

## Laindons Guest House

23 High Street, HASTINGS, EAST SUSSEX, TN34 3EY, England

### Summary

#### STAR RATING



Gold Star Award

#### DESIGNATOR

Guest Accommodation

#### DATE OF INSPECTION

14 September 2020

#### TYPE

Overnight Inspection

#### INSPECTOR

Paul Hackett

Paul.Hackett@aamediagroup.co.uk

#### CONTACT

Mr and Mrs Twist

Proprietors

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Overall, this was an excellent visit to the Laindons Guest House. Hospitality was found to be warm, welcoming and guest focused at all times and service levels were polished, whilst remaining informal and relaxed. Public areas and the breakfast room are stylish and eye catching providing a warm and inviting atmosphere with good comfort levels. Bedroom design is thoughtfully considered, stylish and individually styled; beautiful quality furniture, sympathetic decor and well maintained with plenty of charm/character. Beds are comfortable and well dressed. Bathrooms, equally consistent with high standards; tiling/ grouting in good condition (the one in RED, next on the list). Impressive towels & bathrobes with excellent quality toiletries. External aspects are well maintained with convenient parking nearby. Housekeeping is to be commended, excellent standards throughout the property. Finally an excellent breakfast served in the morning and deserving of the AA's Breakfast Award. To conclude, Five GOLD stars are awarded following this visit.

# 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

5

CRITICAL AREAS

5

SERVICES & FACILITIES

5

FINAL STAR RATING

5

## 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.

# Quality Assessment Details

## Hospitality

Hospitality was generally excellent during this stay from Karen and Malcolm. A booking enquiry was handled with care and the experience on arrival was also strong (a real sense of being made to feel at home and welcome). During the stay there was always a good rapport often with an element of humour. Breakfast was delivered with care/warmth and on departure there was a genuine satisfaction check and a cheerful goodbye. All in all, a wonderful guest experience and the same consistent approach was also noted with other guests.

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## Service

Service delivery was again excellent at all stages of the visit. The booking enquiry was handled with efficiency and as the initial dates were not available, it was lovely to hear suggestions of where else I could try. A booking was then made on-line which was easy and generated an email confirmation. A call made prior to arrival was also good, which further enhanced customer confidence (in respect of parking nearby and safety measures). Arrival procedures were very thorough (pro-active covid measures in place, escort to the room, orientation, explanation of breakfast arrangements and advice was on hand in relation to local restaurants). Breakfast was attentive with good anticipation of guest needs (full table service in evidence) and a phone charger was available on request. Finally efficient billing systems in place.

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## Cleanliness

There was a diligent approach to cleanliness overall with first impressions of housekeeping in the occupied bedroom being excellent. Carpets are well vacuumed and key contact areas were dust free; on closer inspection harder to reach areas were also thoroughly cleaned. Bed linen was crisp, crease free and clean. All hospitality tray items were well polished. Bathrooms showed good attention to detail in all sensitive areas and mirror and chrome fixtures were polished to a shine creating overall confidence in use at first glance. Housekeeping in public areas were also found to be of a high standard with no lapses noted. Good attention to detail shown in the lounge and breakfast room too. Covid precautions were also excellent and helped build confidence.

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## Food

A good range and choice of dishes are offered from the breakfast menu. It was also nice to see that some dishes tapped into today's trends and peoples lifestyle choices. Sourdough toast was of very good quality, as was the butter, jam and marmalade. The smoothie was excellent and was clearly made to order (healthy too!). The highlight however was the light fluffy blueberry pancakes, served with bacon and lashings of maple syrup (the syrup could however be served in a jug so guests can gauge how much they want?). The orange juice was also very good. A recommendation for an AA Breakfast Awards is made.

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## Bedroom

Red is a generously sized room and presents to a very high standard. Coordinated decor and soft furnishings are all of excellent quality and were found to be in pristine condition. Supportive mattress and crisp quality linen provide great comfort during the evening. There is an array of lighting provided (main light could be brighter) with good socket location meeting the needs of the modern traveller. A wide range of refreshments provided on the hospitality tray and mini bar with the homemade biscuits/chocolate a thoughtful extra. Lots of extra thoughtful touches too including stationary and 'supplies'. In room information was generally very good, however the wifi signal was not the strongest.

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## Bathroom

The Bathroom in Red was finished to sound standard with partial tiling and good quality white goods. A wide range of toiletries provided for guests all of which are of a commensurate standard. Towelling is soft to the touch and provided good absorbency too. All amenities were found in good working order; efficient drainage and extraction with hot water drawn quickly from tap and shower. Slight maintenance issue around the shower tray which impacts the otherwise pristine impression a little, however its understood this is one of the older bathrooms which is next on the list for refurbishment. On the show round, newer bathrooms projected a stronger impression.

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## Public Areas

Some quirky features/lighting/art create focal points for guests benefit and aid the overall feeling/atmosphere throughout public areas. Flooring/carpeting throughout the hall, stairs and landings is in good overall condition, very few knocks and scuffs noted on walls and stairways. The Coffee Shop and Hair Salon is a further guest benefit when open.

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## Exterior

This well maintained property has an attractive outlook and very good location for all that Hastings has to offer. Bell entry and by key for guests. Well kept steps and planters help to soften the impression. Parking is just round the corner and permits are available for guests. Windows and frames appear in good condition. Property has good signage and is well lit at night.

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## Dining

A beautiful and well presented dining area. The decor is high in quality and is well maintained, again full of charm and character. Good birds eye view of hasting too from the elevated position. Extremely high quality crockery, glassware and cutlery completes the picture of excellence.

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# 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

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### 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.
- Clearly a pristine finish.
- Gleaming surfaces. No smears or marks. Evidence of thorough cleaning.
- Spotless soft furnishings and carpets.
- Bedding visibly crisp and clean.

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## 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.
- Usually no more than five rings before telephone is answered.
- Bookings 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, email or text.
- Guests shown to rooms with luggage assistance. Explanation of accommodation and bedroom facilities.
- Appropriate use of guest's name. Offer of refreshment on arrival.



## 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.
- Guests personally greeted on arrival.
- Awareness and anticipation of individual guest's needs with nothing being too much trouble.
- 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.
- 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.
  - Awareness that departing guests are ready to pay, and proprietors or staff should make themselves available.
  - Bill correct in all details and clearly presented and explained.
  - Guests asked if they enjoyed their stay.
  - Offer of assistance with luggage, and offer of directions to next destination.
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## Service - Dinner where provided

Meet

- Where an evening meal is not served, detailed information and/or menus about local dining options provided.
  - Proactive offer of additional services, e.g. warming and lighting a bedroom in winter before a guest arrives. Efficient service with high levels of technical skills and anticipation of guests' needs.
  - Comprehensive descriptions of dishes available and good judgement in timing of serving the different courses.
  - Proprietors and staff able to provide guests with advice on menu and wine list (where provided).
- 



## Service - Breakfast General

Meet

- Clean and well presented menus.
  - Efficient service with high levels of technical skills and anticipation of guests' needs.
  - Comprehensive descriptions of dishes available and good judgement in timing of serving the different courses.
  - Highly attentive service with the offer of fresh hot drinks, toast etc.
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## FOOD

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## 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.
  - 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 with attractive garnishes and decorations as appropriate, making the food look appetising.
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## 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.
  - High quality, fresh ingredients and a wide choice of items, e.g. fresh fruit juices, freshlyground coffee, choice of teas, cheeses and cold meats, high quality bakery items and homemade preserve.
  - Regional specialities and/or home-made items.
  - Good use of fresh local/homegrown produce where available.
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## BEDROOM

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### Decoration

Meet

- Excellent interior design, with high attention to detail.
  - Thoughtful coordination of patterns, colours and textures.
  - High quality wall coverings with professional finish to all aspects of decoration.
  - Attractive use of pictures, prints and other decorative relief.
  - Consideration may be given to historic properties and listed buildings.
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### 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.
  - Excellent quality, modern reproduction or antique furniture.
  - Some excellent antique furniture may show signs of distress which does not detract from its excellence (depending on the degree of deterioration).
  - A more extensive range of furniture offering a greater degree of comfort and higher quality including at least two comfortable chairs.
  - Excellent co-ordination of soft furnishings of high intrinsic quality with additional features such as scatter cushions.
  - Curtains denoting a degree of luxury with good use of pelmets and tiebacks, ample drape and width. Curtains to be fully lined so as to retain heat and keep out light.
  - Excellent quality light fittings of various types.
  - Shades add to overall theme of the decoration.
  - Heating fittings such as radiators should be in excellent condition and may be disguised by painting or radiator covers.
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### Flooring

Meet

- Professionally fitted, high quality carpeting, (e.g. high percentage wool content, in excellent condition) with substantial underlay.
  - Polished floorboards or high quality laminate with rugs.
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## 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.
- Excellent quality bed, e.g. sprung mattress and high quality base.
- Clean headboard offering a high degree of comfort.
- Co-ordinated and crisply laundered linen changed at least every two days. A choice of bedding available, e.g. thickly quilted or similar quality bedspreads and blankets, or duvets with appropriate tog rating.
- Beds and bedding all of a high quality and coordinated with bedroom decor and other soft furnishings.
- High standard of overall presentation. Appropriate use of valances, pillows and cushions.



## 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.
  - Variety of quality lights, well-positioned and effective for all purposes, e.g. reading and at the dressing table.
  - Controllable lighting, giving variable levels of light as appropriate. This may include main bedroom light controlled by door and bed.
  - Individual thermostatically controlled heating. Some older storage heaters might not meet this requirement.
  - Fans for guests' comfort available on request in hot weather.
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## 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.
  - Excellent range of high quality accessories.
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## 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.
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## 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.
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## 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.
- A spacious, wellplanned 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.
- Appropriate levels of flat, clear surface to suit the market, e.g. establishments attracting business people may need to provide working space.
- Generous access to both sides of a double bed.
- No intrusive noise.

## BATHROOM

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### 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.
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### 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 Five Star Rating, every bedroom must have an en suite or a private bath and/or shower facility.
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### 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.
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## 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.
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## 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.
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## 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.
  - High quality, solid, well made fittings in excellent order, all in matching style.
  - Sturdy cast iron or steel and enamel bath. High quality shower cubicles or screens.
  - Power showers or high quality fittings which are responsive, thermostatically controlled and easy to use.
  - Plenty of hot water at all times.
  - Generous amount of towel rail space.
  - Heated towel rail, or towel rail fitted above radiator.
-

## Flooring

Meet 

- Professionally fitted, high quality carpeting, tiles, vinyl or laminate.
  - Polished floorboards or high quality laminate with rugs.
  - Where the flooring is tiled, grouting and sealant is in excellent order.
- 

## Lighting, Heating & Ventilation

Meet 

- 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.
  - Heating source possibly a heated towel rail or under floor heating.
  - Where there is a window, an extractor fan as well as the window will be expected.
- 

## Towelling & Toiletries

Meet 

- Greater range of quality towels, e.g. bath sheets, bathrobes and flannels.
  - Towels changed every two days, except where, as part of an environmental policy, guests agree to a less frequent change.
  - Luxury toilet paper and a very good range of well presented, quality toiletries, e.g. high quality soap, shampoo, shower gel, conditioner, tissues, cotton wool balls, cotton buds etc.
- 

## Space Comfort Ease of Use

Meet 

- Ample space to allow easy access to the facilities.
  - Plenty of provision for laying out toiletries, shaving equipment and hanging up clothes. Convenient layout.
  - Minimal noise from plumbing.
- 

## DINING

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### Decoration

Meet 

- Excellent interior design, with high attention to detail. Thoughtful coordination of patterns, colours and textures.
  - High quality wall coverings with professional finish to all aspects of decoration.
  - Attractive use of pictures, prints and other decorative relief.
- 

### Furniture & Fittings

Meet 

- Comfortable lounge, generally separate from dining room.
  - All furniture in excellent quality and condition.
  - This could be modern, reproduction or antique furniture.
  - A more extensive range of furniture offering a greater choice of seating.
  - Excellent coordination of soft furnishings of high intrinsic quality with additional features such as scatter cushions.
  - Curtains denoting a degree of luxury with good use of pelmets and tie backs, ample drape and width. Curtains to be fully lined so as to retain heat and keep out light.
  - Excellent quality light fittings of various types.
  - Shades add to overall theme of the decoration.
  - Heating fittings such as radiators should be in excellent condition and may be disguised by painting or radiators covers.
- 

### Flooring

Meet 

- Professionally fitted, high quality carpeting, e.g. high percentage wool content, in excellent condition with substantial underlay.
  - Polished floorboards or high quality laminate etc. with rugs.
-

## Lighting, Heating Ventilation

Meet 

- Variety of types of lighting giving good levels of illumination for all practical purposes such as reading menu and wine list in bars etc.
  - A positive effort made to ensure that heating meets the guests' needs.
  - Likely to be automatic, thermostatically controlled heating.
  - Some older storage heaters may not meet this requirement. Backup source for heat for very cold weather, which may include open fires where appropriate, or coal/gas/log effect fires.
- 

## Table Appointments

Meet 

- Table appointment of the highest standard, quality accessories and glassware.
  - High quality cloths and napkins or well-presented wood tables with mats.
  - Table enhancements of high quality, e.g. candles or fresh flowers as appropriate.
  - Attractively presented menus etc. using clear, informative layout and helpful descriptions.
- 

## Space Comfort Ease of Use

Meet 

- A spacious, well-planned room with furniture in suitable, convenient places.
  - High degree of comfort, well-spaced chairs, spacious tables.
  - Table and seating arrangements show that the comfort of guests has been fully considered.
- 

## PUBLIC AREAS

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### 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 



- Excellent interior design, with high attention to detail. Thoughtful coordination of patterns, colours and textures.
  - High quality wall coverings with professional finish to all aspects of decoration.
  - Attractive use of pictures, prints and other decorative relief.
- 



### Furniture & Furnishings



Meet 



- All furniture in excellent quality and condition.
  - Modern, reproduction or antique furniture.
  - Some excellent antique furniture may show signs of distress that does not detract from its excellence.
  - Excellent coordination of soft furnishings of high intrinsic quality.
  - Lined curtains of ample drape and width. Looking luxurious. Possibly with pelmets and tiebacks.
  - Excellent quality light fittings of various types.
  - Shades add to overall theme of the decoration.
  - Heating fittings in excellent condition.
  - Radiators possibly disguised by radiator covers or painting.
-

-  **Flooring** Meet 
- Professionally fitted, high quality carpeting, e.g. high percentage wool content in excellent condition with substantial underlay.
  - Polished floorboards or high quality laminate with high quality rugs or mats where appropriate.
- 

-  **Lighting & Heating** Meet 
- Variety of quality lights, well-positioned and effective for all purposes e.g. reading menu etc.
  - Individual thermostatically controlled heating.
  - Some older storage heaters do not meet this requirement.
- 



-  **Space, Comfort & Ease of use** Meet 
- A spacious, well-planned room with furniture in suitable, convenient places.
  - High degree of comfort, well-spaced chairs, spacious tables.
  - Table and seating arrangements show that the comfort of guests has been fully considered.
- 

-  **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.
  - Excellent standards of external maintenance including outbuildings and signs, allowing for the age of the building.
  - Fresh, well-maintained paintwork in a new building. No unsightly staining and stonework in older buildings.
  - Addition of features such as flower tubs and window boxes where appropriate.
  - Attractive architectural features and decorations.
  - Well illuminated and clearly signed.
- 

-  **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.
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## EXTERIOR

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-  **Grounds Garden & Frontage** Meet 
- 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 an attractive appearance throughout the year.
  - Good attention to detail, including landscaping, driveways, the provision of garden furniture or architectural features, e.g. gazebo, pergola, summerhouse etc.
  - Excellent, well-positioned lighting and signage.
-



## Car Parking (Where provided)

Meet 

- 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.
- 

## RECREATION

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### 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 should be of an excellent quality and condition.
  - Attractive use of pictures, prints and other decorative relief as appropriate.
  - High degree of comfort with generous flat surface for guests to register and pay their bills.
  - Excellent coordination of furniture and fabrics.
  - Excellent levels of lighting in all areas.
  - Fresh and clean atmosphere in the area where guests are received.
  - Public WCs and recreational facilities, where provided, in excellent condition.
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## ANNEXE

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### 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