



## Quality Standards Report

Minimum Requirements All Star Ratings		
<b>BOOKING AND PRE-ARRIVAL INFORMATION</b>	Standard Meets no further action required	You should describe fairly to all guests and prospective guests the amenities, facilities and services that your establishment provides – either by advertisement, brochure, word of mouth or any other means. 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.
<b>GUEST ARRIVAL, WELCOME AND ACCESS</b>	Standard Meets no further action required	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. 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 live away from the property, a telephone contact number needs to be provided and clearly displayed. If you have foreign guests, you need to consider the best ways of helping them understand this information, possibly by using symbols and/or diagrams.
<b>GUEST DEPARTURE</b>	Standard Meets no further action required	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.
<b>DINNER WHERE PROVIDED</b>	Standard Meets no further action required	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.
<b>BREAKFAST QUALITY</b>	Standard Meets no further action required	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.