

VisitEngland ™

Serviced Apartment

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.

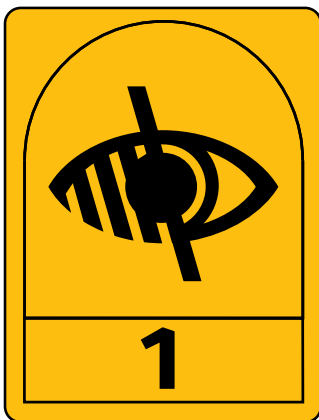
Sustainability and Accessibility

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.

Use of this booklet

Minimum Entry Requirements:

All Minimum Entry Requirements (MER) have to be present for a rating to be awarded. These are depicted in this booklet in the following way:

Minimum Entry Requirements	
Self-contained	<ul style="list-style-type: none">All apartments must be totally self-contained. This means that the bedroom(s), bathroom(s), public areas and the kitchen are all contained behind one main door, where occupants have sole access.

Further additional requirements for higher rating levels are clearly shown, and these must also be present along with the commensurate quality to achieve a higher star rating.

Quality Guidance:

The Quality Guidance section which begins on page 27 details all of the areas covered in the quality assessment and gives clear indications of what might be expected to obtain marks commensurate with One to Five Star level.

These quality indicators describe typical visitor expectations and may be provided in order to achieve a particular star rating. They are however neither exhaustive nor prescriptive; that is to say, they are included to offer guidance and suggestions on how your quality could be improved or enhanced, but will not in themselves guarantee a higher quality grade.

Use of this booklet continued

Quality Guidance is depicted throughout this booklet in the following way:

1. Exterior

Appearance of Buildings

Quality Guidance

The decoration, maintenance and repair of the building(s) will be assessed under this section. This includes stonework, woodwork, paintwork, gutters, fall pipes, external plumbing, chimneys and roofs. External signage attached to the building(s) (clarity and maintenance), lighting, and any outbuildings and storage areas will also be assessed under this heading, along with window boxes, tubs and hanging baskets attached to the building(s).

Star Rating Quality Indicators

1 Star

- Exteriors maintained in a sound, inviting and clean condition overall.
- Signage may be discreet to best suit the target market.
- Some signs of ageing may be present and small defects to stone or brickwork.
- Overall tidiness of immediate area including storage buildings/ areas.

2 Star

- Signs of ageing and defects should be limited to a small number of areas.

3 Star

- Well maintained, but weathering may be present.
- No obvious structural defects.
- Where displayed, signs to be maintained in good condition.

4 Star

- High quality maintenance of stonework and paintwork; some natural weathering may be present.

5 Star

- Excellent standards of external maintenance including outbuildings and signs, e.g. fresh, well maintained paintwork, no unsightly staining to stonework.
- Addition of features such as flower tubs and window boxes where appropriate.
- Attractive architectural features may be in evidence.
- Well illuminated generally, and particularly at entrance.
- Entry phone system or similar expected.

Key to previous page:

- **Quality Guidance**

This will illustrate the various aspects which might be considered under this heading as part of the quality assessment.

- **Star Rating Quality Indicators**

An illustration of the quality levels which might be anticipated in order to achieve a mark commensurate with that star level.

- **Advice**

Additional guidance or ideas regarding quality which have been included as a general aid to improving the quality of your property.

Quality Assessment

After checking that all the Minimum Entry Requirements (MER) are in place for a particular rating, assessors will make quality judgements about the facilities and equipment provided.

When making a quality judgement assessors are trained to ignore their own individual personal tastes and to judge the quality by way of benchmarks. These benchmarks are set from assessing hundreds of properties a year.

Assessors will make quality judgements by assessing whether an item is:

- | | |
|---------------------|----------------|
| 1 Star – Acceptable | = a mark of 1 |
| 2 Star – Quite Good | = a mark of 2 |
| 3 Star – Good | = a mark of 3 |
| 4 Star – Very Good | = a mark of 4 |
| 5 Star – Excellent | = a mark of 5. |

As a result of the consumer research, which showed cleanliness to be of high importance at any quality level, there is a requirement that each star level reaches a commensurate high level of cleanliness. This means the minimum overall percentage awarded for cleanliness has to meet the following levels;

- | | |
|--------------|--------------|
| 1 Star – 40% | 4 Star – 75% |
| 2 Star – 50% | 5 Star – 90% |
| 3 Star – 65% | |

Failure to do this will mean that the next lowest level, as appropriate, will be the maximum star rating achievable at that visit. ie. if aiming for Five Star, but cleanliness only achieves 85% then provided everything is met for Four Star, Four Star will be the rating awarded.

In addition, the consumer research also showed that guests expect consistency in all aspects of a property, meaning that every area should meet the overall Star rating awarded i.e. all aspects of a Three Star property should be of a Three Star quality standard. Therefore, in the assessment, 'public areas', 'bedrooms', 'bathrooms' and 'kitchens' are designated as 'critical areas' and the quality of these areas has to be commensurate with the overall grade awarded at the following levels:

- | | |
|--------------------|---------------------|
| 1 Star – 34% - 47% | 4 Star – 75% - 86% |
| 2 Star – 48% - 59% | 5 Star – 87% - 100% |
| 3 Star – 60% - 74% | |

Example A)

A property aiming for Three Star achieves the following:

- | | |
|--------------------|-----------------|
| Cleanliness – 68% | Bathrooms – 69% |
| Public areas – 72% | Kitchen – 68% |
| Bedrooms – 67% | |

It would therefore achieve the quality levels for Three Star (cleanliness 65% minimum 'critical areas' between 61% and 74%).

Example B)

A property aiming for Three Star achieves the following:

- | | |
|--------------------|-----------------|
| Cleanliness – 62% | Bathrooms – 69% |
| Public areas – 72% | Kitchen – 68% |
| Bedrooms – 67% | |

It has not achieved the cleanliness requirement for Three Star, so a Two Star rating would be appropriate.

In order to move up the rating scale an establishment operating within the Serviced Apartment category, will need to meet progressively higher quality standards providing the very best in guest care as well as some additional appropriate facilities and services.

Minimum Entry Requirements

In order to be recognised within the Serviced Apartments Standard, an operator must meet all the Minimum Entry Requirements listed. These are equivalent to a One Star rating.

To obtain a higher quality grade it will also be necessary to meet any additional requirements specified for that star level, as shown in the Additional Requirements boxes, and to provide a level of quality commensurate with the quality indicators for that star level contained in the Quality Indicators tables, starting on page 27.

A. General Requirements

Minimum Entry Requirements	
Statutory Obligations	<p>Safety</p> <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 <p>Premises</p> <ul style="list-style-type: none"> • Planning permission • Private water supplies • Housing • TV licensing <p>Discrimination</p> <ul style="list-style-type: none"> • Sex discrimination • Race discrimination • Disability discrimination • Age discrimination <p>Records</p> <ul style="list-style-type: none"> • Data protection • Immigration hotel records • Consumer protection <p>Trade Descriptions</p> <ul style="list-style-type: none"> • Advertising • Pricing • Unfair contract terms <p>Operators will be asked to provide evidence that public liability cover is being maintained and to provide a signed confirmation at application, and renewal of participation, that the above requirements are being fulfilled.</p> <p>Access Statements</p> <p>Operators will also 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.org/access. 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.</p>

Minimum Entry Requirements	
General	<ul style="list-style-type: none"> ● In assessing the acceptability of 'enclosed' floor area available, account will be taken of usable space around furnishings and fittings. It is unlikely that the minimum requirements will be met where accommodation is less than 18.60 sq m (200 sq ft) for a two person apartment plus 7.40 sq m (80 sq ft) for each additional person normally accommodated. Enclosed floor area includes living, sleeping, cooking and bathroom areas. ● Consideration should be given to freedom of movement. The ceiling height for the major part of the room should be sufficient for a person of 183cm (6 ft) to move around without stooping. Sloping eaves and roofs are acceptable provided these do not restrict guests' movements to an unacceptable degree. ● Additionally, for a star rating higher than the base level of One Star, the floor area available will need to be greater, with significantly more usable space around furnishings and fittings. ● There must be reasonable space for movement in bedrooms/sleeping and living room areas and for easy access to beds, doors and drawers. ● Doors and drawers need to be able to open fully. Account should be taken of space needed for convertibles, e.g. bed settees. ● All fixtures, furniture, furnishings, crockery and cutlery are to be adequate for the maximum number of occupants, including any extra sleeping accommodation.

Minimum Entry Requirements	
Self-contained	<ul style="list-style-type: none"> ● All apartments must be totally self-contained. This means that the bedroom(s), bathroom(s), public areas and the kitchen are all contained behind one main door, where occupants have sole access.

B. Maintenance

Minimum Entry Requirements	
Maintenance	<ul style="list-style-type: none"> ● All electrical and gas or oil-fired equipment must meet all relevant statutory obligations (see previous page), be safely maintained, in good working order and serviced regularly and/or tested as appropriate. ● Fixtures, furnishings, floor coverings and fittings must also meet all relevant statutory obligations, particularly in relation to fire safety (see general requirements). These must be maintained in a sound, clean condition and be fit for the purpose intended. ● The exterior should be free from hazards on roads and pathways and the building itself.

C. Health, Safety and Security

Minimum Entry Requirements	
Statutory Obligations	<ul style="list-style-type: none"> • A high degree of general safety and security must be maintained, including information on procedures in the event of an emergency. • If the proprietor or appointed representative is not resident on the premises, his/her name, address and telephone number or that of his/her agent, who must have a set of keys, is to be prominently displayed, together with clear details of how to summon assistance in the event of an emergency, such as a power failure or water leak. • Prominently displayed, printed details of how to summon the assistance of emergency services must be provided, e.g. doctor, dentist, casualty unit and vet (if pets accepted) or 24 hour concierge service provided. • All apartments are to be provided with suitable refuse disposal facilities. Dustbins, where provided, must have lids. Arrangements for refuse collection to be specified and prominently displayed. • Occupiers are to be provided with a key to the entrance door of their apartment, and where applicable a key giving access to the building and any other relevant facilities. • At least one smoke alarm is to be provided in all apartments, situated appropriately within a hallway or landing area. Larger apartments or those with a more unusual layout may require more than one alarm. (Advice may be sought from local fire prevention officer.) • Adequate levels of lighting at night must be provided for safety and comfort in all public areas, including on stairways, landings, paths/steps to the property and in car parks. • All mains services should be available. • An adequate number of power sockets to be available, commensurate with the number of electrical appliances provided. • Some form of emergency lighting is to be available, e.g. torches. Candles are not acceptable for fire safety reasons.

1. Exterior

Minimum Entry Requirements	
Appearance of Buildings	<ul style="list-style-type: none"> • Buildings must be maintained in a sound and clean condition.

Minimum Entry Requirements	
Grounds and Gardens	<ul style="list-style-type: none"> • Gardens and/or open areas that are under the control of the operator should be maintained in good order. • If the property has ancillary areas, the facilities provided (where under the control of the operator) will be taken into account in the assessment of the establishment. They should be well surfaced, in good condition and adequately lit.

2. 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 other items involving direct contact for guests, such as bedding, linen, towels, flooring, seating, crockery, cutlery, glassware, kitchen utensils and equipment. • It is the operator's responsibility to ensure that all properties are thoroughly cleaned throughout, before each new let, irrespective of whether guests have cleaned prior to departure. Any broken or damaged items should be replaced. • Weekly cleaning service as a minimum. • Daily cleaning service to be available (may be chargeable).

Additional Requirements	
5 Star	<ul style="list-style-type: none"> • Minimum five out of seven days daily cleaning service to be included in the letting price.

3. Management Efficiency

Minimum Entry Requirements	
Bookings, Brochures and Websites	<ul style="list-style-type: none"> • It must be made clear to guests exactly what is included in the prices quoted for the property including service charges, taxes and other surcharges, e.g. electricity, linen, towels and cots. • The price agreed at the time of booking must not be exceeded. • All agreed prices must include service charges and other surcharges. • At all levels guests are to be greeted and acknowledged in a friendly, efficient and courteous manner throughout their stay. • There should be an easy and efficient booking service that includes the following: • Prospective visitors told clearly what is included in the prices quoted for accommodation, meals and refreshments, including service charges and other surcharges. • Provision of other information which may impact on guests' stay, e.g. smoking policy, refurbishment work in progress, planned functions/events. Where house policy dictates that certain facilities need to be pre-booked, these should also be mentioned at the time of booking. • Full details of the cancellation policy if there is one. This especially includes information about charging credit cards for cancellation or changes to the booking. • Information about deposits, if required, including details of how the deposit is taken and whether or not it is refundable on cancellation.

Minimum Entry Requirements

Minimum Entry Requirements continued	
	<ul style="list-style-type: none">● Clear explanation of charges for additional services or available facilities including cancellation terms.● Information about any unacceptable types of payment, e.g. credit cards, travellers cheques.● Information and full details about any fees charged for the acceptance of credit cards.● Full details of accommodation, including sleeping arrangements and bathroom (whether it is equipped with a bath or a shower) provided in writing or printed form in advance of normal booking. Where sleeping accommodation is provided in addition to the bedroom accommodation, such as bed settees, wall beds, 'Z' beds or camp beds, the type, size and number of bed spaces is to be clearly indicated.● Where bookings can be made in person the operator should display their prices/tariff for each type and size of apartment. These may be either 'per person' or 'per apartment'.● Printed (or type written) brochure or information leaflet to be available. A floor plan is encouraged. Arrangements for access to the property communicated pre-arrival. <p>The following information is to be readily available prior to booking:</p> <ul style="list-style-type: none">● Car parking arrangements near apartment● Whether or not pets are accepted and any costs involved● Distance of apartment from nearest shop(s)● Distance of apartment from nearest public transport● Types of energy supply, if not electric● Electricity voltage, if not standard● A map and/or directions provided, on booking or with brochure, showing the location of the apartment. (This may be provided in more detail after booking.)● An inventory on request.

Minimum Entry Requirements	
Departure	<ul style="list-style-type: none">● Visitors to be provided with details of payments due and a receipt if required. The receipt is to be clearly presented and well laid out.

Minimum Entry Requirements	
Guest and Tourist Information	<ul style="list-style-type: none">● Tourist information to be available.● Access Statement/information to be available.

Minimum Entry Requirements	
3 Star	<ul style="list-style-type: none"> Hot beverage making ingredients to be provided - enough for at least one night.
	<p>An additional two items from the following list should be provided:</p> <ul style="list-style-type: none"> Tumble drier Wi-Fi or internet connection in the apartment Hi-Fi/stereo system Video recorder/DVD recorder
4 Star	<ul style="list-style-type: none"> Breakfast ingredients (continental as a minimum) to be provided for one night (may be chargeable).
5 Star	<ul style="list-style-type: none"> Air conditioning throughout. 24 hour concierge/manned reception. Direct dial telephone to be provided in each apartment. Breakfast ingredients to be provided for one night (not chargeable).

4. Apartment Living and Dining Areas

Minimum Entry Requirements	
General	<ul style="list-style-type: none"> All rooms are to have sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds. Rooms may be small but careful planning ensures best use of space. The ceiling height for the major part of the room should be sufficient for a person of 6 ft to move around without stooping. Sloping eaves and roofs are acceptable provided they do not impinge on a major part of the room. When assessing the acceptability of room size, account will be taken of the useable space available around furniture and fittings, including sofa beds. There should be no restriction of free movement. Provision of a dining table and seating facilities for the maximum number of occupants. Where there is a functional open fireplace, there should be a fireguard, poker, hearth brush, tongs, shovel, fuel container and ashes bucket. Easy chair and/or sofa seats to be provided, sufficient for the maximum number of advertised occupants. All easy seating to be provided in the main lounge/lounges. A colour TV to be provided where a TV signal is available, at no extra charge. Where terrestrial TV channels are not available every effort should be made to provide an alternative such as cable or satellite TV.

Minimum Entry Requirements

Minimum Entry Requirements continued

- Non-flammable waste paper bins are to be provided in living areas.
- Direct dial telephone to be provided, or equivalent, e.g. pre-paid mobiles. Telephones should display the apartment telephone number, the reception extension number and instructions on how to use any additional services such as telephone message services and apartment to apartment calls.
- Telephone rate information illustrating typical charges for local, long-distance and international calls, internet and connection to mobile phones to be available in each apartment.

Apartment operators are expected to provide, as a minimum, the following information to guests:

- The cost of one 5 minute local call at peak rate
- The cost of one 5 minute local call at off-peak rate
- The cost of one 5 minute long-distance call at peak rate
- The cost of one 5 minute long-distance call at off-peak rate
- The cost of one 5 minute international call at peak rate, e.g. USA
- The cost of one 5 minute international call at off-peak rate, e.g. USA.

In addition, an explanation of what constitutes a local and long-distance call should be given as well as a clear explanation of peak and off-peak.

Minimum Entry Requirements

Flooring

- All rooms/areas, passages and staircases must have suitable finishes or coverings.

Minimum Entry Requirements

Furniture, Furnishings and Fittings

- All exterior windows in living areas are to be fitted with opaque curtains, blinds or shutters. Glass in exterior/interior doors will also require covering where the lounge is used for sleeping or where lack of privacy could be an issue. (The apex of an 'A' framed window and roof light windows need to be curtained only where the lounge is used as sleeping accommodation.)
- Where there is sleeping accommodation in living areas, there must be adequate storage for bedding and guests' clothes.

Minimum Entry Requirements											
Heating, Lighting and Ventilation	<ul style="list-style-type: none"> • Adequate means of heating must be available at all times which, in most cases, will mean heating provided in living areas. Extra heating to be available on request. • All living room areas should have at least one window opening directly into the open air. Air conditioning to be provided where windows are not able to be opened. • All living areas must be adequately lit and lights must have shades (unless bulbs are decorative, e.g. candle). Minimum lighting levels acceptable are 140 watt (cumulative) or low wattage equivalent for living areas. Greater wattage and range of lighting will be expected in larger rooms. <p>Energy saving light bulb conversion table</p> <table> <tr> <th>Ordinary light bulb</th><th>Energy saving light bulb equivalent</th></tr> <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> </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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5. Bedrooms

Minimum Entry Requirements	
General	<ul style="list-style-type: none"> • All bedrooms are to have sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds. Rooms may be small but careful planning ensures best use of space. • The ceiling height for the major part of the room should be sufficient for a person of 6 ft to move around without stooping. Sloping eaves and roofs are acceptable provided they do not impinge on a major part of the room. • When assessing the acceptability of bedroom size, account will be taken of the useable space available around furniture and fittings, including sofa beds. There should be no restriction of free movement. • Family rooms should be more spacious. • Doors and drawers able to be fully opened without having to move furniture.

Minimum Entry Requirements	
Flooring	<ul style="list-style-type: none"> • All rooms must have suitable floor finishes or coverings.

Minimum Entry Requirements

Minimum Entry Requirements	
Furniture, Furnishings and Fittings	<ul style="list-style-type: none"> ● Provision of a bedside table/shelf and light for each occupant, including bunk beds. (Twin beds may share a table and light and top bunk to have light, but a shelf should be provided only where safe to do so.) ● Non-flammable waste bins to be provided. ● In at least one double or twin room in each apartment, provision of a dressing table facility (or equivalent) with mirror and a wardrobe or clothes hanging rail and adequate drawer space (shelf space is an acceptable alternative to drawers). Hooks on backs of doors are not acceptable; garments should be able to hang freely. ● There should be six hangers per person. Wire hangers are not acceptable.

Minimum Entry Requirements	
Furniture, Furnishings and Fittings	<ul style="list-style-type: none"> ● Minimum bed sizes, including sofa beds and bunks, are as follows: Single: 190cm x 90cm (6'3" x 3') Double: 190cm x 137cm (6'3" x 4'6") ● Beds of 122cm (4') in width to be designated as singles. ● Beds of 76cm (2'6") in width are unacceptable, except in family rooms where they are clearly designated for children only. ● Sofa beds are not acceptable as permanent bed spaces (i.e. supplementary sleeping only). ● Bunk beds (permanent bed spaces) are acceptable for children only. When bunk beds are used, guests must be told when they make the booking. ● Access to both sides of beds for double occupancy. ● At least one adult room without bunk beds. ● All mattresses to be sprung interior, foam or similar quality and in a sound and clean condition. Bedding must be clean and well aired. ● Bedding to be supplied in sufficient quantity, i.e. two pillows per person and either a bedspread and two blankets per bed or one duvet of suitable tog rating (minimum 10 tog). For winter, late or early season lettings, the amount of bedding should be increased. Bedding to be clean and well aired. ● A mattress protector or underblanket fitted to all beds. (Plastic or rubber mattress protectors are not acceptable for normal use. Where a rubber cover is provided for children, it should be as an optional extra in addition to the normal mattress protector). ● All beds to be made up for guests' arrival. ● Bed linen is to be provided and changed for all new occupants and a weekly change offered during the letting period. Spare linen and bedding to be available on request. Sheets must be poly-cotton or cotton. ● Where a bedroom is accessed via another bedroom, this must be clearly advertised in the brochure. ● Where a bathroom is accessed via a bedroom (not including en-suites), then these apartments must be designated, and advertised in the brochure, as only being suitable for single family occupation.

Additional Requirements	
4 Star	<ul style="list-style-type: none"> All advertised sleeping spaces are to be in bedrooms only i.e. not sofa beds/z-beds (Where studio flats are clearly advertised as such, an exemption will be made to this.)
5 Star	<ul style="list-style-type: none"> All beds are to be generously sized, i.e doubles of width 152 cm (5') and singles of width 90cm (3') including beds for children (excludes 'Z' beds used on a temporary basis for children only). Television to be provided in the master bedroom. <p>(It is unlikely that a Five Star rating would ever be achieved where a bedroom or bathroom is accessed via another bedroom.)</p>
Galleried Bedrooms	<ul style="list-style-type: none"> Where a property accommodates only two guests, any rating can be achieved. The galleried bedroom must be advertised as such in the brochure. Where the property accommodates more than two guests and there is a galleried bedroom, this must be clearly advertised in the brochure. The highest rating that could be achieved is Four Star. This is due to lack of privacy, light exclusion and noise interruption.

Minimum Entry Requirements											
Heating, Lighting and Ventilation	<ul style="list-style-type: none"> Means of heating must be available at all times which will, in most cases, mean heating to be provided in each bedroom. All bedrooms must be adequately lit and lights must have shades. Minimum lighting levels acceptable are 140 watt (cumulative) or low wattage equivalent. Greater wattage and range of lighting will be expected in larger rooms. <p>Energy saving light bulb 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> <ul style="list-style-type: none"> All bedrooms should have at least one window opening directly into the open air; windows to have opaque curtains, blinds or shutters. Air conditioning to be provided where windows are not able to be opened. 	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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6. Bathrooms and WCs

Minimum Entry Requirements	
General	<ul style="list-style-type: none"> • All apartments are to have at least one bathroom and WC for every four guests. The bathroom is to be equipped with a bath or shower, bathmat, towel rail (pegs and hooks are not acceptable), shelf or flat surface and washbasin. Where the base of the bath or shower is not anti-slip then a non-slip mat must be available. Soap dish to be provided in showers. • Where bath only or shower only is provided, this must be indicated in the brochure and on the website. • Unless en-suite, access through a bedroom to the bathroom is not acceptable, except where the apartment is for single family occupation. <p>What is an en-suite?</p> <p>An en-suite facility consists of a bath or shower, WC and washbasin within a properly ventilated room, connected to a bedroom and entered directly from it.</p> <ul style="list-style-type: none"> • Washbasin in main bathroom to be a minimum of 36cm x 24cm (14" x 9") internal, although a standard size washbasin is always recommended where space allows. (Additional basins offered in en-suites or separate WCs where basin in main bathroom complies, could be of a smaller dimension.) • A mirror to be above or adjacent to the washbasin. • All apartments to have at least one WC. All WCs to be equipped with toilet paper and holder, toilet brush and disposal bin with sanitary bags, or a lidded bin. • All windows to have opaque curtains, blinds or shutters. (Glass doors to bathrooms and WCs must also have an opaque curtain or blind.) • A means to provide hot water to be available. • A lock or bolt to be provided on all bathroom/WC doors which are not en-suite. • A shaver point to be adjacent to a mirror, preferably with light. An adapter elsewhere in the apartment is an acceptable alternative, provided it can be used close to a mirror. • Towels (one hand and one bath towel per person) provided without extra charge and changed at least weekly and for each new guest. • Fresh soap to be provided for each new guest.

Additional Requirements	
3 Star	<ul style="list-style-type: none"> Where more than four guests are accommodated a shower should be available. This must be hands free, but can be fitted over a bath, e.g. mixer tap. Small range of toiletries and toilet paper to be provided for guests on arrival.
4 Star	<ul style="list-style-type: none"> If an apartment sleeps more than four guests, the ratio of 1:4 must be maintained for both WCs and bathrooms. Where more than one bathroom is provided in an apartment, at least one bathroom is to contain a shower.
5 Star	<ul style="list-style-type: none"> Both a bath and shower to be available in the main bathroom. (Exceptions may be made for level-entry showers built specifically for use by guests with a mobility impairment.) Where there is more than one bedroom, at least one should contain an en-suite bathroom. If an apartment sleeps more than six, the ratio of 1:4 to be maintained, i.e. two guests use the en-suite and a maximum of four use the other bathroom. Towels to be changed twice a week, subject to environmental policy. Range of toiletries to be provided on arrival and topped up continually if requested. (Top ups may be chargeable).

Minimum Entry Requirements	
Flooring	<ul style="list-style-type: none"> All bathrooms/WCs must have suitable floor coverings. Consideration should be given to the suitability of floor coverings for hygiene and housekeeping reasons.

Minimum Entry Requirements

Minimum Entry Requirements											
Heating, Lighting and Ventilation	<ul style="list-style-type: none"> • Heating to be provided in all bathrooms where there is an external window. A heated towel rail is acceptable. • All bathrooms/WCs must be adequately lit and all lights must have shades or be suitably protected. <p>Energy saving light bulb conversion table</p> <table> <tr> <th>Ordinary light bulb</th><th>Energy saving light bulb equivalent</th></tr> <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> </table> <ul style="list-style-type: none"> • All bathrooms and WCs to have an opening window or Local Planning Authority approved ventilation system. 	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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Additional Requirements											
5 Star	<ul style="list-style-type: none"> • Provision of a heated towel rail or some way of providing dry towels on request. 										

7. Kitchen

Minimum Entry Requirements	
General	<ul style="list-style-type: none"> • Provision of 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. If only two people are accommodated, then two boiling rings plus oven and grill must be provided. For any larger numbers accommodated, i.e. six or more, it is anticipated that additional cooking facilities will be provided. A microwave is an acceptable alternative for one boiling ring. A combination microwave (oven, grill and microwave) is acceptable as a grill or oven, provided that a three-ring hob is also available separately. • Cookers to be clean and in sound condition and functioning properly. • Microwave oven to be provided, and microwave cookware or compatible crockery. • Provision of a refrigerator with an ice making compartment (unless a freezer is also provided). Larder fridges are not acceptable if no freezer is provided. • A sink equipped with a draining board, dish drying rack, hot water and cold drinking water supply to be provided. • At least one hygienic work surface to be provided. • An opening window or Local Planning Authority approved ventilation system. Opaque curtains, shutters or blinds to be on external glass doors and windows. • A covered waste disposal bin to be provided, with liner. • Provision of storage space suitable for food. • Where a dishwasher is provided, crockery, cutlery and utensils should be dishwasher safe. Extra crockery should also be provided, so that the dishwasher does not have to be operated at each mealtime for smaller numbers of guests. • Sufficient storage space for crockery, cutlery, kitchen and cleaning equipment to be provided.

Additional Requirements	
3 Star	<ul style="list-style-type: none"> Washing machine provided in the apartment or central laundry facility (ratio of one machine to every five apartments) or 24 hour return laundry service (may be chargeable).
4 Star	<ul style="list-style-type: none"> Washing machine provided in the apartment. Laundry and dry cleaning services on request (may be chargeable). Freezer space available in the apartment (3*** icebox in a fridge is acceptable). Dishwasher or free of charge dishwashing service to be provided within the apartment (consider size for the number the apartment accommodates). Small supply of dishwashing tablets initially provided. Dishwashing service to be clearly advertised.
5 Star	<ul style="list-style-type: none"> Freezer provided within the apartment (icebox not acceptable at this level). Washing machine provided in the apartment (free of charge 24 hour return laundry service also acceptable). Dishwasher provided within the apartment (consider size for the number the apartment accommodates).

Minimum Entry Requirements	
Flooring	<ul style="list-style-type: none"> All kitchens must have suitable floor finishes or coverings. Consideration should be given to the suitability of floor coverings for housekeeping and hygiene reasons.

Minimum Entry Requirements	
Heating, Lighting and Ventilation	<ul style="list-style-type: none"> Adequate means of heating must be available at all times which will, in most cases, mean heating provided in the kitchen, if large or separate. Kitchens must be adequately lit and all lights must have shades or be suitably protected. As guidance, minimum lighting levels of 140 watt (cumulative) or low wattage equivalent. Greater wattage and range of lighting will be expected in larger rooms. There should be an opening window or Local Planning Authority approved ventilation system.

Minimum Entry Requirements

Kitchen Inventory

Minimum Entry Requirements		
Per Person	<p>Bowl – cereal/dessert Plates – large & small Mug Tumbler</p> <ul style="list-style-type: none"> • All crockery must be matching; sets of glasses should also be matching. • Consideration should be given to the number of items provided in respect of guests' visitors and the minimum and maximum number of occupants. 	<p>Wine glass Knives – table & side Spoons – soup, dessert & tea Forks – table & dessert</p>
Per Apartment	<p>Ashtrays (if smoking permitted) or no-smoking information Baking tray Bread bin/container Bread knife Carving knife Chopping board Colander Condiment set (salt & pepper) Corkscrew and bottle opener Cutlery box, rack or drawer divider Dishcloth and/or washing-up brush Dustpan and brush Frying pan Ice tray Kettle – automatic Kitchen scissors Mixing bowl</p>	<p>Oven cloth Place mats Potato peeler Saucepans (large, medium and small with lids). More if larger number than six accommodated in the apartment. Storage container for biscuits etc. Tablespoon Tea towels with hooks, rails or suckers Tin opener Toaster Tray Utensil storage, e.g. rack, pot or divided drawer Vegetable knife Washing-up bowl Washing-up liquid/dishwasher tablets Wooden spoon/plastic spoon.</p>
To be in apartments or available on request from reception. (If there is no reception, they must be provided in the apartments.)	<p>Basic clothes drying facilities, e.g. clothes horse/line or tumble dryer Bread bin/bread storage container Broom Bucket Cafetière or coffee maker Casserole dish with lid Cheese grater Egg cups</p>	<p>Fish slice Iron and ironing board Measuring jug Oven cloth or mitts Spare light bulbs Teapot Vacuum cleaner Water jug Whisk</p>

8. Communal Public Areas

Minimum Entry Requirements	
General	<ul style="list-style-type: none"> • All areas are to have sufficient space to allow guests freedom of movement around all furniture and fittings. • Easy chair and/or sofa seats to be provided, sufficient for all relevant purposes if appropriate. • No-smoking notices clearly displayed.

Minimum Entry Requirements	
Lifts	<ul style="list-style-type: none"> • A lift is required when there is an apartment three or more floors higher or lower than the main entrance level floor. • Dispensation may be possible at all star levels in older buildings and/or architecturally listed buildings where it can be shown that fitting a lift is impractical or not allowed.
Additional Requirements	
3 Star	<ul style="list-style-type: none"> • A lift is required when there is an apartment two or more floors higher or lower than the main entrance level floor.
4 Star	<ul style="list-style-type: none"> • A lift is required when there is an apartment one or more levels higher or lower than the main entrance level floor.
5 Star	<ul style="list-style-type: none"> • It is expected that a lift will be provided to all floors in the main building.

Minimum Entry Requirements	
Décor and Flooring	<ul style="list-style-type: none"> • All rooms/areas, passages and staircases must have suitable decoration and flooring finishes or coverings.

Minimum Entry Requirements	
Furniture, Furnishings and Fittings	<ul style="list-style-type: none"> • All furniture, flooring and fittings appropriate to the use of the apartments and kept in a well maintained condition.

Minimum Entry Requirements

Minimum Entry Requirements											
Heating, Lighting and Ventilation	<ul style="list-style-type: none">• Adequate means of heating must be available at all times.• All living areas must be adequately lit and lights must have shades (unless bulbs are decorative, e.g. candle). Minimum lighting levels acceptable are 140 watt (cumulative) or low wattage equivalent for living areas. Greater wattage and range of lighting will be expected in larger rooms/areas for safety and convenience. <p>Energy saving light bulb conversion table</p> <table><tr><th>Ordinary light bulb</th><th>Energy saving light bulb equivalent</th></tr><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></table> <ul style="list-style-type: none">• All public areas are to be adequately ventilated so no residual cooking or other smells are evident.	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	
Reception	<ul style="list-style-type: none">• There will normally be a reception area or office where guests will register. Once guests have registered they should have access to their apartments 24 hours a day.• Member of staff to be on duty or on call 24 hours a day.
Additional Requirements	
5 Star	<ul style="list-style-type: none">• 24 hour reception service with concierge or receptionist.

Minimum Entry Requirements	
Additional Facilities	<ul style="list-style-type: none">• Laundry, recreation, reception, shop, bar, restaurant. None of these are required, but where they are provided, their quality and condition will form part of the quality assessment.

Quality Guidance



1. Exterior

Appearance of Buildings

Quality Guidance	The decoration, maintenance and repair of the building(s) will be assessed under this section. This includes stonework, woodwork, paintwork, gutters, fall pipes, external plumbing, chimneys and roofs. External signage attached to the building(s) (clarity and maintenance), lighting, and any outbuildings and storage areas will also be assessed under this heading, along with window boxes, tubs and hanging baskets attached to the building(s).
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Exteriors maintained in a sound, inviting and clean condition overall. Signage may be discreet to best suit the target market. Some signs of ageing may be present and small defects to stone or brickwork. Overall tidiness of immediate area including storage buildings/areas.
2 Star	<ul style="list-style-type: none"> Signs of ageing and defects should be limited to a small number of areas.
3 Star	<ul style="list-style-type: none"> Well maintained, but weathering may be present. No obvious structural defects. Where displayed, signs to be maintained in good condition.
4 Star	<ul style="list-style-type: none"> High quality maintenance of stonework and paintwork; some natural weathering may be present.
5 Star	<ul style="list-style-type: none"> Excellent standards of external maintenance including outbuildings and signs, e.g. fresh, well maintained paintwork, no unsightly staining to stonework. Addition of features such as flower tubs and window boxes where appropriate. Attractive architectural features may be in evidence. Well illuminated generally, and particularly at entrance. Entry phone system or similar expected.

Grounds / Gardens / Frontage and Car Parking - Quality and Condition

Quality Guidance	If the property has no grounds, gardens or parking, this section is not assessed. Assessment of this area will include garden areas, hedges, paths, driveways, parking and all other areas within the boundaries of the property which are under the control of the owner, visible from the property, or to which guests have access.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • An adequate first impression, e.g. refuse bins discreetly positioned. • Immediate surroundings maintained so as not to detract from overall appearance, e.g. lawns and borders not overgrown. • Parking to be on a hard surface, free from potholes and weeds. • Some attempt made to define parking area. • Reasonably easy access, safe and adequately maintained parking. If parking not available, information provided for potential guests on where to park.
2 Star	<ul style="list-style-type: none"> • Evidence of more effort made to make gardens more attractive, tidy and litter free. • Pathways without trip hazards.
3 Star	<ul style="list-style-type: none"> • Well maintained and tidy overall appearance of grounds, gardens, driveways and footpaths etc. • Easy access to parking with well maintained surface and clear definition. • Effective lighting where required, e.g. long driveway or path to the property. Parking area may also require lighting. • Consideration given to the security of guests' cars.
4 Star	<ul style="list-style-type: none"> • High standards of maintenance of garden. Generally tidy beds, pathways and hedges and all trees and shrubs well tended. • Evidence of some attention to detail, e.g. well surfaced, colourful borders and wide level pathways. • Parking area to be on well maintained surface and preferably close to the property.
5 Star	<ul style="list-style-type: none"> • Maintained to an excellent standard, e.g. well tended borders or shrubs, tidy pathways and edges in good condition and well cut, hedges trimmed and an overall attempt to maintain the appearance throughout the year. • Attention to detail, including landscaping, driveways and the provision of garden furniture or architectural features, e.g. gazebo, pergola, summer house. • Ample car parking spaces adjacent to the building to accommodate likely number of guests. • Good, well positioned lighting.

2. Cleanliness

Quality Guidance	<p>Public areas (this includes communal public areas and living and dining rooms within apartments etc.) – windows, flooring and skirtings, stair treads, dado/picture rails and pictures, under seat cushions, inside and outside of furniture, power points and light switches, light fittings, ceiling edges and electrical goods.</p> <p>Bedrooms – inside and outside of furniture (tops and inside of wardrobes), light fittings and ceiling edges, flooring and skirtings, under beds, windows, bed heads, frames and mattresses.</p> <p>Bathrooms – this includes wall finishes, flooring, equipment, shower curtains, light fittings, extractor fans, plugholes, taps and toilet brushes.</p> <p>Kitchen – this includes flooring, walls and tiling, inside of cupboards and drawers, equipment, crockery, pots, pans etc. as well as cooker hoods, extractor fans, work surfaces, splashbacks and gaps between units.</p>
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • All surfaces and equipment clean and generally free from dust. • All carpets vacuumed and floors cleaned. • All areas smelling fresh and clean for guests' arrival.
2 Star	<ul style="list-style-type: none"> • Quite good standard overall although some areas overlooked, e.g. cobwebs.
3 Star	<ul style="list-style-type: none"> • Evidence of attention to detail, particularly high and low level. • Clean and fresh surfaces. • Soft furnishings and carpets deep cleaned on a regular basis or as required.
4 Star	<ul style="list-style-type: none"> • Greater attention to detail, with high overall standards evident. • Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail.
5 Star	<ul style="list-style-type: none"> • Excellent level of cleanliness. • Pristine soft furnishings and carpets. • A real sparkle in evidence everywhere.

3. Management Efficiency

Pre-arrival Guest Information Including Brochure

Quality Guidance	<p>Assessed here are the procedures for dealing with guests during booking, pre-arrival and arrival, including information provision for guests to enable them to make the most of their stay.</p> <p>This also covers the information sent prior to booking which aims to inform the guest about the property and the locality. This may also include the operator's and/or agent's website for the property.</p>
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Brochure/website may be a simple, typed sheet with basic information. • Map/directions clear and easy to follow after booking. • Confirmation letter sent by post/fax.
2 Star	<ul style="list-style-type: none"> • Brochure/website may include more details but could still be a single side.
3 Star	<ul style="list-style-type: none"> • Would include one picture or sketch (may be black and white) with more detailed information. • A letter of introduction may be included.
4 Star	<ul style="list-style-type: none"> • Brochure/website would contain photographs and usually be in colour, but may not be professionally produced. • Well laid out, informative brochure on quality paper.
5 Star	<ul style="list-style-type: none"> • Produced to a professional standard with extensive, clear information. • Detailed, easy to follow directions sent after booking. • Personal letter of introduction with accompanying tourist information.

Welcome and Arrival Procedures

Quality Guidance	This is the procedure used to welcome guests, including arrangements for access, e.g. key collection.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> It may not be possible to welcome guests personally so a key may be left securely for new arrivals.
2 Star	<ul style="list-style-type: none"> Key could be obtained from a key holder, but limited additional welcome activity. Welcome card inviting guests to contact owners or an agent or representative at any time during their stay.
3 Star	<ul style="list-style-type: none"> If a representative is on site to meet new arrivals, guests should be directed/escorted to their apartment.
4 Star	<ul style="list-style-type: none"> A personal welcome is given and also a welcome letter or a phone call or visit some time after arrival, to check all is well.
5 Star	<ul style="list-style-type: none"> Guests greeted on arrival and a satisfaction check after 24 hours. Assistance automatically given with luggage.

Welcome Pack or Hamper

Quality Guidance	This includes the supply of beverage making ingredients and other provisions that will await guests on their arrival and tide them over for a short period of time.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Basic beverage making ingredients, i.e. tea, coffee, sugar, milk. May be in sachet form.
2 Star	<ul style="list-style-type: none"> Better quality beverage making ingredients.
3 Star	<ul style="list-style-type: none"> Wider range of hot drinks likely to be provided, e.g. choice of teas and other drinks such as hot chocolate. Biscuits would normally be included.
4 Star	<ul style="list-style-type: none"> Welcome pack to include, for example, cereals, juice, and sufficient milk, sugar, bread and pastry items with butter and preserves to enable all guests to eat breakfast on their first morning.
5 Star	<ul style="list-style-type: none"> Excellent quality foodstuffs and a wider range of breakfast ingredients, e.g. eggs, cheese, bacon, bread, butter. An extensive range of beverages all of high quality and may include a bottle of wine.

4. Guest and Tourist Information

In-unit Guest Information and Personal Touches

Quality Guidance	<p>This includes the provision and presentation of household information such as how to use the equipment, building information such as waste disposal and concierge hours, and also tourist information, e.g. attractions' leaflets.</p> <p>Personal touches are those aspects which make the apartment more homely and welcoming such as plants, books, DVD's, ornaments etc.</p>
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Tourist information for local and surrounding area. May be personal recommendations and could include nearest cash machines, restaurants, leisure centres, places of worship etc. • Limited range of personal touches. • Details provided on how to operate all equipment in the unit and refuse collection.
2 Star	<ul style="list-style-type: none"> • Reasonable selection of tourist information and not too out of date. • Small range of items, e.g. books, DVDs, CDs.
3 Star	<ul style="list-style-type: none"> • Extended range of tourist information including places to eat etc. and normally up to date. • Good standard of presentation for household information. • Wider range of personal touches including books, games and magazines. • Detailed guest information, e.g. local shops, pubs, leisure facilities, churches.
4 Star	<ul style="list-style-type: none"> • A wide selection of tourist information for local area and further afield. Some organisation of leaflets would be expected. • Additional information compiled by owners more than commercially produced leaflets. This could include information on local sporting and leisure activities, locality of banks, shops etc. particularly those selling local produce. This should be displayed in a loose leaf binder or in a rack. • Very good range of personal touches including books, games, mending kit, barbeque, plants and magazines.
5 Star	<ul style="list-style-type: none"> • Comprehensive information may include local interest books, ordnance survey maps, walking information etc. Concierge to be proactive and very knowledgeable. • Excellent range of items, including, for example, cookbooks, telephone directories, CDs and DVDs (and blanks for recording onto). • Comprehensive details presented to the highest standard.

5. Communal Public Areas - Reception, Lobby, Stairways and Corridors

Decoration

Quality Guidance	As well as walls and ceilings, the provision and quality of pictures and prints and all wall decorations are assessed here. The assessment of the decoration of walls, ceilings and woodwork looks at the quality, application and condition. The assessor's personal tastes in style or design are not considered.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Functional décor and limited co-ordination. • Limited relief and adornment.
2 Star	<ul style="list-style-type: none"> • Competently applied décor of a quite good quality. Limited obvious blemishes.
3 Star	<ul style="list-style-type: none"> • Good interior, with evidence of co-ordinated design. • Well finished, good quality wall coverings and paintwork. • Use of pictures etc., where appropriate, particularly on plain walls.
4 Star	<ul style="list-style-type: none"> • A professional standard of finish in very good condition with an appropriate level of adornment as befits the style.
5 Star	<ul style="list-style-type: none"> • Excellent interior design and overall impression. • High quality wall coverings in excellent condition; professional finish to all aspects of decoration. • Attractive use of pictures, prints and other decorative relief where appropriate.

Flooring

Quality Guidance

This includes all types of flooring such as carpets, laminate, ceramic, natural wood or vinyl. Assessment covers quality, condition and fitting.

Star Rating Quality Indicators

1 Star	<ul style="list-style-type: none"> • Adequate comfort to flooring but some signs of wear and tear may be evident. It should, however, be professionally fitted.
2 Star	<ul style="list-style-type: none"> • Quite good quality, but carpets may have a high man-made fibre content. • Tiling should have little damage.
3 Star	<ul style="list-style-type: none"> • Good quality flooring in sound condition and comfortable underfoot. Tiling to have clean grouting. • Wooden floors in good condition.
4 Star	<ul style="list-style-type: none"> • High quality flooring, but not necessarily new and may show signs of wear; or more moderate quality, but in pristine condition. • If rugs are provided these should be high quality.
5 Star	<ul style="list-style-type: none"> • High quality flooring in excellent condition. No real signs of wear.

Furniture, Furnishings and Fittings

Quality Guidance	This includes the quality and condition of furniture including reception desk, occasional tables, seating, scatter cushions, curtain poles, curtains, light fittings, heating appliances etc.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • A sparing but adequate provision of furniture, furnishings and fittings, in terms of quality and quantity. • Some attempt at co-ordination.
2 Star	<ul style="list-style-type: none"> • Better use of occasional furniture. • Curtains to be a better quality.
3 Star	<ul style="list-style-type: none"> • Good quality furniture. • Good use of co-ordination.
4 Star	<ul style="list-style-type: none"> • High quality furniture which offers substantial comfort. • Curtains likely to have additional embellishments such as tiebacks.
5 Star	<ul style="list-style-type: none"> • High quality modern, reproduction or antique furniture. Reception desk should be in keeping with this. • Excellent co-ordination of furniture and fabrics. • High degree of comfort. • High quality soft fabrics.

Space, Comfort and Ease of Use

Quality Guidance	This takes into account the use of space and how the building is planned to offer maximum convenience and ease of use for the guests. Is there somewhere in reception for guests to wait?
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Sufficient space for guests arriving with their luggage. • Corridors and stairways in good repair and free from obstruction. • Particular attention given to the maintenance of door handles, apartment numbers, brassware and glass panels. • Clear directional signage to apartments and to lifts/exit as appropriate.
2 Star	<ul style="list-style-type: none"> • As for One Star, but better quality.
3 Star	<ul style="list-style-type: none"> • Obvious reception desk with space for guests to check in.
4 Star	<ul style="list-style-type: none"> • Greater amount of space and comfort perhaps including seating for arriving and departing guests.
5 Star	<ul style="list-style-type: none"> • A clearly designated reception area.

Heating, Lighting and Ventilation

Quality Guidance	This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the area and the number of guests using that area. There should be a balance of natural and artificial light where appropriate.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Adequate levels of lighting 24 hours a day, appropriately positioned (including stairs, landings and corridors). • Heating levels appropriate to the size of the space. • All areas well ventilated.
2 Star	<ul style="list-style-type: none"> • Quite good levels of lighting.
3 Star	<ul style="list-style-type: none"> • Good levels of lighting in all areas including stairs, landing and corridors etc. There is likely to be more than one source of lighting in sitting areas, e.g. wall, standard lamps. Ample natural light. • Effective levels of heating providing overall uniform temperature.
4 Star	<ul style="list-style-type: none"> • Very good levels of lighting. There should be several forms of alternative lighting in sitting areas, e.g. table lamps, wall lights, picture lights.
5 Star	<ul style="list-style-type: none"> • Excellent lighting which creates a good effect and shows off the interior to its best advantage. • Light should be practical for all purposes such as registration of guests.

Lifts

Quality Guidance	This includes all lifts which can be accessed by guests. If guests and service staff share lifts then this will also be taken into account.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Assistance with luggage available on request when there is no lift to some floors. • Where there is no lift to some floors, this should be made clear at the time of booking.
2 Star	<ul style="list-style-type: none"> • As for One Star.
3 Star	<ul style="list-style-type: none"> • At this level, it is not only the provision of a lift that is important, but also the size, comfort, quality and speed.
4 Star	<ul style="list-style-type: none"> • As for Three Star.
5 Star	<ul style="list-style-type: none"> • Where lifts are shared between guests and staff, priority should be given to guests at this level.

6. Apartment Living and Dining Areas

Decoration

Quality Guidance	As well as walls and ceilings, the provision and quality of pictures and prints and all wall decorations are assessed here. The assessment of the decoration of walls, ceilings and woodwork looks at the quality, application and condition. The assessor's personal tastes in style or design are not considered.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Functional décor and limited co-ordination. • Limited relief and adornment.
2 Star	<ul style="list-style-type: none"> • Competently applied décor of a quite good quality. Limited obvious blemishes.
3 Star	<ul style="list-style-type: none"> • Good interior, with evidence of co-ordinated design. • Well finished, good quality wall coverings and paintwork. • Use of pictures etc., where appropriate, particularly on plain walls.
4 Star	<ul style="list-style-type: none"> • A professional standard of finish in very good condition with an appropriate level of adornment as befits the style.
5 Star	<ul style="list-style-type: none"> • Excellent interior design and overall impression. • High quality wall coverings in excellent condition; professional finish to all aspects of decoration. • Attractive use of pictures, prints and other decorative relief where appropriate. • Interesting architectural features, objects of interest and artwork etc.

Flooring

Quality Guidance	This includes all types of flooring such as carpets, laminate, ceramic, natural wood or vinyl. Assessment covers quality, condition and fitting.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Adequate comfort to flooring but some signs of wear and tear may be evident. Should be professionally fitted.
2 Star	<ul style="list-style-type: none"> • Quite good quality, but carpets may have a high man-made fibre content. • Tiling should have little damage.
3 Star	<ul style="list-style-type: none"> • Good quality flooring in sound condition and comfortable underfoot. Tiling to have clean grouting. Wooden floors in good condition.
4 Star	<ul style="list-style-type: none"> • High quality flooring, but not necessarily new and may show signs of wear; or more moderate quality, but in pristine condition. If rugs are fitted these should be high quality.
5 Star	<ul style="list-style-type: none"> • High quality flooring in excellent condition. No real signs of wear.

Furniture, Furnishings and Fittings

Quality Guidance	This includes the quality and condition of dining and lounge furniture including seating, scatter cushions, curtain poles, curtains, light fittings, heating appliances, televisions etc.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • A sparing but adequate provision of furniture, furnishings and fittings, in terms of quality and quantity. • Some attempt at co-ordination. • Curtains may be unlined, but should meet in the middle. Blinds should run free.
2 Star	<ul style="list-style-type: none"> • A greater provision of furniture which may be dated or have wear but will be sound. • Curtains/blinds to be a better quality, clean and able to run freely.
3 Star	<ul style="list-style-type: none"> • Good quality furniture. Cushions would be expected to enhance the comfort and presentation of seating. • Dining chairs to have some degree of padding/cushioning. • More substantial, lined curtains. • Good use of co-ordination. • Where separate dining area is provided, provision for maximum number of guests to dine in comfort.
4 Star	<ul style="list-style-type: none"> • High quality furniture, which offers substantial comfort. • Curtains to be full and may have additional embellishments such as tiebacks. Material blinds to be lined and easy to use.
5 Star	<ul style="list-style-type: none"> • High quality modern, reproduction or antique furniture. Where a drop leaf table is provided, it should be able to be used with minimum inconvenience. • Excellent co-ordination of furniture and fabrics. • Excellent quality and well fitted window coverings with ample drape and width as appropriate. • High quality soft fabrics.

Space, Comfort and Ease of Use

Quality Guidance	This takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guests. Can guests all sit and watch TV in comfort? Is there enough room for the maximum number of guests to all dine together? Does furniture have to be moved for the facilities to be used? The use of sofa beds will be taken into account here as this affects the comfort and ease of use.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • An acceptable range of furniture offering a degree of comfort. • Reasonable space for free movement. • Large or excessive amounts of furniture may mean it dominates the room and normal usage. • Rooms should be free from external noise disturbance. The provision of double-glazing may be necessary to ensure this in urban locations. • Minimal intrusive noise from plumbing, corridors, etc.
2 Star	<ul style="list-style-type: none"> • Quite good levels of comfort and a limited range of seating. • Easy use of all facilities.
3 Star	<ul style="list-style-type: none"> • Range of sofas and/or armchairs. • Ample space for freedom of movement with convenient layout of furniture for practical use.
4 Star	<ul style="list-style-type: none"> • Well planned layout of furniture to maximise use of free space. • Guests should be able to dine together in comfort. • Generous free space. • Where there is an open plan kitchen/living area, there should be adequate ventilation, e.g. forced extraction to ensure minimal intrusion in the living area from steam and cooking odours.
5 Star	<ul style="list-style-type: none"> • A lounge, generally separate from dining room, or combined lounge/dining room both with an excellent, spacious layout. • Excellent range of comfortable seating. • Easy and convenient use of facilities, e.g. use of surfaces and access to power points. • No intrusive noise.

Lighting and Heating

Quality Guidance	This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the unit and the number of guests accommodated. There should be a balance of natural and artificial light where appropriate.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Adequate levels of lighting, appropriately positioned. • Heating levels appropriate to size of rooms; might not be automatic or fixed.
2 Star	<ul style="list-style-type: none"> • Quite good levels of lighting; may be main light and one other light, higher wattage than the minimum of 140 watt. • Heating could be free-standing and might be automatic or thermostatically controlled.
3 Star	<ul style="list-style-type: none"> • Good levels of controllable lighting in all areas. • There is likely to be more than one source of lighting, e.g. wall, standard lamps. Ample natural light. • Effective levels of heating providing overall uniform temperature. • Properly fitted, automatic, fixed heating which might be thermostatically controlled.
4 Star	<ul style="list-style-type: none"> • Very good levels of controllable lighting which may include use of dimmers in rooms. • There should be several forms of alternative lighting, e.g. table lamps, wall lights, picture lights. • Automatic heating will be fixed and thermostatically controlled.
5 Star	<ul style="list-style-type: none"> • Excellent lighting which creates a good effect and shows off rooms to best advantage. • Light should be practical for all purposes such as reading and working. • Heating levels fully controllable at all times of day/night by the guest. Storage heaters may not meet this requirement.

7. Bedrooms

Decoration

Quality Guidance	As well as walls and ceilings, the provision and quality of pictures and prints and all wall decorations is assessed here. The assessment of the decoration of walls, ceilings and woodwork looks at the quality, application and condition. The assessor's personal tastes in style or design are not considered.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Functional décor and limited co-ordination. • Limited relief and adornment.
2 Star	<ul style="list-style-type: none"> • Competently applied décor of a quite good quality. • Limited obvious blemishes.
3 Star	<ul style="list-style-type: none"> • Good interior, with evidence of co-ordinated design. • Well finished, good quality wall coverings and paintwork, applied to a professional standard. • Use of pictures etc., where appropriate, particularly on plain walls.
4 Star	<ul style="list-style-type: none"> • A professional standard of finish in very good condition with an appropriate level of adornment as befits the style.
5 Star	<ul style="list-style-type: none"> • Excellent interior design and overall impression and in excellent condition. • Professional finish to all aspects of decoration. • Attractive use of pictures, prints and other decorative relief. • Interesting architectural features, objects of interest, artwork, floral arrangements etc.

Flooring

Quality Guidance	This includes all types of flooring such as carpets, laminate, natural wood or vinyl.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Adequate comfort to flooring. • Finishes may include carpets, solid flooring, wood, vinyl etc.
2 Star	<ul style="list-style-type: none"> • Quite good quality, but carpets may have a high man-made fibre content. • Tiling should have little damage.
3 Star	<ul style="list-style-type: none"> • Good quality flooring in sound condition and comfortable underfoot.
4 Star	<ul style="list-style-type: none"> • High quality flooring, but not necessarily new and may show signs of wear; or more moderate quality, but in pristine condition. • Where rugs are provided these should be of a high quality.
5 Star	<ul style="list-style-type: none"> • High quality flooring in excellent condition. No real signs of wear and professionally fitted.

Furniture, Furnishings and Fittings

Quality Guidance	This includes fitted and free-standing furniture, curtains and rails, scatter cushions, heating appliances and light fittings.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • A sparing but adequate provision of furniture, furnishings and fittings in terms of quality and range; limited co-ordination. • Curtains may be unlined, but should meet in the middle. Blinds should run free. • Lighting and heating fittings could be of a modest quality.
2 Star	<ul style="list-style-type: none"> • A greater provision of furniture, which may be dated or have wear, but will be sound. • Curtains to be a better quality, clean and able to run freely. • Light and heating fittings of a quite good standard.
3 Star	<ul style="list-style-type: none"> • Ample provision would include dressing table facility and stool, drawers, etc., in each room. • Clothes hanging space within a wardrobe or designated curtained area in each bedroom. • Good quality fittings, in a sound and useable condition. • Good use of co-ordination. • The amount of furniture in proportion to the space available.
4 Star	<ul style="list-style-type: none"> • Dressing table facility, wardrobe and drawer space should be available in each bedroom. • High quality furniture, not necessarily new, but which offers substantial comfort and space. • Curtains to be full and may have additional embellishments such as tiebacks. • Very good quality lighting and heating fittings maintained in a very good condition.
5 Star	<ul style="list-style-type: none"> • Excellent quality modern, reproduction or antique furniture of sound construction. • Excellent co-ordination of furniture and soft furnishings of high intrinsic quality. • Additional features may be in evidence, e.g. scatter cushions. • Excellent quality and well fitted window covering with ample drape and width. • High quality lighting and heating fittings in pristine condition.

Beds

Quality Guidance	This includes the quality and condition of headboards or equivalent, bed bases, mattresses and frames.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Acceptable quality beds and mattresses; may or may not include headboards.
2 Star	<ul style="list-style-type: none"> Beds of a quite good quality but mattresses may be thin and bases shallow.
3 Star	<ul style="list-style-type: none"> Good quality, comfortable beds, supportive mattresses and sound bases. Bed bases and headboards, where provided, may be of older style but in good condition.
4 Star	<ul style="list-style-type: none"> Very good quality firm mattresses with quality sprung bases. Bed bases and any headboards in very good condition.
5 Star	<ul style="list-style-type: none"> Excellent quality beds, e.g. sprung mattresses and high quality bases. Headboards, if fitted, perhaps offering a high degree of comfort.

Bedding and Linen

Quality Guidance	This looks at the quality and condition of pillows, duvets, blankets and sheets, pillow and mattress protectors, valances and bedspreads.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Beds presented with acceptable quality, clean linen and bed covers in good repair. • Adequate range of bedding, including sufficient blankets and/or duvets. • If additional bedding is provided, it should be clean and fresh, preferably wrapped to retain cleanliness. • Pillows may contain less filling and offer less support and be predominantly man-made fibre.
2 Star	<ul style="list-style-type: none"> • Bedding may be well used but still free from holes and tears and should be matching. • Pillows to be plumper.
3 Star	<ul style="list-style-type: none"> • Well presented beds, with ample, good quality, pressed, co-ordinated linen and bedding. • Valances may be present on divans. • Extra pillows and bedding available. • Pillows should be substantial.
4 Star	<ul style="list-style-type: none"> • Very good quality linen, co-ordinated with bedding and room. • Choice of pillows may be offered, e.g. feather or hollow fibre. • Pillow protectors may be anticipated at this level. • Valances may be high quality and pleated.
5 Star	<ul style="list-style-type: none"> • Co-ordinated and crisply laundered linen. A choice of bedding available, e.g. thickly quilted or similar quality bedspreads and blankets, or duvets with appropriate tog rating. All of a high quality and co-ordinated with bedroom décor and other soft furnishings, e.g. single beds having double duvets. • High quality, padded mattress covers and pillow protectors would be anticipated. • A pillow menu may be available as a way of offering a choice of plumpness and filling types of pillows. • Where duvets are used, generosity of size should be considered.

Lighting, Heating and Ventilation

Quality Guidance	<p>This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the room and requirements, e.g. reading in bed, putting on make-up or using a hairdryer at a dressing table. There should be a balance of natural and artificial light where appropriate.</p> <p>Heating needs to be sufficient for the size of the room and to cope with different guests' requirements.</p>
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Adequate lighting appropriately positioned for practical use. • Heating levels appropriate to the size of room; might not be automatic or fixed.
2 Star	<ul style="list-style-type: none"> • Quite good levels of lighting. • Higher wattage than the minimum of 140 watt. • Heating may be automatic or thermostatically controlled.
3 Star	<ul style="list-style-type: none"> • Well positioned lights giving good levels of illumination and which are easily controllable at night. • Effective levels of heating providing overall uniform temperature.
4 Star	<ul style="list-style-type: none"> • Very good levels of light with easy access to controls especially for bedside lighting. • Different types of lighting may be used, e.g. wall lights and lamps. • Properly fitted, automatic, fixed heating which might be thermostatically controlled.
5 Star	<ul style="list-style-type: none"> • Well positioned, excellent quality lighting, giving excellent levels of illumination for various purposes, e.g. reading and at the dressing table. • Would be desirable to have the main light controlled from the door and bed. • Heating levels fully controllable at all times of day and night by the guest. Some older storage heaters may not meet this requirement.

Space, Comfort and Ease of Use

Quality Guidance	This takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guests. Does furniture have to be moved for the facilities to be used? Is there somewhere to store luggage?
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Reasonable free movement not to be unduly restricted by intrusive low beams and ceiling. Large furniture may dominate a room and make it less usable. Rooms should be free from external noise disturbance. The provision of double-glazing may be necessary to ensure this in urban locations.
2 Star	<ul style="list-style-type: none"> Quite good levels of comfort and a limited range of furniture. Easy use of facilities with an uncluttered appearance.
3 Star	<ul style="list-style-type: none"> Sufficient space to allow free movement and a good degree of comfort. Easy use of facilities. Convenient layout of furniture for practical use. Good access to both sides of double beds.
4 Star	<ul style="list-style-type: none"> Well planned layout of furniture to maximise use of generous free space. Rooms may be smaller, but considered planning means they are just as usable. Very good access to both sides of double beds.
5 Star	<ul style="list-style-type: none"> Bedroom should be of a sufficient size to allow the provision of all appropriate bedroom furniture and still allow easy access when using these facilities. Area available for luggage storage without cluttering the room and obstructing access. This need not be in a bedroom. Easy and convenient use of facilities, e.g. access to power points. Generous access to both sides of double beds. No intrusive noise.

8. Bathrooms and WCs

Decoration

Quality Guidance	This refers to the quality and condition of décor of the walls and ceilings, including tiling, grouting and sealant.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Functional décor with limited co-ordination.
2 Star	<ul style="list-style-type: none"> • Quite good quality and condition of décor but may have some signs of wear.
3 Star	<ul style="list-style-type: none"> • Well maintained, practical décor; wall and ceiling coverings well applied. All in good condition.
4 Star	<ul style="list-style-type: none"> • May be recently redecorated but not of the highest quality or may be excellent quality with slight ageing.
5 Star	<ul style="list-style-type: none"> • Excellent interior design. • Professional finish to all aspects of decoration. • Highest quality finish to walls; well fitted, high quality tiles, grouting and sealant. • Attractive use of decorative enhancements, where appropriate.

Flooring

Quality Guidance	This includes the quality and condition of carpet, vinyl flooring, wood flooring, laminate and ceramic tiles. Non-slip flooring is always advisable in bathrooms.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Practical, non-slip flooring with adequate comfort underfoot.
2 Star	<ul style="list-style-type: none"> • Quite good quality flooring. Tiling should have little damage.
3 Star	<ul style="list-style-type: none"> • Good quality flooring in sound condition and comfortable underfoot.
4 Star	<ul style="list-style-type: none"> • High quality flooring but not necessarily new and may have some signs of wear; or more moderate quality in pristine condition.
5 Star	<ul style="list-style-type: none"> • Excellent quality flooring, in excellent condition. No real signs of wear and professionally fitted.

Fixtures, Fittings and Sanitary Ware

Quality Guidance	This includes the taps, plugs, showerheads, mirrors, shower screens/curtains, towel rails, shaver points, lighting and heating fittings, extractor fans, sanitary ware (bath, shower, WC, basin and bidet), towels, curtains and blinds.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Fittings of an acceptable quality. Correctly fitted, appropriate window covering. Sufficient water pressure and satisfactory drainage for practical use of facilities. Flat surface available for guests' belongings.
2 Star	<ul style="list-style-type: none"> Fittings of a quite good quality but may be dated or worn. Cast iron baths may have lost their gloss, but enamel is still in a sound condition.
3 Star	<ul style="list-style-type: none"> Solid, matching, good quality and well fitted appliances. Co-ordinated sanitary ware and bath or shower tray. Well fitted window covering, with sufficient width and height to draw completely across the window. Good shelf space for guests' belongings. Light adjacent to mirror ideally with razor point.
4 Star	<ul style="list-style-type: none"> Generally high quality fittings throughout with slight wear only. Good sized baths. Shower screen or heavy, high quality curtain. All sanitary ware in good order; no cracks, crazing or dull finishes.
5 Star	<ul style="list-style-type: none"> Provision of bath and shower with high quality fixtures and fittings, e.g. shower cubicles or shower screens, and thermostatically controlled showers. Full size washbasin in bedroom or en-suite. Easy to use appliances. Excellent quality and well fitted window covering with ample drape and width. Ample and convenient shelf space for guests' belongings.

Lighting, Heating and Ventilation

Quality Guidance	This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the bathrooms. Lack of sufficient heating and/or ventilation will give rise to condensation. There should be a balance of natural and artificial light where appropriate.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Heating levels appropriate to size of bathroom. Heating should be fixed for safety. • Adequate lighting appropriately positioned for practical use. • Window only may be provided.
2 Star	<ul style="list-style-type: none"> • Heating to offer a good level of heat and may be automatically controlled. • Quite good levels of lighting. Higher wattage than the minimum of 140 watt.
3 Star	<ul style="list-style-type: none"> • Effective levels of heating providing overall uniform temperature. • Well positioned lights giving good levels of illumination to the face.
4 Star	<ul style="list-style-type: none"> • Properly fitted, thermostatically controlled heating. • Normally an extractor fan and an opening window would be expected. • Very good levels of lighting, especially over or adjacent to a mirror. Different types of lighting may be evident.
5 Star	<ul style="list-style-type: none"> • Heating levels fully controllable at all times. Storage heaters may not meet this requirement. • Extractor fan fitted with a humidistat might be provided as well as a window. • Well positioned, excellent quality lighting, giving excellent levels of illumination.

Towels and Toiletries

Quality Guidance	This includes all personal towels and any toiletries supplied for guests' use. This could be anything from a bar of soap to a full range and extras such as shower cap and cotton wool balls and buds.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Paper mats not acceptable. • Towels may be small and thin, but should still be in a useable condition. • Particular attention paid to the cleanliness and hygiene of liquid soap dispensers where provided.
2 Star	<ul style="list-style-type: none"> • As for One Star.
3 Star	<ul style="list-style-type: none"> • Generously sized, co-ordinated towels of good quality and condition. • Good quality soap, shampoo and bath/shower gel provided. • Emergency toiletries such as toothbrush and disposable razor available, possibly for a charge.
4 Star	<ul style="list-style-type: none"> • A range of very good quality towels, absorbent and soft and a good range of quality guest toiletries.
5 Star	<ul style="list-style-type: none"> • A range of towels which includes bath sheets, robes and face cloths of excellent quality and condition. • An excellent range of luxury guest toiletries (for example hand soap, bath soap, shampoo, gels, body lotion, tissues etc.).

Space, Comfort and Ease of Use

Quality Guidance	This takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guest's freedom of movement, with safety being a prime consideration. Ease of use is likely to be affected by too many guests sharing one bathroom, particularly where the WC is within the bathroom or where there is only a bath provided.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Adequate space and layout such as to allow for practical use of all facilities. • Minimal noise from plumbing.
2 Star	<ul style="list-style-type: none"> • Quite good levels of comfort and a limited range of fittings. Easy use of facilities. • Convenient access to bath, shower and WC.
3 Star	<ul style="list-style-type: none"> • Sufficient space to allow easy access to, and use of the facilities.
4 Star	<ul style="list-style-type: none"> • Well planned layout of sanitary ware and fittings to maximise convenience and ease of use.
5 Star	<ul style="list-style-type: none"> • Ample space to allow free movement and easy access to the facilities. • Convenient layout with generous free space.

9. Kitchen

Decoration

Quality Guidance	The assessment of the decoration of walls, ceilings and woodwork looks at the quality of wall finishes, their application and condition. This includes splashbacks, tiling, grouting and sealant. The provision and quality of pictures and prints and all wall decorations is also assessed here. In a kitchen, hygiene is of prime importance, and some account of appropriateness of materials and finishes will have to be taken into consideration. The assessor's personal tastes in style or design are not considered.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Functional décor including walls and ceilings. • Minimal marks, splashing, grease or other signs of cooking.
2 Star	<ul style="list-style-type: none"> • Décor of good quality and in good condition, but may have some signs of wear.
3 Star	<ul style="list-style-type: none"> • Well maintained, practical décor. • Well co-ordinated with suitable, durable finishes such as tiling in working areas. • All décor should be applied to a good standard.
4 Star	<ul style="list-style-type: none"> • May be recently redecorated but not of the highest quality, or may be excellent quality with slight ageing.
5 Star	<ul style="list-style-type: none"> • Excellent standard of décor, professionally applied. • Co-ordinated interior design. • Highly durable surfaces, showing negligible wear and tear. • Freshly maintained grouting in tiled areas.

Flooring

Quality Guidance	This includes the quality and condition of carpet, vinyl flooring, wood flooring, laminate and ceramic tiles. Account will be taken of the quality of fitting especially around units and white goods.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Well fitted flooring. Some signs of wear and tear may be evident. Should be professionally fitted.
2 Star	<ul style="list-style-type: none"> Quite good quality flooring, free from tears, stains or burns.
3 Star	<ul style="list-style-type: none"> Very good degree of maintenance even in heavy traffic areas. Very durable flooring. Tiling to have clean grouting. Wooden floor in good condition.
4 Star	<ul style="list-style-type: none"> Could be high quality flooring, but not necessarily new and may show some signs of wear; or could be of a more moderate quality in pristine condition.
5 Star	<ul style="list-style-type: none"> Flooring of highest quality in excellent condition.

Lighting, Heating and Ventilation

Quality Guidance	<p>This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the kitchen. There should be a balance of natural and artificial light where appropriate and it should be adequate for safe use of the cooker and work surfaces.</p> <p>Lack of sufficient heating and/or ventilation will give rise to condensation. Ventilation is an important aspect in kitchens and air change should be provided to ensure removal of steam and cooking odours, particularly in open plan units. An opening window, if it operates satisfactorily, can provide adequate ventilation.</p>
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Practical levels of artificial and/or natural lighting for safety. • Heating may be borrowed where open plan, but nevertheless of a satisfactory level. • Adequate ventilation perhaps via opening windows.
2 Star	<ul style="list-style-type: none"> • Quite good levels of lighting. Higher wattage than the minimum of 140 watt. • Heating to offer a good level of heat and may be automatically controlled.
3 Star	<ul style="list-style-type: none"> • Good overall lighting, preferably including lighting directly over food preparation and cooking areas. • Good ventilation may include forced extraction.
4 Star	<ul style="list-style-type: none"> • Very good levels of lighting. • Different types of lighting may be evident, e.g. under-unit lighting in addition to main lighting. • Properly fitted, thermostatically controlled heating. • Extractor fans as well as opening windows might be anticipated.
5 Star	<ul style="list-style-type: none"> • Excellent lighting to all areas. • Easily controllable heating, e.g. thermostatic valve fitted to radiators.

Furniture and Fittings

Quality Guidance	This covers all kitchen fittings in terms of quality and condition, including kitchen units and cupboards, work surfaces, curtains and blinds, lighting and heating fittings, extractor fans and any free-standing furniture such as kitchen table and chairs.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Work surfaces and storage may be limited but adequate, with at least one cupboard or shelving for food storage. • All surfaces sound and cupboard doors properly functioning.
2 Star	<ul style="list-style-type: none"> • Sufficient work surfaces and cupboards for practical use. • Units of quite good quality.
3 Star	<ul style="list-style-type: none"> • More than adequate cupboard and work surface space. • Well fitted and co-ordinated units of good quality. • Where the dining area is part of the kitchen, tables and chairs of good quality with seat padding, where appropriate.
4 Star	<ul style="list-style-type: none"> • Very good amount of work surface free from clutter and equipment. • Very good quality and well maintained units. • Ample storage space for guests' food etc.
5 Star	<ul style="list-style-type: none"> • Generous work surfaces of high quality finish, plentiful storage space including floor and wall mounted units. • Professionally fitted units of excellent quality. • Where the dining area is part of the kitchen, tables and chairs of excellent quality with seat padding, where appropriate.

Electrical/Gas Equipment

Quality Guidance	All electrical and gas equipment provided in the kitchen will be assessed in this section including cookers, hobs, refrigerators etc. All small electrical equipment such as food mixers and hand whisks etc. are also considered here. Appliances such as washing machines, freezers etc., which are not located in the kitchen, but in another part of the property such as a utility room, will be included here.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Minimal or no provision beyond the basic requirement. Although some items may be older, all should be in a sound and working condition.
2 Star	<ul style="list-style-type: none"> Some additional items of equipment may be provided, but may show signs of wear and tear or be dated.
3 Star	<ul style="list-style-type: none"> All equipment in good order and very well maintained, e.g. items free from signs of damage and marks.
4 Star	<ul style="list-style-type: none"> May be excellent quality, but not in pristine condition. A very good range of equipment provided.
5 Star	<ul style="list-style-type: none"> Wide range of excellent quality items which may include, for example, a food processor or espresso machine. May include split level cookers for ease of use. Highest standards of equipment throughout.

Crockery, Cutlery and Glassware

Quality Guidance	This includes the quality, condition and range of crockery, cutlery and glassware for dining purposes. It does not include glass cookware for example.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Minimal provision of acceptable quality. Crockery may be of heavy practical quality, all the same pattern. Cutlery may be thin, low quality and mismatched. Small range of glasses. May not be matching.
2 Star	<ul style="list-style-type: none"> Crockery should have no signs of mismatch, chips, stains or crazing. Cutlery may be lightweight but should all be matching.
3 Star	<ul style="list-style-type: none"> Heavier styles of cutlery, free from any signs of wear. Appropriate range and selection of good quality cutlery, crockery and glassware, sufficient for the number of guests accommodated.
4 Star	<ul style="list-style-type: none"> Very good quality cutlery matching throughout.
5 Star	<ul style="list-style-type: none"> Very good quality in pristine condition or excellent quality in less than perfect condition.

Kitchenware, Pans and Utensils

Quality Guidance	This section looks at the quality, range and condition of pans, baking trays, cooking and serving bowls and dishes as well as utensils. Range and quantity at a basic level should be commensurate with the number of guests, i.e. larger numbers will require larger pans and serving dishes etc.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Limited range of pans of acceptable quality. Handles all secure and well fitting lids. Minimum range of utensils. Some items may be lighter weight or of more basic intrinsic quality. Might not be a matching set.
2 Star	<ul style="list-style-type: none"> Pans of a better quality/heavier weight. May have wide range of utensils, but not all of matching design.
3 Star	<ul style="list-style-type: none"> Pans in a range of sizes, all of good solid weight. No old plastic utensils which are misshapen. Wide range of knives, wooden spoons etc.
4 Star	<ul style="list-style-type: none"> Pans may be high quality but showing signs of age or wear and tear or could be pristine but of a lighter weight. Greater range of utensils and cookware of various sizes and uses.
5 Star	<ul style="list-style-type: none"> All cookware and pans of the highest quality standard. Range of pans should be greater than the minimum. Wide range of additional items, all co-ordinated, e.g. wok, garlic press, kitchen scales, juicer, etc.

Space, Comfort and Ease of Use

Quality Guidance	This section will cover the design and layout of the kitchen taking into account the important aspect of space. It could be possible to have too much space to the detriment of the practical use of the kitchen, e.g. the layout precludes ease of use. Account will be taken of the maximum occupancy of the unit and the space in the kitchen for that number, especially if the dining area is located in the kitchen, with safety being a prime consideration.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Limited space throughout, which includes storage, work surfaces and free space. Adequate space to wash and drain dishes.
2 Star	<ul style="list-style-type: none"> Adequate space and layout such as to allow for practical use of the facilities. Convenient access to refrigerator, cooker/oven and hob. Evidence of more thought given to the various tasks carried out in a kitchen.
3 Star	<ul style="list-style-type: none"> Sufficient space to allow easy access to, and use of the facilities. Good amount of storage space for foodstuffs.
4 Star	<ul style="list-style-type: none"> Very good ease of use with plenty of space, especially around dining tables if located in a kitchen. Very good access to all units with thought given to the working triangle – cooker, fridge and sink. Additional space would be anticipated where larger units may have more than one person using the kitchen at the same time.
5 Star	<ul style="list-style-type: none"> Ample space to allow free movement and easy access to the facilities. Very convenient layout with plenty of space. There should be very generous space for storage, food etc.

10. Additional Facilities

These are facilities that may be provided as part of the facilities available to apartment guests. They are optional requirements, but if provided, the quality, presentation and ease of use will be taken into account in the assessment of the quality score. If they are not provided, there will be no negative effect on rating awarded.

Laundry

Quality Guidance	This is where there is a specific laundry room located outside the property itself with equipment for washing, drying and ironing clothes; it may be shared with other apartments.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • All equipment to be in working condition. • Practical working environment. • Simple instructions for use of equipment. • Opening hours may be limited.
2 Star	<ul style="list-style-type: none"> • Some evidence of wear and tear may be noted. • Walls and floors finished to a reasonable standard. • Equipment of a more domestic quality. • Instructions may be more detailed.
3 Star	<ul style="list-style-type: none"> • Sufficient equipment for convenient use. • Premises in good decorative order. Good housekeeping and free from unsightly storage. • Equipment may be professional or domestic standard. • Opening hours appropriate to type of facility and functions, e.g. size and style.
4 Star	<p>Although a laundry room is not a requirement at or above this level (as each apartment should have its own washing machine), where a laundry room is provided in addition, it will be assessed under this section. Payment for use of machines not expected at this level.</p> <ul style="list-style-type: none"> • Very good and ample provision of equipment. • Could include indoor hanging area for wet coats and boots. • May have 24 hour access via a key/other means of secure access or extended opening hours to suit customer needs.
5 Star	<ul style="list-style-type: none"> • Well equipped premises in excellent decorative order and a high standard of cleanliness evident. • Well organised layout with consideration for ease of use of all equipment. • Provision of excellent quality equipment and clear instructions for use. Range of equipment may include washing machines, tumble dryer, spin dryer, ironing facilities, hand wash facilities etc. • 24 hour access - which may be via a key, keypad or other means of secure access.

Recreation

Quality Guidance	Examples might include a swimming pool, gym or sauna. There is no requirement for any of these to be provided and operators will not be penalised for not having them, but where they are provided they will form part of the assessment.
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Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Limited availability of recreational facilities and access. • All equipment maintained in a safe condition.
2 Star	<ul style="list-style-type: none"> • Facilities should be of a quite good quality and maintained in working order.
3 Star	<ul style="list-style-type: none"> • May specialise in one major type of activity to a good standard. • All facilities and equipment in good order. • Opening hours appropriate to type of facility.
4 Star	<ul style="list-style-type: none"> • Wider selection of facilities. • Facilities of a very good standard, clean and well maintained. • May include changing rooms where appropriate.
5 Star	<ul style="list-style-type: none"> • Facilities provided to an excellent standard and equipment in excellent order. • Extended opening hours to suit customer needs.

Shop/Bar/Restaurant

Quality Guidance	There is no requirement for these to be present, but where they are provided, they will form part of the assessment.
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Star Rating Quality Indicators	
1 Star	<p>Shop:</p> <ul style="list-style-type: none"> Opening hours to suit customers' needs. May be a partial facility with reception. All in sound condition with a good standard of cleanliness. <p>Bar/restaurant:</p> <ul style="list-style-type: none"> Facility for purchase of meals/snacks/drinks at specified times. May be limited seating. Limited range of food and drinks available.
2 Star	<p>Shop:</p> <ul style="list-style-type: none"> Limited stock and size of shop. Quite good facility overall with a tidy appearance. <p>Bar/restaurant:</p> <ul style="list-style-type: none"> Sufficient seating to accommodate most guests. Quite good overall condition and quality.
3 Star	<p>Shop:</p> <ul style="list-style-type: none"> Generally well positioned, good stock of consumer items. Fabric and décor in good order and good housekeeping standards. Opening hours appropriate to type of facility and functions, e.g. range and type of merchandise. <p>Bar/restaurant:</p> <ul style="list-style-type: none"> Good decorative and housekeeping standards. Sufficient seating to accommodate the maximum number of occupants. Good range of food and drinks available. Opening hours appropriate to type of facility and function, e.g. size and style.
4 Star	<p>Shop:</p> <ul style="list-style-type: none"> Very well kept interior and equipment. Evidence of attention to detail regarding cleanliness. <p>Bar/restaurant:</p> <ul style="list-style-type: none"> Well designed, convenient premises. Decorated to a very good standard and in sound condition. Very good housekeeping standards. Comfortable seating for all guests and appropriate height for dining. Very good choice of food/drinks available.
5 Star	<p>Shop:</p> <ul style="list-style-type: none"> Shop well stocked with a comprehensive range of goods; spotlessly clean, tidy and in excellent decorative order. Extended opening hours to suit customers' needs. <p>Bar/restaurant:</p> <ul style="list-style-type: none"> Spacious, well designed, convenient premises. Decorated to an excellent standard and in excellent condition. Excellent housekeeping standards. Wide choice of food/drinks available. Extended opening hours to suit customers' needs.

Notes

To find out more about VisitEngland's quality assessment scheme for serviced apartment please contact:

