

VisitEngland

University/Campus Accommodation

Quality Standard



Sustainability and Accessibility

Sustainability: Doing Business Even Better

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

VisitEngland Can Help

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

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

Sustainable Tourism Certification

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

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

Improving your Accessibility – A Lucrative Market

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

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

Legal Obligations

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

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

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

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

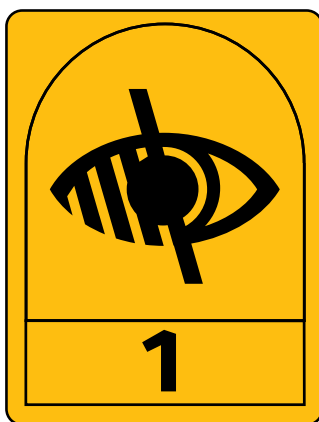
Sustainability and Accessibility

We Can Help

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

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

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



Contents

Promoting Sustainable Businesses	2
Accessibility	2
Code of Conduct and Conditions for Participation	5
The Quality Standard for University/Campus Accommodation	
1. Statutory Obligations	6
2. Cleanliness	6
3. Service and Hospitality	7
4. Bedrooms	8
5. Toilets, Bathrooms and Shower Rooms	10
6. Guest Meals	13
7. Public Areas	13
8. General Requirements	14
9. Kitchen (where marketed as self-catering)	15
Campus Quality Guidance	
Exterior	17
Cleanliness	19
Booking and Information	19
Food Service	21
Bedrooms - Quality and Condition	22
Bathrooms / En-suites / WCs - Quality and Condition	26
All Public Areas	30
Dining Room or Restaurant - Quality and Condition	32
Food Quality	35
Overnight Quality Assessments	36

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.

The Quality Standard for University/Campus Accommodation

The Quality Standard will use a one to five star rating system, which reflects both the quality and facilities provided by the university/campus accommodation. Where there are differing styles and quality of accommodation, each accommodation block will be individually assessed and each could achieve an individual star rating.

1. Minimum Entry Requirements

The minimum entry requirements for eligibility are at One Star, combining both the provision and quality of facilities and services. This includes fixtures, fittings, furnishings, décor and any extra facilities.

2. Quality Assessment

The Quality Indicators shown in this booklet indicate visitor expectations, but are neither definitive nor exhaustive. Phrases such as 'acceptable', 'good', 'very good' etc. are used to signify ascending levels of quality in broad terms only. They are deliberately non-specific, recognising the wide variety of quality elements that could be included.

1. Statutory Obligations

Minimum Entry Requirements

Fulfilment of the statutory obligations where appropriate, including:

- Fire Precautions
- Price Display Orders
- Food Safety/Hygiene
- Licensing
- Health and Safety
- Discrimination
- Trade Descriptions
- Data Protection
- Hotel Proprietors Act

Operators will be asked to provide evidence that Public Liability Cover is being maintained and that the above requirements are being fulfilled.

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.com/accessstatements. An Access Statement is a written, clear and accurate, and above all honest description of the current facilities and services you offer, to enable a potential visitor to make an informed decision as to whether your business meets their particular access needs.

2. Cleanliness

Minimum Entry Requirements

- Cleanliness is of paramount importance to guests, so a high standard of cleanliness must be achieved and maintained throughout the property. Particular attention must be given to kitchens, bathrooms, shower rooms and toilets and items involving direct contact for guests, such as bedding, linen, baths, showers, washbasins, WCs, flooring, seating, crockery, cutlery, glassware and kitchen equipment.
- All bedrooms must be cleaned after each stay and weekly cleaning must be available for longer stays. Service at weekends may be reduced, but service standards should be published in a brochure or advised at the time of booking.

3. Service and Hospitality

Minimum Entry Requirements

Booking Procedures and Prices

The following requirements apply to information provided verbally, in brochures and on any website under the operator's control:

- To make clear to guests exactly what is included in the prices quoted for accommodation, meals and refreshments, including service charges, taxes and other surcharges.
- To describe fairly to all guests and prospective guests the amenities, facilities and services provided by the establishment, whether by advertisement, brochure, website, word of mouth or any other means. Details of any in-house policies, e.g. no smoking, should be communicated at the time of booking.
- To provide information on the proximity to public transport and include detailed directions.
- Details of charges for additional services or facilities available should be explained, including cancellation terms, if any.
- Arrival and departure times must be clearly explained and advertised along with any restrictions to access on arrival.
- Where accommodation is provided in blocks not connected to the main building, the walking time/distance from the blocks to the central services and facilities must be detailed in brochures and on websites so guests are able to see this prior to booking.

Guest and Tourist Information

- Tourist information should be easily accessed at all reasonable times. It can be available in the bedrooms or a central location or both. Ideally this should include information for the local and adjacent area.
- Access Statement/information to be available.

Guest Arrival and Access

- There should be staff on duty during guests' anticipated arrival and departure periods (normally from 2pm until 11pm and from 7am to 10am) and during meal times, if meals are served.
- To provide service appropriate to the location and style of accommodation and to deal promptly with all enquiries, requests, reservations, correspondence and complaints from guests.
- To provide the means for guests to summon attention of staff in an emergency. Location of the nearest payphone to be clearly detailed in reception when the desk is not manned.
- Once guests have registered, they should have access to the establishment and to their bedrooms at all times, unless restrictions were previously notified. (It is acceptable that the entrance may be locked and the guest may have to ring or knock for access or be given a key/keycard/entrance code. Guests should be made aware of any restrictions at the time of booking.)
- Where payment is made on arrival an accurate receipt to be provided on request.
- Registration of all guests on arrival.

Minimum Entry Requirements

Guest Departure (where paying on departure)

- To provide each visitor with details of payments due and a clearly detailed receipt, if required.
- A complaint handling procedure should be in operation with details of where to complain readily available.

4. Bedrooms

Minimum Entry Requirements

Comfort and Ease of Use

- All bedrooms and bathrooms having sufficient space to allow freedom of movement for guests.
- In assessing the acceptability of room size, assessors will take account of usable space available around furniture and fittings.
- Additionally, for a quality score higher than One Star, room sizes will need to be greater with significantly more useable space around furnishings and fittings.
- Drawers and doors should be able to be fully opened.

Beds and Bedding - Size and Quality

Minimum bed size:

Single 190cm x 76cm (6'3" x 2'6")

Double 190cm x 122cm (6'3" x 4')

The provision of beds of the minimum bed size only will preclude a rating higher than Two Star.

- All mattresses to be of sprung interior, foam or similar quality, modern and comfortable, with mattress protectors and/or under-blankets. (Plastic or rubber mattresses are not acceptable. All beds to be of sound condition.)
- All bed linen, including duvet covers, to be poly cotton/cotton and changed at least weekly and for each new guest. Use of a top sheet does not negate this requirement.
- All bedding to be clean and in sufficient quantity, according to season and guests' needs. As a minimum, there should be two pillows per person in individual pillowcases, and either two sheets, two good quality blankets and a bedspread or one/two sheets and a duvet of suitable tog rating with cover.
- Spare blankets and pillows to be available on request.
- Cots, where provided, are to meet British Standards.

Minimum Entry Requirements

Furniture, Furnishings and Fittings

- Desk/dressing table or equivalent provided.
- Mirror available. Can be provided in the bedroom or bathroom (for en-suite rooms).
- A chair or stool.
- A wardrobe or clothes hanging space with sufficient hangers per person. An alcove is acceptable, but hooks on walls or behind doors are not.
- Adequate drawer or shelf space available - minimum of two shelves/drawers.
- Acceptable quality opaque curtains, blinds or shutters should be provided on all windows, including glass panels to doors, fanlights and skylight windows to afford both privacy and exclusion of light.
- Where bedrooms are located on the ground floor, consideration should be given to providing additional privacy in the form of a net curtain or blind.

Heating, Lighting & Ventilation

HEATING

- Adequate in-room heating provided at no extra cost.

LIGHTING

- Bedrooms and bathrooms should be well lit.
- Adequate levels of illumination for the size of room.
- Main lighting controllable from within the room, by the bedroom door.
- All bulbs, unless decorative, should have a shade or cover.

VENTILATION

- At least one window with clear glass to provide natural light and adequate ventilation. If windows are sealed, air conditioning must be provided.

Flooring

- Acceptable quality fully fitted carpets or alternative, e.g. vinyl, wood laminate, finished floorboards.

Minimum Entry Requirements

Other Bedroom Facilities and Services

- If beverage making facilities are not provided in the bedroom or on request, facilities for beverage making must be available in a public area e.g. vending machines. A reasonable charge may be made.
- Where in-room facilities are provided, attention should be given to ensure that the kettle can be used safely above floor height.

TELEPHONE

- Where a payphone is provided on site its location must be clearly detailed.

MISCELLANEOUS

- Printed advice on how to obtain emergency assistance at night by means of a notice or indication within the room information. This requirement is in addition to the fire instruction notice.
- A waste paper container (non-flammable if smoking permitted).
- An ashtray (where smoking permitted in bedrooms) or the non-smoking policy clearly advertised.
- A drinking tumbler per guest provided in the bathroom or kitchen facility. This should be clear glass, or wrapped disposable.
- A towel rail or equivalent.
- Sufficient conveniently situated power sockets to allow for the safe use of all electrical equipment provided, e.g. suitably positioned at a mirror for the use of a hair dryer.
- Iron and ironing board available on request or available from a central location (subject to a returnable deposit if appropriate).
- The availability of laundry facilities which can be chargeable and may be centrally located.

5. Toilets, Bathrooms and Shower Rooms

Minimum Entry Requirements

General and En-suite Facilities

- All public bathrooms and en-suites cleaned daily for serviced B&B rooms only. (For self-catering, between lets or weekly as a minimum.) Particular attention should be given to items involving direct contact for guests, such as towels, baths, washbasins, WCs, flooring, seating and glassware.
- At least one bath or shower room with washbasins for every 12 resident guests.
- At least one WC for every six resident guests, separate from bath or shower room.
- There should be a washbasin in the WC for guest bedrooms without washbasins.
- Acceptable quality opaque curtains, blinds or shutters should be provided on all windows, including glass panels to doors, fanlights and skylight windows to afford privacy.

NB For a rating of Three Star or above there should be one bath or shower room with washbasin for every six residents.

Minimum Entry Requirements

En-suite Bathrooms (where provided) - Fixtures and Fittings

What is an en-suite?

An en-suite facility consists of a bath or shower, WC and washbasin connected to a bedroom and entered directly from it. The WC is in its own properly ventilated room. It is acceptable for the washbasin and shower to be in the bedroom, as long as the WC is contained within a room of its own, within the bedroom. If the shower cubicle is situated in the bedroom then additional ventilation should be added to take account of this. Guests should be advised at the time of booking if the bath or shower cubicle is sited in the bedroom.

Bedrooms with shower cubicles sited in them are unlikely to achieve a high quality rating.

NB Pod style shower/bathrooms are acceptable at any star rating level.

- A bath or shower. If a shower is provided it must have a shower screen or curtain unless it is a wet room.
- Washbasin and mirror with light above or adjacent. The acceptability will also depend on the shape, position of taps etc and if within a pod style unit.
- Soap dish or equivalent
- Lidded WC (pod style bathrooms exempt as lidded WCs are not standard)
- Toilet roll holder and toilet roll
- Covered bin or open bin with sanitary bags in each cubicle/WC
- Covered light
- Adequate ventilation in the form of an extractor fan or window that opens
- Any clear/opaque windows where overlooked require opaque curtains or blinds.
- Adequate heating (see below)*
- A hook for clothes
- Where bath and shower tray bases are not provided, a non-slip bath mat should be available on request. (Non-slip adhesive strips added to baths and showers are acceptable.)
- Non-slip drying area outside of the bath/shower is required.
- Towel rail or equivalent (a radiator is not acceptable but a towel ring/hook or hanging rack on a radiator is)
- Adequate water pressure with hot water available at all reasonable times
- Electric razor point or adapter available within easy reach of the mirror. This may be located in the bedroom, bathroom or available from a central point.
- Internal lock or bolt.

*Where there are no external walls/windows heat from the bedroom may be adequate. En-suites with an external window will require heating. A heated towel rail is acceptable.

Minimum Entry Requirements

Public Bathrooms (where provided) - Fixtures and Fittings

The minimum entry requirements should be provided, as for en-suites, but additionally:

- All public bathrooms require adequate heating, unless size below 5.9 sq.m (20 sq.ft). Shower cubicles are exempt.
- Where there are external windows heating is required.
- Internal lock or bolt.

NB Access to guest toilets or bath/shower rooms from a bedroom through public areas, e.g. lounge, dining room etc is not acceptable.

Public Toilets on Bedroom Corridors - Fixtures and Fittings

- Lidded WC
- Covered bin or open bin with sanitary disposal bags
- Toilet roll holder & toilet roll
- Washbasin to include hot water, soap/liquid soap and hand drying facilities
- Covered light
- Adequate ventilation in the form of an extractor fan or window that opens
- Any clear/opaque windows where overlooked require opaque curtains or blinds
- Internal lock or bolt.

Washbasins in Bedrooms

- A towel rail or equivalent (a radiator is not acceptable but a towel ring/hook or a hanging rack on a radiator is).
- Hot water available 24 hours a day.
- Electric razor point or adapter available within easy reach of the mirror. This may be located in the bedroom, bathroom or available from a central point.

Towels and Toiletries

- Clean hand and bath towel per person, fresh soap provided for each new let (liquid soap acceptable).
- Bath mat provided per person.

6. Guest Meals

Minimum Entry Requirements

Breakfast/Dining Room

Where meals are served, a dining room/breakfast area is to be available.

Breakfast (where provided as part of a package)

- Where breakfast is available for guests it may be continental and/or pre-packed. If cooked breakfast is not available or it is pre-packed this must be advertised in the brochure or advised at the time of booking.
- The choices and costs of food items to be clearly displayed.
- Breakfast times to be clearly advertised but meals for groups may be served at a specific time.

Lunch and Dinner (where provided)

- Main courses should include hot dishes and a vegetarian option.
- Meals for groups may be served at a specific time, but for all other guests, dinner/lunch should be clearly advertised and dining facility opening times specified.

7. Public Areas

Minimum Entry Requirements

General

- Adequate levels of lighting for safety and comfort in public areas, including sufficient light on stairways and landings at night. Use of infra-red/timed switch is acceptable.
- Corridors and stairs should be in good repair and free from obstruction.
- Adequate levels of heating in all public areas.
- Public toilets in good repair and checked daily on a regular basis.

Public Toilets

All toilets equipped with:

- | | |
|---------------------------|--|
| • Adequate ventilation | • Sanitary disposal bin |
| • Lidded WC | • Washbasin with soap/liquid soap |
| • Covered light | • Adequate hand drying facilities |
| • Toilet paper plus spare | • Internal lock or bolt for toilet cubicles. |

8. General Requirements

Minimum Entry Requirements

Safety and Security

- The entrance should be clearly identified.
- A high degree of general safety and security maintained, including information on procedures in the event of an emergency to be displayed in bedrooms.
- Adequate measures provided for the security of guests and their property. There should be a means of securing bedroom doors from inside and out and a key available.

External Appearance

- Buildings, their fixtures, furnishings, fittings and exterior and interior décor must be maintained in a sound, clean condition and must be fit for the purpose intended.

Grounds and Gardens

- Gardens and/or open areas that are accessible to guests to be maintained in good order.
- Paths or passageways to all areas to be in good condition, well surfaced and adequately lit.

Parking (where applicable)

- Car park, where provided, should be adequately lit to ensure guests' safety.
- If parking is not available/provided or is a chargeable extra, this should be detailed in the brochure/website and guests must be advised at the time of booking.

Accommodation Blocks

- Where an establishment has an annexe, the facilities provided in the annexe will be taken into account in the relevant area of the assessment, e.g. a games room within public areas and sleeping accommodation within bedrooms.

Extra Facilities

- These are facilities which may be provided as part of the accommodation package. 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 the establishment has additional outdoor facilities e.g. tennis court, these will be taken into account in this area.
- Facilities to be signed.

9. Kitchen (where marketed as self-catering)

Minimum Entry Requirements

General

- Signage clearly indicating non-smoking.
- There should be a clean and functioning cooker with an oven, a grill and at least four boiling rings that may be used simultaneously with the oven or grill.
- A microwave provided in addition to a cooker.
- There should be a clean and functioning refrigerator with an ice-making compartment (unless a freezer is also provided).
- A sink equipped with a draining board, dish drying rack, hot water and cold drinking water supply.
- At least one hygienic working surface.
- Provision for boiling water, e.g. kettle etc.
- An opening window or Local Planning Authority approved ventilation system.
- A covered waste disposal bin to be provided.
- Initial provision of washing-up liquid and dishcloths or washing-up brush.
- A fire blanket to be readily available. This should ideally be between the cooker and the door, and ideally wall mounted. Storage in a cupboard or over the cooker is not acceptable. It could be sited outside the kitchen, provided it is quickly and easily accessible.
- A combined dining room/self-catering kitchen is acceptable.
- Storage space suitable for food.
- Sufficient storage space for crockery, cutlery, kitchen and cleaning equipment provided.
- Kitchen fully equipped with adequate number of cooking utensils, crockery and tumblers allowing for the number of guests the accommodation can accommodate.

Lighting

- Kitchens must be adequately lit and all lights must have shades or be suitably protected.

Flooring

- All kitchens must have suitable floor finishes or coverings.

Minimum Entry Requirements

Kitchen Inventory

These should be provided per person:

Bowl - cereal or dessert	Plate (large & small)
Fork	Spoon (tea & dessert)
Knife	Tumbler
Mug	

This basic list of equipment should be considered and supplied as appropriate, per kitchen:

Baking tray	Measuring jug
Basic clothes drying facilities	Milk jug
Storage container	Oven cloth
Bread knife	Potato masher
Chopping board	Potato peeler
Cafetière/coffee maker	Saucepans (large, medium, small)
Cleaning agents/dishwasher tablets/ liquid/powder (if dishwasher provided)	Sugar basin
Colander	Table cloth/place mats
Condiment set	Tablespoon x 2
Corkscrew and bottle opener	Teapot
Dishcloths	Tea towels
Dustpan and brush	Tin opener
Fish slice	Toaster
Floor cloth/mop and bucket	Tray
Frying pan	Vegetable dish x 2
Grater	Vegetable knife
Ice tray	Washing-up bowl/brush
Kettle - automatic electric	Washing-up liquid
Kitchen scissors	Water jug
Ladle	Wine glasses
	Wooden spoon

Campus Quality Guidance

Quality Indicators

Examples are given of the level of quality expected to achieve a rating of One to Five Star for each area of the assessment. Phrases such as 'acceptable', 'good' and 'very good' are used to signify ascending levels of quality in broad terms only. They are deliberately non-specific because we recognise the wide variety of quality elements that can be included. The Quality Indicators represent typical expectations for condition and intrinsic quality and are neither definitive nor exhaustive.

Exterior

Buildings - Appearance and Condition

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Exterior of buildings maintained in a sound, clean condition. Adequately maintained property overall.
2 Star	<ul style="list-style-type: none"> Overall tidiness, including window boxes, hanging baskets, tubs etc. where appropriate. Signs of ageing and defects limited to a small number of areas. Neat appearance of outbuildings.
3 Star	<ul style="list-style-type: none"> Well maintained, some natural weathering may be present. Attractive use of window boxes, hanging baskets and tubs where appropriate. Where displayed, signs maintained in good condition.
4 Star	<ul style="list-style-type: none"> Very good maintenance of stonework and paintwork, although some natural weathering is acceptable.
5 Star	<ul style="list-style-type: none"> Excellent standards of external maintenance and well maintained paintwork including outbuildings and signs, allowing for the age of the building. No unsightly staining and stonework in older buildings. Addition of features such as flower tubs and window boxes where considered appropriate. Well illuminated and clearly signed.

Grounds / Gardens / Frontage - Tidiness and Condition

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • An adequate first impression, e.g. refuse bins and storage areas discreetly positioned and tidily kept. • Safe pathways. • Adequately maintained driveways.
2 Star	<ul style="list-style-type: none"> • Refuse bins and storage areas kept discreetly positioned. • 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 grounds, driveways, footpaths etc. • Effective lighting and signage where required e.g. long driveway. • Easy access. Well maintained surface.
4 Star	<ul style="list-style-type: none"> • Dustbin area not visible and preferably screened. • High standards of maintenance in the garden. Generally tidy flowerbeds, pathways and hedges with all trees and shrubs well tended. • Evidence of some attention to detail e.g. well surfaced, pothole-free driveways and wide level pathways.
5 Star	<ul style="list-style-type: none"> • Attractively maintained, well tended borders or shrubs, tidy pathways and edges, lawns in good condition and well cut, hedges trimmed and an overall attempt to maintain a tidy appearance throughout the year. • Excellent, well positioned lighting and signage.

Car Parking (where provided) - Quality and Condition

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Reasonably easy, safe and adequately maintained parking. • A less formal provision of parking might be appropriate.
2 Star	<ul style="list-style-type: none"> • Some attempt to manage parking arrangements.
3 Star	<ul style="list-style-type: none"> • Good, easy access with signage as appropriate. • Adequate lighting. • A more structured approach to parking for establishments that receive non-residents.
4 Star	<ul style="list-style-type: none"> • Clear definition of parking area or spaces. Signage prevents confusion for guests on arrival. This may be informal.
5 Star	<ul style="list-style-type: none"> • Ample car parking spaces, clearly signed. • Good, well positioned lighting. • Consideration given to the security of the guests' cars. • Paths and steps well lit at night.

Cleanliness

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • All surfaces clean and free from dust. • All rooms vacuumed and floors cleaned daily. • Public/communal areas kept tidy.
2 Star	<ul style="list-style-type: none"> • A quite good standard overall, although some areas may be overlooked.
3 Star	<ul style="list-style-type: none"> • Some evidence of attention to detail, particularly high and low level dusting and areas which come into contact directly with the guests e.g. bedding and crockery, WCs and baths. • Soft furnishings and carpets well maintained. • All areas free from clutter. • All areas smelling fresh and clean.
4 Star	<ul style="list-style-type: none"> • Clean and freshly polished surfaces. Soft furnishings and carpets regularly deep-cleaned. • Greater attention to detail, with high overall standards.
5 Star	<ul style="list-style-type: none"> • Clearly a pristine finish. • Gleaming surfaces. No smears or marks. Evidence of thorough cleaning. • Spotless soft furnishings and carpets. • Bedding visibly crisp and clean.

Booking and Information

Telephone Enquiries

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Telephone answered with establishment name and minimal guest details taken.
2 Star	<ul style="list-style-type: none"> • Competent telephone manner when talking to guests.
3 Star	<ul style="list-style-type: none"> • Willingness to help and organised approach for dealing with guest enquiries.
4 Star	<ul style="list-style-type: none"> • Competent and efficient staff dealing with enquiries in a professional and consistent manner.
5 Star	<ul style="list-style-type: none"> • Usually no more than five rings before telephone is answered.

Quality of Website and Brochure Information

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Brochure/website may be simple with basic information. • Basic map/location included.
2 Star	<ul style="list-style-type: none"> • Brochure/website may include more detail.
3 Star	<ul style="list-style-type: none"> • Limited pictures may be included on brochure/website.
4 Star	<ul style="list-style-type: none"> • Brochure/website would contain colour photographs and details of things to do in the area.
5 Star	<ul style="list-style-type: none"> • Brochure/website produced to a high professional standard with lots of details about the accommodation and facilities on site and the things to see and do in the local area.

Quality of Presentation of Guest and Tourist Information

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Scant information about the accommodation/site facilities may be contained on notice board in communal area. • Limited tourist information may be on a notice board in a communal area or available from reception on request.
2 Star	<ul style="list-style-type: none"> • Greater amount of information readily available.
3 Star	<ul style="list-style-type: none"> • Easy access to some tourist information available for guests to read, could be leaflet rack or file in a central point.
4 Star	<ul style="list-style-type: none"> • Tourist information should be plentiful and readily available for guests to browse. • Information about the accommodation and site facilities should be clear and well presented and is likely to be in each bedroom.
5 Star	<ul style="list-style-type: none"> • Well presented room information folder contained in each room with clear and well laid out information about the site and accommodation. • Tourist information backed up by personal and local recommendations e.g. places to eat, shop and visit.

Food Service

Lunch Service (where served)

Lunch will be taken on a day visit where one is served.

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Adequate social and service skills. • Tables laid appropriately for the menu being served or cutlery and glassware readily available.
2 Star	<ul style="list-style-type: none"> • Competent service with helpful attitude. • Reasonable food and drink knowledge.
3 Star	<ul style="list-style-type: none"> • Buffet items kept topped up. • Good food and drink knowledge. • A well-paced meal service and no undue delay.
4 Star	<ul style="list-style-type: none"> • A high standard of food and drink knowledge. • More attentive service such as prompt table clearing and satisfaction checks as applicable.
5 Star	<ul style="list-style-type: none"> • Staff with higher skill levels and a proactive approach to providing an efficient service. • Comprehensive descriptions of dishes available and where it is table service there should be good judgement in timing of serving the different courses. • Operators and staff able to provide guests with advice on menu and wine list (where provided).

Bedrooms - Quality and Condition

Decoration

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Functional decoration and limited co-ordination.
2 Star	<ul style="list-style-type: none"> • Decoration may be old, but not too damaged or scratched.
3 Star	<ul style="list-style-type: none"> • Co-ordinated decoration. • Well finished walls and paintwork.
4 Star	<ul style="list-style-type: none"> • Very good standard of decoration. • Some effort made to hide surface-mounted pipes and wires.
5 Star	<ul style="list-style-type: none"> • Decoration in excellent condition. • Some use of pictures may be evident.

Furniture, Furnishings and Fittings

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • A sparing but adequate provision of furniture, furnishings and fittings. Some slight damage may be apparent but all items capable of use. • Curtains may be unlined, but should meet in the middle. Blinds should run free. • Lighting and heating fittings could be lacking intrinsic quality. • Suitable seating in acceptable condition.
2 Star	<ul style="list-style-type: none"> • Furniture/fittings in a quite good condition with minimal wear evident. Possibly 'domestic' quality. • Light and heating fittings of quite good standard.
3 Star	<ul style="list-style-type: none"> • Ample provision of furniture in each room. May be modest quality and/or flat pack. • Good quality fittings and furniture in a sound and useable condition. • Good use of co-ordination. • Curtains to be full and effective in retaining heat/excluding light. • The amount of furniture in proportion to the space available.
4 Star	<ul style="list-style-type: none"> • Quality furniture, not necessarily new, but which offers substantial comfort and space. • Very good quality lighting and heating fittings maintained in a very good condition. • Seating likely to be padded.
5 Star	<ul style="list-style-type: none"> • Excellent quality, of solid construction, virtually no signs of wear and tear. • Well fitted window covering with ample width. • High quality lighting and heating fittings. • Full length mirror likely to be included.

Flooring

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Adequate comfort to flooring. Some signs of wear and tear may be evident. • Not necessarily professionally fitted.
2 Star	<ul style="list-style-type: none"> • Quite good quality flooring, but carpets may have a high man-made fibre content.
3 Star	<ul style="list-style-type: none"> • Well fitted, good quality flooring in sound condition and comfortable underfoot. • Wooden floors in good condition. • Some underlay for carpeting.
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. Normally professionally fitted.
5 Star	<ul style="list-style-type: none"> • Professionally fitted, high quality carpeting with substantial underlay. • Polished floorboards or high quality laminate with rugs.

Beds and Bedding

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Acceptable quality, but mattresses may be thin and bases shallow. Clean, secure headboards or equivalent. • Adequately presented beds with clean linen and bed covers in good repair. • Adequate range of bedding, including sufficient blankets.
2 Star	<ul style="list-style-type: none"> • Beds and bedding of a quite good quality. Well maintained beds and mattresses. • Bedding may be faded, but some attempt at co-ordination.
3 Star	<ul style="list-style-type: none"> • Good quality, comfortable beds. Sturdy mattresses and sound bases. • Bed frames may be of older style, but in good condition. • Well presented beds with linen and bedding all in good condition. Pillows should be substantial and mattress protectors likely to be in use.
4 Star	<ul style="list-style-type: none"> • Very good mattresses and sound bases. Headboards offer a degree of comfort if provided. • Very good quality linen may well be co-ordinated with decoration theme.
5 Star	<ul style="list-style-type: none"> • Excellent quality full-sized beds. • Very good quality duvets or weighty blankets with spares available. • Any additional bedding provided in guest rooms to be wrapped.

Lighting / Heating / Ventilation - Quality of Provision

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Adequate levels of lighting, appropriately positioned. Enough lighting for practical use. • Adequate heating which should be effective for the full room during colder periods. Some form of free-standing heating should be available for the colder months if the bedrooms do not have fixed heating. • Fresh air available via window which opens or air exchange system.
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 W. • Heating might be free-standing and may be automatic or thermostatically controlled. • May be a mixture of heating systems, some fixed some moveable. • Maintains good background temperature which can be boosted when required.
3 Star	<ul style="list-style-type: none"> • Good levels of controllable lighting in all bedrooms. • There is likely to be more than one source of lighting. Ample natural light. • Effective levels of heating providing overall uniform temperature. • Properly fitted, automatic fixed heating which may be thermostatically controlled.
4 Star	<ul style="list-style-type: none"> • Very good levels of light with easy access to controls. Different types of lighting may be used e.g. wall lights and lamps. • Properly fitted automatic fixed heating which may be thermostatically controlled.
5 Star	<ul style="list-style-type: none"> • Well positioned, high quality lighting, giving excellent levels of illumination for various purposes, e.g. reading and at the dressing table/writing desk. • Would be desirable to have main light controlled from 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

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Doors and drawers should be able to be fully opened, without having to move other furniture. • Room large enough to contain all necessary furniture, but little thought given to layout. • Provides reasonable free movement not unduly restricted. • Reasonable sound insulation with minimal intrusive noise from plumbing, corridors etc.
2 Star	<ul style="list-style-type: none"> • Room sizes will need to be larger with significantly more usable space around furnishings and fittings. • Uncluttered rooms. • Satisfactory seating for style of accommodation. • NB Where double beds in rooms for two guests have access to one side only, a maximum rating of Two Star can be awarded.
3 Star	<ul style="list-style-type: none"> • Sufficient space to allow free movement and a good degree of comfort. • Easy use of all bedroom facilities. • Convenient layout of furniture for practical use. • TV, where provided, visible from sitting area or bed. • Good access to both sides of a double bed. • Practical, comfortable chairs. • Ample socket provision for all provided equipment.
4 Star	<ul style="list-style-type: none"> • Well planned layout of furniture to maximise use of the free space. Rooms could be smaller, but considered planning means free space is just as useable. • Very good access to both sides of a double bed. • One chair per guest possibly provided. • Spare and accessible sockets that are well placed for all uses. • Minimal noise.
5 Star	<ul style="list-style-type: none"> • A spacious, well planned room with furniture in suitable convenient places to allow a high degree of comfort. Area available for luggage storage without cluttering the room and obstructing access. • Easy and convenient use of facilities, e.g. use of surfaces without moving tea tray or TV (where provided), access to power points etc. • Comfortable easy chairs. • Generous access to both sides of a double bed. • No intrusive noise.

Bathrooms / En-suites / WCs - Quality and Condition

En-suite Provision

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Possibly no en-suite or private facilities.
2 Star	<ul style="list-style-type: none"> Some bedrooms with en-suite or private facilities.
3 Star	<ul style="list-style-type: none"> Likely to be at least 40% of bedrooms with en-suite or private facilities.
4 Star	<ul style="list-style-type: none"> Likely to be at least 60% of bedrooms with en-suite or private facilities.
5 Star	<ul style="list-style-type: none"> Likely to be at least 80% of bedrooms with en-suite or private facilities.

Decoration

It is acknowledged that many operators make use of the "pod" style bathrooms which are moulded in resin/plastic as one piece. These are acceptable and where decoration and tiling are mentioned in this section, this also covers the integral walls/ceiling of these types of units.

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Decoration in an acceptable condition, some aged or damaged areas with marks or wear evident, some flaking paint but mostly sound. Any cracks or damage to tiling or finish is minimal. Sealant and grouting showing discolouration.
2 Star	<ul style="list-style-type: none"> Quite good quality and condition of decoration, but may show signs of wear.
3 Star	<ul style="list-style-type: none"> Good quality decoration with minimal wear. May be functional, but fresh looking and well maintained. Tiling will be sound throughout, although perhaps not pristine. Sealant and grouting showing some discolouration.
4 Star	<ul style="list-style-type: none"> A very good standard of decoration. May be a relatively simple finish e.g. emulsion or bathroom paint, but is executed and maintained in an excellent condition. Tiling may be extensive and uniformly of a very good standard. Standards maintained through all bathroom areas with very little if any visible marks or damage. Some effort made to hide surface-mounted pipes and wires.
5 Star	<ul style="list-style-type: none"> All of excellent quality and condition. Walls will be very nearly or all tiled or a combination of finishes and all in excellent condition. Sealant and grouting immaculate.

Sanitary Ware and Fittings

It is acknowledged that many operators make use of the "pod" style bathrooms which are moulded in resin/plastic as one piece. These are acceptable for any star rating level in this scheme.

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Sanitary ware and fittings of an acceptable quality and condition but may be dated. • There should always be a reasonable supply of hot water. • Correctly fitted, appropriate window covering. • Provision of flat surface for guests' belongings. • Adequate quality lighting and heating fittings. • Adequate, but sparing towel rail provision.
2 Star	<ul style="list-style-type: none"> • Sanitary ware and fittings of a quite good quality, but may be a little dated or worn. • Sanitary ware may not be matching and may include plastic washbasins, shower trays etc. • Washbasins may be small and shower fittings may be of a basic quality. • Plenty of hot water at peak times.
3 Star	<ul style="list-style-type: none"> • Efficient showers with properly set temperature or effective controls, standard-sized washbasins, all in good condition. • No small baths or undersized showers with awkward access. • Good quality light and heating fittings. • Well fitted window covering, with sufficient width and height to draw completely across the window. • Good shelf space for guests' belongings.
4 Star	<ul style="list-style-type: none"> • Very good quality, well made fixtures and fittings. Fully controllable and powerful flow in showers. Shower screen or high quality shower curtain all fresh looking. • Very good quality bath and shower trays – probably ceramic/enamel or composite. • High quality taps and towel rings/rails with few obvious signs of wear.
5 Star	<ul style="list-style-type: none"> • High quality, solid, well made fittings in excellent condition, all in matching style. • Sturdy cast iron or steel and enamel bath. High quality shower cubicles or screens. • Plenty of hot water at all times. • Generous amount of towel rail space. • Heated towel rail, or towel rail fitted above radiator.

Flooring

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Best practice suggests that washable flooring is more hygienic than carpeting. Adequate comfort to flooring of a practical standard. Some signs of wear and tear may be evident. Possibly not fitted professionally.
2 Star	<ul style="list-style-type: none"> Quite good condition flooring, but may be of modest quality. Some wear may be evident.
3 Star	<ul style="list-style-type: none"> Well fitted, good quality flooring in sound condition and comfortable underfoot. Wooden floors in good condition. Well sealed edges and seams.
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. Normally professionally fitted.
5 Star	<ul style="list-style-type: none"> Professionally fitted, high quality tiles, vinyl or laminate, for example. Where the flooring is tiled, grouting and sealant is in excellent order.

Lighting, Heating and Ventilation

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Adequate lighting levels for the style, size, and shape of the bathroom. May be a centre light only with little or no lighting at the washbasin. Adequate heating for size of room at all reasonable times, may not be automatic, but should be fixed for safety. Effective ventilation. Possibly window only.
2 Star	<ul style="list-style-type: none"> Quite good levels of lighting. Possibly main light only. Heating offering a suitable level of heat which might be automatic or thermostatically controlled. Ventilation may be via limited mechanical means.
3 Star	<ul style="list-style-type: none"> Well positioned lights giving good levels of illumination particularly by the mirror. Ample natural light. Comfortable heating levels, appropriate to the room size and providing overall uniform temperature.
4 Star	<ul style="list-style-type: none"> Well positioned lighting effective for all purposes especially over or next to the mirror. Different types of lighting possibly used for practical or aesthetic reasons, e.g. halogen downlighters. Properly fitted, automatic, thermostatically controlled heating. Ventilation systems able to cope with busy periods.

5 Star	<ul style="list-style-type: none"> Well positioned, good quality lights giving good levels of illumination for various purposes, e.g. shaving, applying make-up etc. Responsive, thermostatically controlled, automatic heating. Some older storage heaters possibly do not meet this requirement. Heating source possibly a heated towel rail. Where there is a window, an extractor fan as well as the window will be expected.
--------	--

Space, Comfort and Ease of Use

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Adequate-sized facilities but perhaps rather restricted in places. Adequate water pressure and satisfactory drainage. Limited flat surface available for guests' belongings.
2 Star	<ul style="list-style-type: none"> Quite good levels of comfort and spaciousness. Possibly limited space but guests should be able to use facilities comfortably with convenient access to bath, shower and WC. Standard-sized shower cubicles.
3 Star	<ul style="list-style-type: none"> Good-sized bathrooms with sizable shower cubicles, ample changing/drying space. Fixtures and fittings well placed for ease of use.
4 Star	<ul style="list-style-type: none"> Well planned layout of sanitary ware fittings to maximise convenience and ease of use. Very good provision of shelf space for guests' toiletries etc.
5 Star	<ul style="list-style-type: none"> Ample space in well planned facilities allowing easy access for all needs. Plenty of provision for laying out toiletries, shaving equipment and hanging up clothes. Minimal noise from plumbing.

All Public Areas (including quality and condition of lounges, bars, halls, stairs, landings and public WCs)

Decoration

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Functional decoration and limited co-ordination.
2 Star	<ul style="list-style-type: none"> • Decoration may be old, but not too damaged or scratched.
3 Star	<ul style="list-style-type: none"> • Co-ordinated decoration. • Well finished walls and paintwork.
4 Star	<ul style="list-style-type: none"> • Very good standard of decoration. • Some effort made to hide surface-mounted pipes and wires.
5 Star	<ul style="list-style-type: none"> • Decoration in excellent condition. • Some use of pictures may be evident.

Furniture, Furnishings and Fittings

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • A sparing but adequate provision of furniture, furnishings and fittings. Some slight damage may be apparent but all items capable of use. • Lighting and heating fittings could be lacking intrinsic quality. • Suitable seating in acceptable condition.
2 Star	<ul style="list-style-type: none"> • Furniture/fittings in a quite good condition with minimal wear evident. Possibly 'domestic' quality. • Light and heating fittings of quite good standard.
3 Star	<ul style="list-style-type: none"> • Ample provision of furniture in each area. Good quality fittings and furniture in a sound and useable condition or may be modest quality and/or flat pack. Some minor signs of wear and tear. • Curtains or blinds of good quality. • The amount of furniture in proportion to the use of the area and the space available.
4 Star	<ul style="list-style-type: none"> • Quality furniture, not necessarily new, but which offers substantial comfort and space. • Seating likely to be padded and in sufficient quantity for the number of guests. • Very good quality lighting and heating fittings maintained in a very good condition.
5 Star	<ul style="list-style-type: none"> • Excellent quality, of solid construction, virtually no heavy signs of wear and tear. • High quality lighting and heating fittings.

Flooring - Quality and Condition

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Adequate comfort to flooring. Some signs of wear and tear may be evident. Not necessarily professionally fitted.
2 Star	<ul style="list-style-type: none"> Quite good quality flooring, but carpets may have a high man-made fibre content.
3 Star	<ul style="list-style-type: none"> Well fitted, good quality flooring in sound condition and comfortable underfoot. Tiling and wooden floors in good condition. Some underlay for carpeting.
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. Normally professionally fitted.
5 Star	<ul style="list-style-type: none"> Professionally fitted, high quality carpeting, (e.g. high percentage wool content, in excellent condition) with substantial underlay. Flooring may be used to create impact in an entrance hall or reception area.

Lighting and Heating - Quality of Provision

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Adequate lighting levels for the style, size, and shape of the room. Effective heating in all areas at all reasonable times. Heating levels appropriate to the size of the room. Possibly not automatic or fixed.
2 Star	<ul style="list-style-type: none"> Quite good levels of lighting. Heating may be free-standing, but might be automatic or thermostatically controlled.
3 Star	<ul style="list-style-type: none"> Well positioned lights giving good levels of illumination. Effective levels of heating providing overall uniform temperature. Properly fitted, thermostatically controlled heating.
4 Star	<ul style="list-style-type: none"> Very good levels of light, where different types of lighting may be used for practical, aesthetic and ambience reasons e.g. halogen downlighters, standard lamps or picture lights. Properly fitted, automatic heating which may be thermostatically controlled.
5 Star	<ul style="list-style-type: none"> Variety of types of lighting giving good levels of illumination for all practical purposes, and may be used for emphasis in certain areas. A positive effort made to ensure that heating meets the guests' needs. Back-up source for heat for very cold weather.

Space, Comfort and Ease of Use

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Space for all necessary furniture but limited thought might be given to layout. • Acceptable environment for guests without disturbing levels of noise etc.
2 Star	<ul style="list-style-type: none"> • Uncluttered spaces with significantly more usable space. • The degree of comfort for guests could be improved upon.
3 Star	<ul style="list-style-type: none"> • Reception area of a big enough size to accommodate guests and their luggage. • Sufficient space to allow a good degree of comfort for guests.
4 Star	<ul style="list-style-type: none"> • Well planned layout to maximise use of the free space. • Minimal intrusive noise.
5 Star	<ul style="list-style-type: none"> • Spacious, well planned rooms with furniture in suitable, convenient places. Easy and convenient use of facilities. Ample space. • Fresh and airy atmosphere.

Dining Room or Restaurant - Quality and Condition

Decoration

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Functional decoration and limited co-ordination.
2 Star	<ul style="list-style-type: none"> • Decoration possibly old but not damaged, scratched or torn. Free from food splashes.
3 Star	<ul style="list-style-type: none"> • Well finished, good quality wall coverings and paintwork with wall and ceiling coverings well applied.
4 Star	<ul style="list-style-type: none"> • Very good standard of decoration with use of high quality pictures and prints where applicable. • Some effort made to hide surface-mounted pipes and wires.
5 Star	<ul style="list-style-type: none"> • Excellent decoration, with high attention to detail. Thoughtful co-ordination of patterns, colours and textures. • Attractive use of pictures, prints and other decorative relief.

Furniture, Furnishings and Fittings

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Furniture and furnishings adequate in terms of quality and range. Limited co-ordination. Dining furniture possibly not matching. Light and heating fittings of acceptable quality and safety for the style, size, and shape of the room. All window coverings correctly fitted.
2 Star	<ul style="list-style-type: none"> Furniture, furnishings and fittings of quite good quality, sound and fit for the purpose. Alternatively, furniture may have been excellent quality but now showing signs of age, wear and tear. Lighting and heating fittings of a quite good quality and in a sound condition.
3 Star	<ul style="list-style-type: none"> Furniture of good quality and condition. Size and amount of furniture in proportion to the space available. Good use of co-ordination. Good quality light fittings and shades, free from scorch marks.
4 Star	<ul style="list-style-type: none"> High quality furniture, furnishings and fittings in very good condition. Furniture not necessarily new but still offering substantial comfort. Full curtains, possibly with additional embellishments such as tiebacks.
5 Star	<ul style="list-style-type: none"> All furniture of high quality and in excellent condition. Excellent quality light fittings of various types. Heating fittings in excellent condition.

Flooring - Quality and Condition

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Adequate comfort to flooring. Some signs of wear and tear may be evident. Not necessarily professionally fitted.
2 Star	<ul style="list-style-type: none"> Quite good quality flooring, but carpets may have a high man-made fibre content.
3 Star	<ul style="list-style-type: none"> Well fitted, good quality flooring in sound condition and comfortable underfoot. Tiling and wooden floors in good condition. Some underlay for carpeting.
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. Normally professionally fitted.
5 Star	<ul style="list-style-type: none"> Professionally fitted, high quality carpeting, with substantial underlay. Polished floorboards or high quality laminate.

Lighting and Heating - Quality of Provision

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Adequate lighting levels for the style, size and shape of the room. Needs to be good enough for reading menus etc. • Effective heating in all areas at all reasonable times. • Heating levels appropriate to the size of the room. Possibly not automatic or fixed.
2 Star	<ul style="list-style-type: none"> • Quite good levels of lighting. Heating may be free-standing, but might be automatic or thermostatically controlled.
3 Star	<ul style="list-style-type: none"> • Well positioned lights giving good levels of illumination. • Effective levels of heating providing overall uniform temperature. • Properly fitted, thermostatically controlled heating.
4 Star	<ul style="list-style-type: none"> • Very good levels of light, where different types of lighting may be used for practical, aesthetic and ambience reasons e.g. halogen downlighters, standard lamps or picture lights. • Properly fitted, automatic heating which may be thermostatically controlled.
5 Star	<ul style="list-style-type: none"> • Variety of types of lighting giving good levels of illumination for all practical purposes such as reading menus etc. • May be used for emphasis in certain areas. • A positive effort made to ensure that heating meets the guests' needs. Back-up source for heat for very cold weather and maybe fans in hotter weather.

Space, Comfort and Ease of Use

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Room of adequate size, but little thought given to layout. • Tables adequate size with acceptable circulation space. • Some intrusive noise may be noticeable.
2 Star	<ul style="list-style-type: none"> • Room size will need to be larger with significantly more usable space around tables and other furniture. Room possibly smaller but considered planning means free space is just as useable.
3 Star	<ul style="list-style-type: none"> • Good layout and adequate circulation space to allow staff and customers to pass without inconvenience. • Appropriate table and chair heights. Practical, comfortable chairs.
4 Star	<ul style="list-style-type: none"> • Well planned layout of furniture to maximise use of free space.
5 Star	<ul style="list-style-type: none"> • A spacious, well planned room with furniture in suitable, convenient places. • High degree of comfort, well spaced comfortable chairs, spacious tables.

Food Quality

Lunch (where provided) - Quality and Presentation

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Possibly a set menu but with an alternative available on request. • Limited garnishes or decoration. Buffet and carvery simply presented.
2 Star	<ul style="list-style-type: none"> • Food served at the correct temperature, on a hot or cold plate as appropriate. • Limited choice available. • Meals prepared with a quite good level of care.
3 Star	<ul style="list-style-type: none"> • Well presented food freshly cooked from good quality ingredients. Evidence of some fresh ingredients being used. Good home cooking. • Particular attention to food quality rather than an extensive choice.
4 Star	<ul style="list-style-type: none"> • Obvious use of fresh ingredients cooked with a high level of care.
5 Star	<ul style="list-style-type: none"> • An emphasis on fresh, seasonal, local ingredients and cooked with skill and consistent food quality. • Obvious care and attention to detail and with attractive appearance, making the food look appetising.

Dinner (where provided) - Quality and Presentation

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Possibly a set menu but with an alternative available on request. • Limited garnishes or decoration. Buffet and carvery simply presented. • Vegetarian choice available.
2 Star	<ul style="list-style-type: none"> • Food served at the correct temperature, on a hot or cold plate as appropriate. • Limited choice available. • Meals prepared with a quite good level of care.
3 Star	<ul style="list-style-type: none"> • Well presented food freshly cooked from good quality ingredients. Evidence of some fresh ingredients being used. • Particular attention to food quality rather than an extensive choice.
4 Star	<ul style="list-style-type: none"> • Obvious use of fresh ingredients cooked with a high level of care and attention to detail.
5 Star	<ul style="list-style-type: none"> • Excellent cooking with an emphasis on fresh, seasonal, local ingredients and cooked with skill. • Strong emphasis on consistent food quality. • Obvious care and attention to detail and appearance making the food look attractive. • Greater range of dietary choices available.

Overnight Quality Assessments

In addition, where an accommodation provider has opted for the overnight visit option, the following aspects will also be assessed and feedback will be provided on these areas, but they will not form a part of the overall judgement for the star rating.

Booking Procedures and Prices

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • The minimum guest details taken.
2 Star	<ul style="list-style-type: none"> • Competent taking of bookings.
3 Star	<ul style="list-style-type: none"> • Organised approach for dealing with reservations, correspondence, complaints etc. • Some kind of confirmation offered. • Willingness to help guests on arrival.
4 Star	<ul style="list-style-type: none"> • Competent and efficient booking procedure with directions offered. • Confirmation via email, text or letter. • Escort to the bedrooms and indication given of public areas. • Offer made of assistance with luggage.
5 Star	<ul style="list-style-type: none"> • A booking handled in a professional manner that makes the guest feel welcome and gives confidence that details have been accurately recorded. • Confirmation letter and directions sent by post, fax or email. • Guests shown to rooms with luggage assistance offered. Explanation of accommodation and bedroom facilities. • Appropriate use of guest's name. • Offer of refreshment on arrival as appropriate.

Hospitality and Friendliness

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Limited guest contact and interaction. Staff may be unskilled in customer interaction.
2 Star	<ul style="list-style-type: none"> All guests dealt with promptly and in a courteous and helpful manner.
3 Star	<ul style="list-style-type: none"> A positive and friendly attitude from cleanly attired management and staff. Good first and last impression with a welcoming smile.
4 Star	<ul style="list-style-type: none"> Attentive, more personalised service with very good levels of customer care such as use of guest's name. Proactive approach to guests with effort made at social interaction and conversation. Where an evening meal is not served, help is provided, on request, to find a place to eat/drink. Guests made to feel very much at home with a warm cheerful welcome on arrival.
5 Star	<ul style="list-style-type: none"> Guests personally greeted on arrival. Awareness and anticipation of individual guest's needs with nothing being too much trouble. Where an evening meal is not served, detailed information and/or menus about local dining options provided. An offer of additional services such as fresh milk, use of the telephone, information on the locality and recommendations for eating out etc. Excellent first and last impression.

Breakfast Service

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> Adequate social and service skills. Tables laid appropriately or cutlery easily accessible.
2 Star	<ul style="list-style-type: none"> Competent service with helpful attitude.
3 Star	<ul style="list-style-type: none"> Buffet items kept topped up. No undue delays.
4 Star	<ul style="list-style-type: none"> More attentive service such as prompt table clearing.
5 Star	<ul style="list-style-type: none"> Staff with excellent service skills and a proactive approach. Efficient service with no queues and plates etc cleared promptly. Where beverages and or toast are served at the table there should be prompt service and satisfaction checks made. Clear descriptions of dishes available and prices.

Dinner/Evening Meal Service

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Adequate social and service skills. • Tables laid appropriately for dinner/evening meal or cutlery easily accessible.
2 Star	<ul style="list-style-type: none"> • Competent service with helpful attitude. • Reasonable food and drink knowledge.
3 Star	<ul style="list-style-type: none"> • Where an evening meal is served, verbal or written explanation of dinner dishes available. • Buffet items kept topped up. • Good food and drink knowledge. • A well paced meal service.
4 Star	<ul style="list-style-type: none"> • A high standard of food and drink knowledge. • More attentive service such as prompt table clearing and satisfaction checks.
5 Star	<ul style="list-style-type: none"> • Staff with higher skill levels and a proactive approach to providing an efficient service. • Comprehensive descriptions of dishes available and where it is table service there should be good judgement in timing of serving the different courses. • Staff able to provide guests with advice on menu, and wine list (where provided).

Table Appointments

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Table appointments of an acceptable standard e.g. lightweight, stainless steel and single-ply paper napkins. • Menus, where provided, possibly handwritten on a card or blackboard, but clean and giving basic information.
2 Star	<ul style="list-style-type: none"> • Crockery and cutlery generally matching and a better quality napkin. Basic breakfast items such as milk and sugar available on the table/s and in sufficient quantities for the numbers seated. • Full salt and pepper containers on tables at all meals.
3 Star	<ul style="list-style-type: none"> • Well laid tables with matching cutlery and crockery. • Good quality paper napkins. • Menus, where provided, clean and well presented.
4 Star	<ul style="list-style-type: none"> • Very good quality of crockery and cutlery. Cloth or high quality paper napkins and tablemats and/or tablecloth. • Flowers or other appropriate decoration on tables.
5 Star	<ul style="list-style-type: none"> • Table appointment of the highest standard, quality accessories and glassware. • Attractively presented menus etc using clear, informative layout and helpful descriptions.

Breakfast - Quality and Presentation

Star Rating Quality Indicators	
1 Star	<ul style="list-style-type: none"> • Possibly a set menu with, for example, juice, cereal, bacon and egg, toast, coffee and tea. May be continental only. • All hot food properly cooked and presented. • Care taken to ensure that juices are chilled, toast is crisp and tea and coffee are freshly made.
2 Star	<ul style="list-style-type: none"> • Food served at the correct temperature, on a hot or cold plate as appropriate. • Limited choice available. • Food prepared with a quite good level of care.
3 Star	<ul style="list-style-type: none"> • A choice of good quality items available, e.g. fruit, choice of cereals, sausage, tomato, brown or white toast and a range of preserves. • An attractive buffet (if provided). • Freshly cooked items served at the correct temperature. • Particular attention to food quality rather than an extensive choice.
4 Star	<ul style="list-style-type: none"> • Greater choice of items available, possibly including 'house specials'. Eggs cooked to order. • Obvious use of fresh ingredients cooked and presented with a high level of care and attention to detail.
5 Star	<ul style="list-style-type: none"> • High quality, fresh ingredients and a wide choice of items, e.g. fruit juices, freshly ground coffee, choice of teas, cheeses and cold meats and high quality bakery items. • Good use of fresh local/home-grown produce and regional specialities where available.

Notes

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

