



## Quality Standards Report

Minimum Requirements All Star Ratings		
<b>SAFETY AND SECURITY</b>	Standard Meets no further action required	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 you have foreign guests, you need to consider the best ways of helping them understand this information, possibly by using symbols and/or diagrams to show the exit routes. 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.
<b>RECREATION (WHERE PROVIDED INTERNAL OR EXTERNAL)</b>	Standard Meets no further action required	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.

### Changes to Common Standards

In 2012, the Quality Standards changed to take into account increasing expectations from the public and subsequently have been adopted by all inspecting bodies across the UK. These changes take into account various legislative aspects, such as smoking in public places, as well incorporating changing trends e.g. use of mobile phones and the expectations for bath/shower ratios in bathrooms.

### Key Changes

There has been a fundamental adjustment to move to full Sectional Consistency in the existing five critical areas of (Hospitality, Cleanliness, Bedrooms, Bathrooms and Food) this is in line with the other national inspecting bodies. This now means that in order to achieve a target star rating, a property is required to achieve a level equivalent to, or above it's Star Rating, in all of the areas listed above, as well as meeting minimum requirements, as outlined in the Quality Standards booklet. Previously, the scheme has had a degree of flexibility to allow some of these areas to be slightly below the star rating level; however, AA inspections will now need to encounter a consistent level in five key areas. This change may necessitate some establishments having to focus on their offering and proprietors may need to increase, or improve the standards they provide for their guests. Additionally, some of the quality assessment areas have had an increase to the level of quality that the customer expects. Proprietors should understand, that increases to quality levels, as well as the implementation of Sectional Constituency, has come from the general public, who have contributed to the review. Your AA Inspector will help and advise you when you next have your annual visit.

### When will these new standards be implemented?

To allow a two year lead in period this formally comes into effect from January 2014 and where this new criteria is not met by your inspection in 2014, your current Star rating could be in jeopardy. Properties that are new to the inspection process will be assessed under the new standards with immediate effect. Guidance and support will be given from the AA Team to assist you in achieving your aspirations and enhancing quality.

Follow the link below to download the latest Guest Accommodation Quality Standards  
[http://www.theaa.com/resources/Documents/pdf/business/hotel\\_services/ga-quality-standards.pdf](http://www.theaa.com/resources/Documents/pdf/business/hotel_services/ga-quality-standards.pdf)