

Woodpeckers

Rilla Mill, CALLINGTON, PL17 7NT, ENGLAND

Summary

STAR RATING



DESIGNATOR

Guest House

DATE OF INSPECTION

22 October 2019

TYPE

Day Inspection

INSPECTOR

James Hartley

James.Hartley@aamediaigroup.co.uk

CONTACT

Mrs Merchant

Proprietor

A pleasure to return to Woodpeckers and reassuring to hear that business levels have been strong in 2019, hopefully the remainder of the year will see steady demand. There is much to commend here, not least of which being the commitment to guest welfare with every effort being made to ensure a relaxed and rewarding stay. Bedrooms are varied spatially, but limitations have been carefully managed and furniture chosen to augment ease of use. Similar comments are applicable to bathrooms, some variation in size, but consistent quality standards and all mandatory requirements in place. In terms of housekeeping, no concerns of any note with effective cleaning and neat presentation. Public areas are a strength with the kitchen/diner arrangement reinforcing the personal and engaging approach here. Externally, guests have the bonus of riverside seating and the garden decking area (work in progress!). The new stone work edging on the drive will enhance first impressions. As a result of this visit, a classification at Four Stars is retained with a Guest House designator and Breakfast Award.

Your Star Rating

How the Star Rating is Achieved

Your star rating is reached by assessment of three elements:

- Overall Quality
- Critical Areas (the five Critical Areas of Quality, which are of particular importance - Cleanliness, Hospitality, Bedrooms, Bathrooms and Breakfast)
- Your provision of Services & Facilities. You must provide all the services and facilities for Guest Accommodation minimum entry (All Star Ratings) these are all listed in the Quality Standards booklet. All three elements must be met to achieve a rating.

OVERALL QUALITY

4

CRITICAL AREAS

4

SERVICES & FACILITIES

4

FINAL STAR RATING

4

Overall Quality

How the Overall Quality Rating is Achieved

The minimum overall quality score for your target star rating must be met. We assess 46 aspects of your property (under nine area headings) and score each aspect from 1 to 5 (1 being acceptable; 5 being excellent).

1 STAR

30% - 46%

2 STAR

47% - 54%

3 STAR

55% - 69%

4 STAR

70% - 84%

5 STAR

85%+

Additionally, five of the "Assessment Areas" are considered "Critical" and the most significant in terms of guest expectation. These are Cleanliness, Hospitality, Bedrooms, Bathrooms and Food. All of the five Critical Areas must reach the standard required for your Star rating and must fall into the relevant band for your target star rating.

Provision of Minimum Entry Requirements

To be recognised within the Guest Accommodation scheme the minimum requirements listed below need to be met. Sufficient quality should be provided to meet the minimum requirements for One Star, in all areas of the operation covered by the quality indicators in the Detailed Quality Guidance Section.

The key minimum entry requirements for achieving a Guest Accommodation One Star rating are:
A cooked breakfast, or substantial continental available. Proprietor and/or staff available for guests' arrival, departure and at all meal times. Once registered, resident guests have access to the establishment at all times unless previously notified. All areas of operation meet the minimum quality requirements for cleanliness, maintenance and hospitality as well as facilities and the delivery of services. A dining room or similar eating area available unless meals are only served in bedrooms. All the current statutory obligations must be met. Public Liability insurance cover must be provided.

GENERAL



Statutory Obligations

Meet

- You must fulfil all applicable statutory obligations. These include:
- Public Liability Insurance: while not a statutory requirement, it is a requirement for participation in this scheme. Proprietors may be asked to provide evidence that Public Liability insurance cover is being maintained and that the requirements below are being fulfilled.
- Fire Risk Assessment: to comply with the Regulatory Reform (Fire Safety) Order 2005.
- Food Safety/Hygiene: register with the local Environmental Health department.
- Guest Register: provide a register of all guests; record passport number of all overseas guests.
- Health & Safety: operate safely with due regard to health and safety legislation and with evidence of consideration for the safety of guests and security of guests' property; supply clear information on how to contact proprietor/manager in case of emergency.
- Planning: comply with all local planning regulations.
- Licensing: comply with all local licensing regulations (if applicable).
- Hotel Proprietors Act: comply with this Act (if applicable).
- Data Protection Act: comply with this Act.
- Prices & Payment: make clear to guests exactly what is included in all prices quoted for accommodation including taxes and other surcharges; adhere to and not exceed prices quoted at the time of booking.
- Cancellation Policy: communicate clearly the cancellation policy to guests at the time of booking i.e. by telephone, fax or email.
- Consumer Protection from Unfair Trading Regulations 2008: comply with the Regulatory by describing accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided.
- Advise visitors at the time of booking and subsequently, of any change, if the accommodation offered is in an unconnected annexe or similar, and indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the main property.
- Equality Act 2010 (replaces the Disability Discrimination Act 1995): Comply with this Act. Welcome all guests courteously and without discrimination in relation to gender, sexual orientation, disability, race, religion or belief. Make 'reasonable' adjustments to improve service for disabled customers. Produce an Access Statement - a description of facilities and services offered.
- Provide guests with clean, hygienic, safe and well-maintained accommodation at all times.
- N.B. It is unlikely that any establishment offering accommodation to DSS residents or operating as a refuge hostel for homeless people will be eligible to participate in the scheme.



Cleanliness

Meet

- Cleanliness is of paramount importance to guests in every type of establishment, so a high standard of cleanliness must be achieved and maintained throughout the property.
- Bathrooms and shower rooms should be clean and smell fresh with particular attention paid to fittings and sanitary ware, plugholes, shower curtains, flooring, mirrors, extractor fans and towels.
- You also need to pay special attention to wherever guests have direct contact - seating, crockery, cutlery, glassware, beds, bedding and linen.
- All bedrooms and bathrooms should be cleaned and checked daily to ensure a very high standard of cleanliness.
- Clean and freshly polished surfaces.
- Soft furnishings and carpets regularly deep-cleaned.
- Greater attention to detail, with high overall standards.
- Hygienically stored spare blankets and pillows in bedrooms.

SERVICE



Booking and Pre-Arrival

Meet

- You should describe fairly to all guests and prospective guests the amenities, facilities and services that your establishment provides – in any advertisement, brochure or any other printed or electronic media used.
- You should make clear to guests exactly what is included in the prices you quote for accommodation, meals and refreshments.
- You must include service charges, taxes and other surcharges. Legally, you should not exceed the price you agree at the time of booking.
- You should explain in detail any charges for additional services or available facilities and cancellation terms, if applicable.
- If a deposit is required, you need to tell guests when they book and explain how it will be taken and whether or not it is refundable if they cancel.
- When you are taking a booking you should describe in detail any in-house policies, e.g. no-smoking policy, payment methods, access restrictions.
- If prospective guests ask to see the accommodation before they book, you must show them.
- You must tell all prospective visitors about any major refurbishment work that might affect their stay.
- Competent and efficient booking procedure with directions offered.
- Escort to the bedrooms and indication given of public areas.
- Offer made of assistance with luggage.
- Written confirmation provided on request, by post, fax, email or text.



Arrival and Access

Meet

- Once guests have registered, they should have access to the establishment and to their bedrooms at all times unless they were previously told about any restrictions. A key or security code may be given for the main entrance.
- You should provide service that is appropriate to the style of accommodation, and deal promptly with all enquiries, requests, reservations, correspondence and complaints from guests.
- There must be an effective means for guests to call for the attention of the proprietor or staff, who need to be available at all reasonable times (as above). If the proprietor or staff are temporarily off-site or live away from the property, guests must be provided with a means to call for personal assistance 24 hours a day, without the need to use their own mobile phone. If mobile phone coverage is poor or non-existent, proprietors should be able to provide a reliable alternative. Operators (or their designated representative) must be available to attend promptly in case of emergency.
- 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.
- Guests made to feel very much at home with a warm cheerful welcome on arrival.
- The proprietor or staff should be on-duty during the main arrival and departure periods and during meal times. It is acceptable that the entrance may be locked and the guest may have to ring or knock for access.
- Registration of all guests on arrival.



Departure

Meet

- You should provide written details of payments due and a receipt to any visitor who requests it. You need to clearly identify the VAT element of the bill where applicable.
 - Prompt attention when summoned.
 - Proprietors and staff well versed in all methods of payment where appropriate.
 - Exchange of pleasantries upon departure.
-



Service - Dinner where provided

Meet

- A willingness to provide additional services such as providing fresh milk on request or on the tea tray.
 - Spontaneously offered help in finding a place to eat or drink.
 - A high standard of food and drink knowledge.
 - More attentive service such as offering bread and water, prompt table clearing and satisfaction checks.
-



Service - Breakfast General

Meet

- A high standard of food knowledge. More attentive service, e.g. the offer of hot drinks and toast.
 - Prompt table clearing and satisfaction checks.
-

FOOD



Guest Meals - Dinner where provided

Meet

- All food must be properly cooked and carefully prepared and presented.
 - If requested at the time of booking there must be at least one vegetarian option available.
 - Obvious use of fresh ingredients cooked with a high level of care and attention to detail.
-



Guest Meals - Breakfast

Meet

- All food must be properly cooked and carefully prepared and presented.
 - A full cooked breakfast or a substantial continental breakfast should be available. You must offer a minimum of two hot cooked items.
 - Offering only boiled eggs is not acceptable as a cooked breakfast. If a cooked breakfast is not available, you must make guests aware at the time of booking. A substantial continental breakfast must include a selection of the following: cold meats, cheese, fresh fruits, fruit compotes, preserves, cereals, juices, yoghurts, bakery items and a choice of freshly brewed hot drinks, usually tea and coffee.
 - A proprietor and/or staff available at breakfast for responding to guests needs, e.g. clearing of dishes, checking sufficiency etc.
 - Where breakfast is served in the bedrooms, service should be of an equivalent or better level than if it were to be served in a breakfast room, this includes service of beverages. It is acceptable to offer a buffet style cooked breakfast.
 - Greater choice of items available, possibly including 'house specials' such as smoked fish.
 - Obvious use of fresh ingredients cooked and presented with a high level of care and attention to detail.
-

BEDROOM



Decoration

Meet

- 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.
-



Furniture and Furnishings

Meet

- Each bedroom should have:
- A bedside table, cabinet or shelf for each bed although twin beds may share and 75cm (2ft 6ins) bunk beds are exempt.
- A dressing table, writing desk, small table or equivalent, with a mirror adjacent.
- A chair or a stool.
- If a lounge is not available, a comfortable easy chair should be provided in the bedroom for guests to use whilst reading etc. (Dispensations may be available for individual rooms, where lack of space precludes this).
- A wardrobe or clothes hanging space.
- An alcove with a rail is acceptable but coat stands, hooks on walls or behind doors are not. Wire hangers are not acceptable.
- Adequate drawer or shelf space. The drawers should run freely.
- Opaque curtains, blinds or shutters on all windows, including glass panels to doors, fanlights and skylight windows so that guests have privacy and can exclude any light from outside the room.
- N.B. Where bedrooms are located on the ground floor, you should consider providing additional privacy with a net curtain or blind.
- High quality furniture, furnishings and fittings. Not necessarily new, but furniture still offering substantial comfort.
- Full curtains, possibly with additional embellishments such as tiebacks.



Flooring

Meet

- High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition.
- Normally professionally fitted.



Bedding Provision Quality

Meet

- All beds should be made daily.
- All bedding should be clean and in sufficient quantity, according to the season and the needs of guests.
- As a guide each bed should have either: a: two sheets, two blankets and a bedspread or b: a duvet with duvet cover and one or two sheets.
- There should be two pillows in individual pillowcases per person (one pillow is acceptable at one-star). If feather pillows or duvets are provided, a non-allergenic alternative should be available on request.
- All bed linen (sheets, pillow cases and duvet covers etc.) should be fresh for each new guest. It should be changed at least once in every week for staying guests.
- Spare blankets and pillows should be available on request.
- For best practice, we suggest that you also use pillow protectors and that any spare pillows and bedding are clean, fresh and preferably wrapped.
- N.B. 100% man-made fibre sheets are not acceptable.
- Very good firm/deep mattresses and sound bases.
- Headboards offer a degree of comfort.
- Very good quality linen co-ordinated with bedding and decoration theme.
- Possibly a choice of pillows, e.g. hollow fibre or feather.
- The presentation of some styles of bed may benefit from the presence of a valance.
- Additional bedding provided in guest rooms to be wrapped.



Bed Size and Quality

Meet

- Minimum bed sizes:
 - Single 190 x 90cm (6ft 3ins x 3ft)
 - Double 190 x 137cm (6ft 3ins x 4ft 6ins)
 - Beds of 183 x 75 cm (6ft x 2ft 6ins) will only be acceptable for children and can only be used as part of a family room.
 - Beds of 190 x 122 cm (6ft 3ins x 4ft) will be acceptable for single occupancy only.
 - Rooms with bunk beds only are not acceptable for adult use. Bunk beds should have a minimum of 75cm (2ft 6ins) clear space between the mattress of the bottom bed and the underside of the top bed (Bunk Bed Regulations 1997).
 - All mattresses should be comfortable and have mattress protectors, a sprung interior or be made of foam or similar. All mattresses should have a protector. Plastic or rubber mattress protectors are not acceptable except when used for small children.
 - All beds and mattresses should be of sound condition with a secure headboard or equivalent.
-



Window/Ventilation

Meet

- Every bedroom must have at least one opening window with clear glass to provide natural light and adequate ventilation. Rooms without windows are generally not acceptable. (Dispensations may be available for specific rooms, but only if air conditioning is installed.) If windows are sealed, a Local Planning Authority approved ventilation system should be provided.
 - Windows should be well-fitted, easy to open and close and must be able to remain open.
 - Security fittings installed on all bedroom windows where, when open, access could be gained from outside – for example, patio or French doors, ground floor windows and windows overlooking fire escapes.
 - You should make an effort to insulate against external noise.
 - You should provide a pole for opening high “Velux” style or skylight windows, where these are the only opening windows.
-



Lighting Heating & Ventilation

Meet

- There should be adequate in-room heating provided.
 - Additional heating should be available on request.
 - Bedrooms should be well lit and there should be adequate natural light.
 - The control switch for the main lights should be near the door.
 - There should be adequate bedside lighting controllable from each bed and from each side of a double bed. It is acceptable for twin beds to share a centrally situated light. 75cms/2ft 6ins bunk beds are exempt from providing a light. All bulbs, unless decorative, should have a shade or cover.
 - Very good levels of light with easy access to controls. Different types of lighting may be used for practical or aesthetic reasons, e.g. halogen downlights, standard lamps or picture lights.
 - Properly fitted automatic heating which may be thermostatically controlled.
-



Accessories

Meet

- These are NOT requirements but, if they are provided, their quality, range, presentation and ease of use will be taken into account in the assessment. Examples include: ingredients and equipment for making hot drinks, digital TV, iPod docks, Wi-Fi access, hairdryer, in-room information, telephone, fruit, sweets, complimentary bottled water, fresh flowers or plants, reading material, clothes brushes, mending kits, biscuits, hot water bottles, fridge, tissues etc.
 - A substantial range of very good quality accessories.
-



Beverage Making Facility

Meet

- Tea/coffee-making facilities available and accessible 24 hours either in bedrooms or in public areas (Self-service/Vending option in public areas acceptable). Self service ingredients for making hot drinks kept wrapped or in lidded containers. Bedroom kettles should not have to be operated at floor level.
 - Fresh milk should be available on request.
-



Telephone

Meet

- Where telephones are provided, rate card displayed in bedrooms illustrating typical charges for local, long-distance, international, internet, use of phone card and connection to mobile phones.
 - Sample call charges required, but not per unit.
 - 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.
 - The cost of one 5 minute international call at off peak rate.
 - N.B. – There needs to be a clear explanation of what constitutes a local and long distance call and a clear indication of what constitutes peak and off peak.
-



Miscellaneous

Meet

- Each bedroom should have:
 - A means of securing bedroom doors from inside and out, and a key should be available.
 - N.B. – Those properties which may be older or are architecturally listed properties maybe awarded a dispensation if bedroom doors do not allow for the fitting of a lock. Guests need to be advised of this during the time of booking and a strong box or a lockable and secure facility needs to be provided within the bedroom.
 - A waste paper container. It should be non-flammable if smoking is permitted.
 - An ashtray if smoking is permitted.
 - A drinking tumbler per guest. This should be glass or a wrapped disposable.
 - Sufficient, conveniently situated, power sockets to allow for the safe use of all electrical equipment provided.
 - Printed advice on how to obtain emergency assistance at night. This needs to be clearly displayed somewhere within the bedroom.
 - Iron and ironing board available on request and advertised in the bedroom.
 - Early morning calls available on request or an alarm clock provided.
 - For bedrooms without en-suite or private bathroom, a towel rail or equivalent should be provided with one hand towel and one bath towel per person. There should be fresh soap for each new letting. If you provide liquid soap dispensers, you need to pay particular attention to their cleanliness and hygiene.
 - As a matter of best practice, all establishments are encouraged to display clear fire instructions where appropriate.
-



Space Comfort and Ease Of Use

Meet

- All bedrooms should have sufficient space for guests to move easily around the room.
 - N.B. – All bedrooms that are smaller than the following sizes are unlikely to meet the minimum requirements
 - Single 5.6sq.m (60sq.ft)
 - Double 8.4sq.m (90sq.ft)
 - Twin 10.2sq.m (110sq.ft)
 - When we assess bedroom size we take into account the usable space available around furniture and fittings. For a higher quality rating, rooms will be expected to be spacious.
 - The ceiling height for the major part of the room needs to be sufficient for a person of 6ft to move around without stooping. Sloping eaves and ceilings are acceptable as long as they do not restrict guests' movement to an unacceptable degree.
 - It should be possible to fully open doors and drawers without having to move other furniture.
 - Rooms for family occupation need to be significantly larger.
 - N.B. – Where there is access to only one side of a double bed, a maximum rating of Three Star can be awarded and guests must be made aware at time of making the booking.
 - 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 usable.
 - 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.
-

BATHROOM



General

Meet

- Hot water at all reasonable times.
 - At least one bath or shower room with washbasin for every six guests.
 - At least one WC for every six guests, separate from bath or shower room.
 - When an establishment has four or less bed spaces for paying guests, it is acceptable for a bath or shower room to be combined with a washbasin and WC.
 - If there are any guest bedrooms without washbasins, there should be a hand washbasin in the WC.
 - Additionally, where the maximum number of guests resident within an establishment, including proprietors, is no more than six, it is acceptable that facilities are shared between guests and proprietors. However this will limit the achievable rating to Two Star.
 - Where a shared arrangement exists, proprietors and their family should avoid prolonged use of the bathroom during the early to mid-morning period. They should also remove their personal belongings from the bathroom.
-



En-suite

Meet

- An en suite facility consists of a bath or shower, WC and washbasin in a separate room, connected to a bedroom and entered directly from it.
 - The WC must always be in its own properly ventilated room. If the shower cubicle is situated in the bedroom then additional ventilation should be added to take account of this.
 - 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. Accommodation with shower cubicles sited in the bedrooms are unlikely to achieve a high quality rating.
 - If the bath or shower cubicle is located in the bedroom, guests must be told when they book. This should not be described as en suite facilities.
 - To achieve a Four Star Rating, you will need to provide at least 50% of bedrooms with an en suite or a private bath/shower facility.
-



Private and Shower Facility

Meet

- A private bathroom is one in which the bath or shower, WC and perhaps a washbasin are allocated for the sole use of the occupants of one particular bedroom. The bathroom should be on the same floor and be reasonably close to the bedroom. It should be lockable with a key provided. Access to the bath and/or shower rooms from the bedrooms through a lounge, dining room etc. is not acceptable.
 - A public facility is one that may be shared by the occupants of more than one bedroom and perhaps the proprietors or their family. Access to the bath and/or shower rooms from the bedrooms through a lounge, dining room etc. is not acceptable.
-



Washbasins

Meet

- Fixtures and Fittings - Recommended minimum internal bowl size is 36 cm x 24 cm/14 ins x 9.5 ins. Its suitability will depend on its shape, position of taps etc.
 - Where a washbasin is provided in a bedroom there should be:
 - A mirror with a light above or adjacent.
 - A towel rail or equivalent. A radiator is not acceptable, but a towel ring or a hanging rack on a radiator close by is.
 - Shelf space close to the washbasin, safely positioned.
 - A clean hand towel or hand drying facility.
 - Fresh soap. A liquid soap dispenser is acceptable.
-



Guest Toilets (Shared)

Meet

- Access to guest toilets from a bedroom through a lounge, dining room etc. is not acceptable.
 - All guest toilets need to have:
 - A lidded WC.
 - A toilet roll holder and toilet paper.
 - A covered bin/open bin with sanitary disposal bags.
 - A hand washbasin (not necessarily a washbasin) and hot water, soap and hand towel/drying facilities if all guest bedrooms do not have a washbasin.
 - A covered light.
 - An extractor fan for adequate ventilation or a window that opens.
 - An opaque window curtain or blind for privacy and comfort.
 - An internal lock or bolt.
-



Public Bathrooms

Meet

- Access to bath/shower rooms from a bedroom through a lounge, dining room etc. is not acceptable.
 - In addition to the requirements listed before under 2.5.5 Fixtures and fittings for all bath/shower rooms, all public bathrooms and/or shower rooms should have:
 - Heating.
 - A bathmat that is changed daily.
 - Soap as well as the soap provided in the bedrooms.
 - Hand drying facilities.
 - All public/shared bathrooms need to be well lit.
-



Fixtures and Fittings

Meet

- Fixtures and Fittings for all Bath/Shower Rooms (Public, Private or En-Suite)
 - A bath or shower. If a shower is provided a screen or curtain should be provided, unless designed in such a way that this is not required.
 - A lidded WC, a toilet roll holder with toilet paper.
 - Fresh soap provided for each new guest. If liquid soap dispensers are used, you need to pay particular attention to their cleanliness and hygiene.
 - A covered bin/open bin with sanitary disposal bags.
 - An internal lock/bolt. Separate private bathrooms need a lock and key so that the guest has sole use and can confidently leave their belongings in the bathroom. N.B. – an internal lock is not needed for en-suite doors.
 - Appropriate flooring. Best practice suggests that washable flooring is more hygienic than carpeting.
 - Opaque window curtains or blinds for privacy and comfort.
 - An extractor fan for adequate ventilation or a window that opens.
 - Adequate heating. All bathrooms with an external window must have heating.
 - A hook for clothes.
 - A non-slip bathmat should be available on request when shower trays and baths are not non-slip.
 - A towel rail or equivalent. A radiator is not acceptable, but a towel ring or a hanging rack on a radiator is.
 - A clean hand and bath towel for each guest. Unless there is a clearly advertised environmental policy they should be changed at least every three days.
 - A clean bathmat for each new let.
 - An electric razor point or adapter available within easy reach of the mirror. This may be located in a bedroom or bathroom.
 - All bathrooms need to be well lit by a covered light.
 - Hot water for bathing should be available at all reasonable times.
 - Good sized bath and washbasin. Shower screen or high quality shower curtain.
 - Very good quality bath and shower trays – probably ceramic/enamel or composite.
 - Generally high quality fittings throughout with only slight wear.
 - All sanitary ware in good order, no cracks, crazing or dull finishes.
 - High quality taps and showers with strong and refreshing flow of water, easy to control.
-

-  **Flooring** Meet 
- High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition.
 - Normally professionally fitted.
-

-  **Lighting, Heating & Ventilation** Meet 
- Very good levels of light especially over or next to the mirror.
 - Different types of lighting possibly used for practical or aesthetic reasons, e.g. halogen down lighters.
 - Properly fitted, automatic, thermostatically controlled heating.
-

-  **Towelling & Toiletries** Meet 
- High quality, soft and fluffy towels, smelling clean and fresh.
 - Face cloth may be included.
 - Toiletries of a higher quality with better packaging and presentation - perhaps all part of the same range.
-

-  **Space Comfort Ease of Use** Meet 
- Well-planned layout of sanitary ware and fittings to maximise convenience and ease of use.
 - Very good provision of shelf space for guests' toiletries etc...
-

DINING

-  **Decoration** Meet 
- 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.
-

-  **Furniture & Fittings** Meet 
- High quality furniture, furnishings and fittings – not necessarily new, but still offering substantial comfort. Or good quality furniture in excellent, new condition.
 - Light fittings varied and of very good quality and condition.
 - Curtains to be full and may have additional embellishments such as tie backs.
-

-  **Flooring** Meet 
- High quality flooring, possibly not new and showing signs of wear.
 - Or more moderate quality but in pristine condition. Normally professionally fitted.
-

-  **Lighting, Heating Ventilation** Meet 
- Very good levels of light with easy access to controls. Different types of lighting may be used for practical, aesthetic or ambience reasons, e.g. halogen downlighters, standard lamps or picture lights.
 - Properly fitted, automatic heating which is possibly thermostatically controlled.
-

-  **Table Appointments** Meet 
- Very good quality of crockery, cutlery and glassware. Cloth or high quality paper napkins and tablemats and/or tablecloth.
 - Flowers or other appropriate decoration on tables.
-

Space Comfort Ease of Use

Meet 

- Well-planned layout of furniture to maximise use of free space.
-

PUBLIC AREAS

General

Meet 

- There should be a dining room or breakfast area available unless meals are only served in bedrooms, in which case guests need to be told of this when they book and this should be highlighted on property website and on third party websites.
 - Where televisions are not provided in the bedrooms, there should be access to a lounge that has comfortable easy seating and a colour television at no extra charge. If you have a Peace and Quiet policy that is clearly advertised in your brochure, website and guests are advised at the time of booking, a dispensation may then be made at the discretion of the assessing body.
 - A payphone should be provided or guests should, on request, be able to make or receive phone calls on the proprietor's own telephone. A charge may be made for this facility.
 - Corridors and stairs should be in good repair and free from obstruction.
 - The levels of lighting in all public areas should be adequate for safety and comfort. Stairways and landings should also have sufficient light at night. All public areas should have an adequate level of heating.
-

Decoration

Meet 

- 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.
-

Furniture & Furnishings

Meet 

- 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.
-

Flooring

Meet 

- High quality flooring, but not necessarily new and may show signs of wear. Or more moderate quality but in pristine condition.
 - Normally professionally fitted.
-

Lighting & Heating

Meet 

- Very good levels of light where different types of lighting may be used for practical, aesthetic and ambience reasons, e.g. halogen downlights, standard lamps or picture lights.
 - Properly fitted, automatic heating which may be thermostatically controlled.
-

Space, Comfort & Ease of use

Meet 

- Well-planned layout of furniture to maximise use of free space.
-

Exterior Buildings, Appearance and Maintenance

Meet 

- Buildings, their fixtures, fittings and exterior decor must be maintained in a sound, clean condition and must be fit for the purpose intended. All electrical or gas equipment should be safely maintained and in good working order.
 - Very good maintenance of stonework and paintwork, although some natural weathering is acceptable.
 - Some additional external features to enhance the appearance. This includes window boxes, especially in properties without a garden.
-



Exterior Areas Safety and Security

Meet

- The main entrance should be clearly identified and the doorway illuminated.
 - You should maintain a high degree of general safety and security. All information on emergency procedures should be kept up to date. In every bedroom there must be printed details explaining to guests how to summon help if there is an emergency during the night.
 - If the proprietor or staff are temporarily off-site or live away from the property, guests must be provided with a means to call for personal assistance 24 hours a day, without the need to use their own mobile phone. If mobile phone coverage is poor or non-existent proprietors should be able to provide a reliable alternative. Operators (or their designated representative) must be available to attend promptly in case of emergency.
 - You should take adequate measures to protect the security of guests and their property. In particular you need to consider the safety and security of guests staying in bedrooms on the ground floor.
 - For the safety of guests, all car parks should be adequately lit.
-

EXTERIOR



Grounds Garden & Frontage

Meet

- 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, colourful borders and wide level pathways.
-



Car Parking (Where provided)

Meet

- Clear definition of parking area or spaces.
 - Signage prevents confusion for guests on arrival. This may be informal.
-

RECREATION



Recreation (where provided internal or external)

Meet

- There is no requirement to provide these, but we will take into account the quality, range, presentation and ease of use of any optional amenities and services you provide. Optional amenities and services might include a swimming pool, nature trail, indoor and outdoor sports and games, farm visits, a craft shop, tourist information, additional food and beverage facilities, TV lounge or room service.
 - The decoration, furniture, furnishings, fittings and flooring of a very good quality and condition.
 - Very good quality wall coverings and paintwork.
 - Use of pictures where appropriate, particularly on plain walls.
 - Space to allow for a small reception desk/area where guests can register and pay their bills easily.
 - Recreational facilities, if any, to be in a very good condition.
-

ANNEXE



Annexes

Meet

- If you are offering guests accommodation in an unconnected annexe or with separate external access, you must tell them when they are booking. You must also advise them if there is any change to a booking that involves an annexe or separate external access.
 - You should also tell them where the annexe is. Paths or passageways to the annexe must be in good condition, well-surfaced and adequately lit.
-

Useful Numbers

Customer Support

All establishment enquiries, including inspections, reports, ratings, signage, training and consultancy, logo requests

01256 844455

AAHotelServices@aamediagroup.co.uk

Hotel Services Marketing

On and offline promotional opportunities, award event enquires

01256 338373

Advertising Sales

Adding photographs to guide listings, advertising in the guides

01256 338355

advertisingsales@aamediagroup.co.uk

Online Establishment Details

Change your on-line information; add a photograph

01256 844455

AAHotelServices@aamediagroup.co.uk

Hotel Services Accounts

All financial and payment enquiries

01733 207324

AACreditControl@aamediagroup.co.uk

Twitter

@AAHospitality and @TheAA_Lifestyle



The AA Quality Scheme provides your business with the resources it needs to develop and succeed, and are proud to have been recognising excellence for 110 years.

The well-established and nationally recognised AA Star and Rosette ratings give your business an independent national quality marquee from one of the UK's most trusted brands.

In addition to our expert industry support and guidance we are proud to be able to offer you a range of exclusive scheme and partner benefits.

AA Inspection Appeals Procedure

Proprietors of either AA Recognised Hotels or Guest Accommodation who wish to appeal against the results of an AA inspection carried out at their establishment must follow the procedure outlined below:

1. Any appeal must be made in writing to AA Hotel Services within 21 days of the original report being received.
2. The Appeal should detail the main reason for the appeal i.e. The level of rating, merit score for hotels or level of AA award recommended.
3. Should the appeal be about the level of star rating proprietors should ensure that their establishment meets all the necessary minimum requirements outlined in the AA Quality Standards booklet.
4. Appeals will be formally acknowledged within 7 working days of receipt of the appeal together with a form to organize an appeal visit on an overnight basis.
5. The appeal visit will be subject to a non-refundable fee as detailed below which would not be organised until full payment had been received.
6. Once the application and fee is received, an appeal visit from a member of the senior inspection team will take place within 4-6 weeks of receipt (Subject to the establishment's availability).
7. The findings of the appeal visit will be fed back in the normal way of both discussions after check-out and a report following the visit.
8. The outcome of this report will supersede the previous visit and will be final.

Appeal Visit Fees (Non Refundable)

Guest Accommodation	£200 +VAT, expenses of the actual visit refunded upon departure
Hotels 1 – 3 Star	£500 +VAT, expenses of the actual visit refunded upon departure
4 Star	£600 +VAT, expenses of the actual visit refunded upon departure
5 Star	£700 +VAT, expenses of the actual visit refunded upon departure