let, irrespective of whether the guests have cleaned it prior to departure. Any broken or damaged items should be replaced.

7. Interior

Minimum Entry Requirements											
Living / dining area	<ul style="list-style-type: none"> Dining table and seating for maximum number of occupants Easy seating for maximum number of occupants An opening window provided All windows to be fitted with opaque curtains/blinds or shutters (exterior glass doors also, where sleeping is provided in this area) Adequate heating available Adequate lighting with shades or covers (minimum 120 watts overall) <p>Energy-saving lightbulb conversion table</p> <table border="1"> <thead> <tr> <th>Ordinary Light Bulb</th><th>Energy - saving light bulb equivalent</th></tr> </thead> <tbody> <tr> <td>100 Watt</td><td>20 – 23 Watt</td></tr> <tr> <td>75 Watt</td><td>15 – 18 Watt</td></tr> <tr> <td>60 Watt</td><td>11 – 13 Watt</td></tr> <tr> <td>40 Watt</td><td>9 Watt</td></tr> </tbody> </table>	Ordinary Light Bulb	Energy - saving light bulb equivalent	100 Watt	20 – 23 Watt	75 Watt	15 – 18 Watt	60 Watt	11 – 13 Watt	40 Watt	9 Watt
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Minimum Entry Requirements	
Living / dining area continued	<ul style="list-style-type: none"> • Suitable floor coverings/finishes • A colour television provided and tuned • A smoke alarm in working order - may be sited elsewhere in the property • Carbon Monoxide Detector (if any gas appliances in the property) - may be sited elsewhere in the property • A non-flammable waste bin
Bedrooms	<ul style="list-style-type: none"> • Adequate space providing reasonable access to facilities and as a minimum access to one side of each bed • An opening window provided • All windows to be fitted with opaque curtains/blinds or shutters • All beds to be of minimum sizes – 190cm x 76cm / 6'3" x 2'6" single (preferably 90cm / 3'), 190cm x 122cm / 6'3" x 4' double (preferably 137cm / 4'6") • At least one adult room without bunk beds, or advertised clearly as such • All mattresses and bases to be in a sound, clean condition • A mattress protector or under blanket fitted to all beds • Two blankets, duvet or equivalent, plus one pillow per person (additional pillows available on request) • Sheets and pillow cases provided on request - may be for hire • A bedside table or shelf per bed (twin beds may share and not required for top bunks) • A headboard or equivalent per bed • A dressing table or flat surface and mirror provided in one bedroom • Sufficient draw/shelf /hanging space for total number of occupants • Six hangers per person provided • Suitable floor covering/finishes • Adequate heating available • Adequate lighting with shades or covers (minimum 60 watt overall per room) • Provision in the unit to store luggage
Bathrooms and WCs	<ul style="list-style-type: none"> • One bathroom and WC provided for every eight guests • A bath and/or shower • A non-slip mat provided if no non-slip surface provided in bath and/or shower • A soap dish is required in showers • A towel rail or ring (pegs and hooks acceptable) • A washbasin with mirror adjacent • At least one WC equipped with seat, lid, toilet paper and holder, toilet brush for all toilets • An opening window or adequate forced ventilation • Covered bin for sanitary disposal • All windows to be fitted with opaque curtains/blinds or shutters • Adequate lighting with shades or covers (minimum 60 watts overall) • Suitable floor coverings/finishes (consideration should be given to the suitability of floor coverings for hygiene and housekeeping reasons) • A lock or bolt fitted • A clothes hook • Access not normally through bedroom (unless ensuite)

Minimum Entry Requirements	
Kitchen Area	<ul style="list-style-type: none"> • A microwave provided • Boiling rings in relation to number of guests accommodated (minimum = 2 guests-2 rings, 3-5 guests-3 rings, 6 plus guests-4 rings) • A sink with hot and cold running water and draining board • A refrigerator (preferably with ice box) • Adequate storage space for food, kitchenware and equipment • At least one hygienic work surface • Adequate lighting with shades or covers (minimum 60 watts overall) • An opening window or adequate mechanical ventilation • All windows to be fitted with opaque curtains/blinds or shutters • Suitable floor coverings/finishes • A covered waste bin • The kitchen inventory as per overleaf

Additional Requirements

At a THREE Star Level

- Bed linen (sheets, duvet covers (if applicable) and pillow cases) to be available with or without a hire charge
- An icebox required in the refrigerator (or a separate freezer)

At a FOUR Star Level

- Bed linen provided (sheets, duvet covers (if applicable) and pillow cases) and included in the hire charge
- Double-glazing to be fitted to all doors and windows
- No coin meters for electricity or gas
- All beds to be full size (except those clearly specified in brochures etc as being for children's use) or bed settees. Size of bed settee mattress to be clearly shown in brochure)
 - Adult single - minimum size 190cm x 90cm/6'3" x 3'
 - Adult double - minimum size 190cm x 137cm/6'3" x 4'6"
 - Child size - minimum size 183cm x 76cm/6' x 2'6"
- A cooker with an oven, with at least two shelves, a grill and at least four boiling rings that may be used simultaneously with the oven or grill.
- All advertised sleeping spaces are to be in bedrooms only

At a FIVE Star Level

- Towels provided and included in the hire charge
- A freezer required in the chalet

Inventory Requirements

Per Chalet

- Bin (non flammable) in living area
- Bread/chopping board
- Bread knife
- Bucket & floor cloth or mop
- Carving knife
- Carbon Monoxide Detector (if connected to gas)
- Carpet sweeper or vacuum cleaner (available)
- Casserole dish with lid
- Cleaning agents (washing up liquid and multi-surface cleaner)
- Colander
- Condiment set (2 piece)
- Corkscrew and bottle opener
- Doormat
- Dustpan and brush
- Fish slice
- Fire blanket or extinguisher (BS approved, wall mounted)
- Frying pan
- Jug (measuring)
- Kettle (automatic electric)
- Kitchen bin with lid
- Kitchen scissors
- Mixing bowl
- Oven roasting tray and/or baking tray
- Potato masher
- Potato peeler
- Pot scourer/dish mop or cloth
- Saucepan & lids (small, medium and large) (6+ slept - additional pans)
- Serving dish (large)
- Smoke alarm
- Spoon (plastic or wooden)
- Tablespoon
- Teapot
- Tin opener
- Vegetable knife (sharp)
- Washing up bowl

2 per Chalet

- Ashtrays (where smoking allowed)

Per Person

- Cereal bowl
- Fork
- Knife
- Mug or tea cup and saucer
- Plate (small & large)
- Spoon (dessert & tea)
- Tumbler

Bedroom

- 2 blankets or 1 duvet per bed
- 1 pillow per person
- 6 coathangers per person

Bathroom

- Toilet brush and holder
- Toilet roll and holder

Grading Perceptions

The following sliding scale indicates examples of quality, which may be in evidence, in order to achieve the various levels of quality (One to Five). **These indicators are representative of what might be seen at each quality level, but they are neither exhaustive nor prescriptive; that is to say they are included to offer suggestions on how quality can be improved and enhanced, but will not in themselves guarantee a higher quality grade.** The assessors' personal tastes in style or design are not considered.

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Factors which indicate the minimum level of quality equivalent to One Star. Items may be described as acceptable. Generally, everything must be safe and clean, and older items, or those lacking in intrinsic quality, must work and be fit for their purpose. There should be no outstanding need for immediate repair and maintenance. This level will be presented to the consumer as a fair and satisfactory standard.
2 Star	<ul style="list-style-type: none"> Factors which indicate a quality level commensurate with Two Star. Items may be described as Quite Good to Good. Generally described as quite good, these items may be of simple quality and the range may be limited. However, they should be in good working order and there will be a high standard of cleanliness. This level will be presented to the consumer as a Good overall standard of quality.
3 Star	<ul style="list-style-type: none"> Factors which indicate a quality level commensurate with Three Star. Items may be described as Good to Very Good. Generally described as 'good'. Not necessarily expensive, but they must be of good, sound quality and show some care has been taken. There must be a good standard of maintenance and decoration. This level will be presented to the consumer as a Very Good standard.
4 Star	<ul style="list-style-type: none"> Factors which indicate a quality level commensurate with Four Star. Items may be described as Very Good to Excellent. Generally described as 'very good'. May be brand new, but not of the highest intrinsic quality or originally of high intrinsic quality, but not now necessarily in the best condition. This level will be presented to the consumer as an Excellent standard.
5 Star	<ul style="list-style-type: none"> Factors which indicate a quality level commensurate with Five Star. Items may be described as Excellent to Exceptional. Generally described as 'excellent'. Providing high standards in the overall fabric of the building both internally and externally; together with excellent standards of management efficiency and guest services. This level will be presented to the consumer as Exceptional or World Class standard.

1. Exterior

Quality Guidance	
Immediate surrounding area	<ul style="list-style-type: none"> All areas immediately surrounding the chalet will be taken into account, as long as they are under the control of the owners. Surfaces of paths and roads will also be taken into account. Any garden furniture, planted borders or simple potted plants will also be taken into consideration. Guests should be able to access the chalet easily from the parking area and the quality of this will also be assessed if it is directly outside the chalet.
Exterior finish / condition	<ul style="list-style-type: none"> The external condition and overall appearance of the chalet will be taken into account, including any numbering or nameplates to aid the guest arrival process. If there is a means of marking the boundary between the chalets, this will be taken into consideration e.g. fencing.

2. Cleanliness

Quality Guidance	
Interior	<ul style="list-style-type: none"> All areas of the living/dining area will be assessed, including the "first impression" gained when entering the chalet.
Kitchen	<ul style="list-style-type: none"> Includes the interior of storage cupboards, draws, cookers, hobs, refrigerators and ventilation systems.
Bedrooms	<ul style="list-style-type: none"> Includes the wardrobes, drawers and under bed areas.
Bathrooms	<ul style="list-style-type: none"> Includes grouting, sealant, behind w.c. pans, toilet brushes, bin interiors, shower heads, mirrors and shelving.

3. Interior

Quality Guidance	
Decoration <i>(excluding kitchen area)</i>	<ul style="list-style-type: none"> The quality of the decoration throughout is assessed here, it should be in good condition and well applied. Pictures may also help improve it.
Lighting	<ul style="list-style-type: none"> Level of illumination throughout including the flexibility and range of lighting will be assessed. Long, trailing flexes or extension leads for freestanding lighting are to be discouraged from a safety aspect.
Heating	<ul style="list-style-type: none"> The level of heating provided throughout is assessed here, not the quality of the fittings themselves. The quality, effectiveness and flexibility of heating will be assessed. If double-glazing is fitted this will be assessed as it assists with heat retention and prevents draughts. Full thermostatic heating throughout would be expected to score an excellent mark.
Furniture, furnishings & fittings <i>(not including bedrooms or bathrooms)</i>	<ul style="list-style-type: none"> Condition and quality of seating, furniture and curtains will all be assessed along with curtain, lighting and heating fittings.
Flooring <i>(not including bathrooms or kitchens)</i>	<ul style="list-style-type: none"> The intrinsic quality of the floor covering and its current condition will be assessed. Rugs and doormats will be included in this section.
Additional equipment in living area / personal touches	<ul style="list-style-type: none"> Provision of extras such as CD players, videos and DVD players will be accounted for here. Personal touches can make all the difference to the overall presentation and enjoyment of a chalet and should always be encouraged. Personal touches including information on local activities, wet weather activities and the location of the nearest shops, places to eat etc. Additional touches within the unit can also include the use of ornamentation and scatter cushions to living and bedroom areas.

4. Kitchen

Quality Guidance	
Decoration and flooring	<ul style="list-style-type: none"> • The quality of the decoration is assessed here, it should be in good condition and well applied. Tiling should be well maintained with fresh looking grouting and sealant. • The intrinsic quality of the floor covering and its current condition will be assessed. Kitchen flooring should be appropriate and easy to clean. Carpet is not recommended for this reason.
Crockery, cutlery, glassware, cookware & utensils	<ul style="list-style-type: none"> • The inventory requirements will be checked. • A fully matched set of crockery is a minimum expectation, but if not fully matched or of two different matching sets this will attract a lower mark. • Additional supplies of crockery, cutlery and glassware over and above the number of guests, will be viewed favourably, as would separate provision of picnicware or extra equipment.
Equipment including furniture & fittings	<ul style="list-style-type: none"> • The condition of all electrical and gas equipment will be considered, it should be clean and tidy. • Rusting equipment would not attract a high mark. • Refrigerator seals should be in good repair and clean. • The presentation of water heating equipment, cupboards and work surfaces and any furniture located in this area will also be assessed here.

5. Bedrooms

Quality Guidance	
Beds & bedding	<ul style="list-style-type: none"> • The condition and quality of the bed base, mattress and pillows will be assessed. • The thickness of the mattress together with the content will be checked - interior sprung would score higher than poor quality foam. • Quality and provision of bedding will be assessed, including additional items such as is a spare blanket provided (best kept in a plastic bag to keep it clean).
Furniture, furnishings and fittings	<ul style="list-style-type: none"> • The quality and condition of all furniture and soft furnishings will be assessed here as will curtain, lighting and heating fittings.

6. Bathrooms & WCs

Quality Guidance	
Sanitary ware & fittings	<ul style="list-style-type: none"> Will include the quality and condition of all fittings including baths, showers, WCs and washbasins, towels rails, heating and lighting fittings. Shower type is also important. A full thermostatic shower would offer a higher quality impression.
Flooring	<ul style="list-style-type: none"> The intrinsic quality of the floor coverings and its current condition will be assessed. It should be appropriate and easy to clean, so carpet is not recommended for hygiene reasons.

7. Other

Quality Guidance	
Overall space, comfort and ease of use	<ul style="list-style-type: none"> The layout, flexibility and ease of use of the accommodation will be assessed. Does furniture have to be moved around to use cupboards or seating etc? Can all guests watch TV in comfort at the same time?

To find out more about VisitEngland's quality assessment scheme for chalet accommodation please contact:

