



Quality Standards Report

Minimum Requirements All Star Ratings		
BEDROOMS FURNITURE, FURNISHINGS AND FITTINGS	Standard Meets no further action required	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 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. 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.
BEDROOMS FLOORING	Standard Meets no further action required	Bedrooms should have fully fitted carpets or hard flooring.
BEDS AND BEDDING QUALITY AND PROVISION	Standard Meets no further action required	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. 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 once every four days, except where there is a clearly advertised environmental policy that invites guests to agree to less frequent changes of linen, e.g. weekly. If duvets are provided, alternative bedding should be available on request. 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.
BEDS AND BEDDING SIZE AND QUALITY	Standard Meets no further action required	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.