

Criteria for Campus Accommodation Classification

INTRODUCTION

The following criteria will have to be met by establishments wishing to use the classification CAMPUS ACCOMMODATION.

The definition of CAMPUS ACCOMMODATION is as follows:-

Campus accommodation is provided by educational establishments for their students and is made available - with meals or self-catering - for individuals, families or groups at certain times of the year. These typically include the main Summer holiday period as well as Easter and Christmas. Self-catering campus accommodation will receive the Self-catering Classification. The bedrooms are normally single and twins, and may be in one large building or several smaller one. Furniture reflects their primary use and will usually include a desk, upright chair, reading light, clothes and book storage, and bed. Communal areas such as kitchens and lounges will also be available.

The accommodation will normally have a fire certificate.

This is one of a number of classifications designed to convey information to the customer about the type of property. The range for serviced accommodation is as follows:- Hotel, Small Hotel, Guest House, Bed & Breakfast, Lodge, Inn, Restaurant with Rooms, International Resort Hotel and Campus Accommodation.

General

1 SAFETY AND SECURITY

The entrance should be clearly identified preferably with lighting above the doorway.

There should be a high degree of general safety and security, including information on procedures in the event of an emergency.

In addition there must be printed details of how to summon assistance in the event of an emergency at night.

Adequate measures should be taken for the security of guests and their property. There should be a means of securing bedroom doors from the inside and out with a key available for entry. Guests must be able to exit the bedroom without the use of a key.

Adequate levels of lighting should be provided for safety and comfort in all public areas, including sufficient light on stairways and landings at night.

Particular attention should be given to the safety and security of guests occupying ground floor accommodation.

2 CLEANLINESS

A high standard of cleanliness should be maintained throughout the property.

Particular attention should be given to bathrooms, shower rooms and toilets.

3 MAINTENANCE

Buildings, their fixtures, furnishings, fittings and exterior and interior decor, must be maintained in a sound, clean condition and must be fit for the purpose intended.

All electrical equipment should be safely maintained and in good working order.

4 ANNEXES

Where an establishment has an annexe, the facilities provided in the annexe will be taken into account in the assessment of the establishment. Paths or passageways to the annexe must be in good condition, well surfaced and adequately lit. Visitors must be advised at the time of booking or subsequently in the event of any change, if the accommodation offered is in an unconnected annexe, or has separate external access. The location of such accommodation should also be indicated.

5 RESERVATIONS AND PRICES

There should be friendly and efficient service appropriate to the style of accommodation. All enquiries, requests, reservations, correspondence and complaints from visitors should be handled promptly and courteously.

It should be made clear to visitors exactly what is included in the prices quoted for accommodation, meals and refreshments, including service charge and other surcharges e.g. credit cards. A leaflet or brochure should be available. The price agreed at the time of booking must not be exceeded and **all** prices must include VAT. **All** accommodation providers, irrespective of the size of business, should display the following in the entrance or reception area.

- **Current prices of cheapest and most expensive single room**
- **Current prices of cheapest and most expensive twin or double room**
- **Current prices of cheapest and most expensive family room, i.e. a room for more than two people, specifying number of people that can be accommodated in each**
- **Prices may be displayed either "per room" or "per person"**
- **Prices must be displayed inclusive of VAT**
- **Where a single supplement applies this must be indicated**

Details of charges, if any, for additional services or facilities available and full details of the establishment's cancellation policy should also be made clear to guests at the time of booking. This includes telephone, fax and email communication, as well as in brochures.

The amenities, facilities and services provided by the establishment, whether by advertisement, brochure, word of mouth or any other means should be described fairly to all visitors and prospective visitors. Details of any in house policies e.g. no smoking, should be communicated at the time of booking. Visitors should be allowed to see the accommodation if they wish before booking.

Prospective guests should be told of any seasonal closure or major refurbishment work in progress.

Prospective guests should be confident that their booking has been recorded accurately.

6 ADMINISTRATION

Each visitor should be provided, on request, with details of payments due and a receipt if required.

The bill should be clearly presented and well laid out.

7 STATUTORY OBLIGATIONS

All statutory obligations (and amendments), where applicable, must be met including:

- **Trade Descriptions Act 1968**
- **The Fire Precautions Act 1971**
- **The Price Display Orders 1977/79**
- **The Food Safety Act 1990**
- **The Hotel Proprietors Act 1963**
- **The Licensing (Scotland) Act 1976**
- **The Health and Safety Act 1974**
- **Disability Discrimination Act 1995**
- **Consumer Protection Act 1997**
- **The Race Relations Act 1976**

Establishments must also maintain Public Liability Insurance Cover.

Our representative may require to see evidence that these requirements are being fulfilled.

8 ACCESS

Once guests have registered they should have access to the establishment and bedrooms at all times.

The Proprietor and/or staff should be available generally throughout the day.

9 MINIMUM NUMBER OF BEDROOMS

Bedrooms may range from 10 to several hundreds.

10 HOUSEKEEPING

All bedrooms and bathrooms should be cleaned regularly. Services at weekends may be reduced but serviced standards will be published.

All bed linen, including duvet covers where appropriate should be changed once every 4 days and for each new guest.

11 BEDROOM SIZES

All bedrooms and bathrooms should have sufficient space to allow freedom of movement to guests. For guidance purposes, we recommend that the minimum bedroom floor area should be:-

Single	5.6 sq. m/60 sq. ft
Double	8.4 sq. m/90 sq. ft
Twin	10.2 sq. m/110 sq. ft

Family rooms will be substantially more spacious.

Note however that these dimensions will not be able to satisfy the requirements for 4 and 5 star grades.

A room may well satisfy the recommendations above, but its content, when in use, must not impede or restrict free movement of the occupier(s).

It should be possible to open doors and drawers fully. The ceiling height for the major part of the room should be sufficient for a person of 6 ft to move around without stooping. Sloping eaves and roofs are acceptable providing these do not impinge on the major part of the room.

12 BEDS

Minimum bed sizes (except children's beds) as follows:-

Single	190x90cm/6'3" x 3'
Double	190x137cm/6'3" x 4'6"

Unless zip and link

5ft double beds which become 2'6" singles will not normally be eligible for a high quality grade. 190x122cm/6'3" x 4' beds will be acceptable only in a single room.

183x76cm/6' x 2'6" will only be acceptable for children and can only be used as part of a family room.

Bunk beds are acceptable for children's rooms and family rooms only, and guests must be informed in advance. Bunk beds must adhere to current legislation (Bunk Bed Regulations, 1997).

All beds are to be of sound condition and should have a secure headboard or equivalent where appropriate to type of bed.

All mattresses are to be of sprung interior, foam or similar quality, comfortable and with mattress protectors or under blankets.

For special needs, plastic or rubber mattress protectors should be available on request.

Double beds should be accessible from both sides.

13 BEDDING

All bedding should be clean and in sufficient quantity, according to season.

Two blankets per bed plus quilt or third blanket and bedspread should be the minimum provision.

Duvets are acceptable provided traditional bedding is available on request. Two pillows per person are required. Spare pillows and blankets should be wrapped and available on request. Non-allergenic pillows should be available.

Nylon sheets are unacceptable.

All linen should be well laundered.

14 BEDSIDE TABLES

A bedside table, cabinet or shelf is to be provided for each bed although twin beds may share.

15 WINDOWS

There should be at least one opening window to allow natural light and adequate ventilation.

16 CURTAINS

Curtains, blinds, or shutters should be provided on all windows including glass panels to doors, fanlights and sky light windows to afford both privacy and the exclusion of light. This applies also to bathrooms, shower rooms and toilets.

Where bedrooms are located on the ground floor, consideration should be given to providing additional privacy e.g. a net curtain or blind.

17 HEATING

Adequate heating should be provided, at no extra cost.

Floor level radiant bar heaters are unacceptable.

Supplementary heating should be available at no extra charge.

18 LIGHTING

Bedrooms should be well lit.

The main light should be controlled from the door.

There should be adequate bedside lighting.

All bulbs, unless decorative, should have a shade or cover.

Recommended lighting levels are 120 watts for a single room and 160 watts for a double room, or low energy equivalents.

19 FLOORING

There should be a carpet or rug covering at least half of the exposed floor area.

20 CLOTHES STORAGE

There should be a wardrobe or clothes hanging space with sufficient hangers per person. An alcove is acceptable. Hooks on walls or behind doors are not acceptable as the only method of clothes hanging. Wire hangers are not recommended. There should be adequate drawer or shelf space. Drawers should run freely, and should be lined or have a wipeable interior surface.

21 TABLE

There should be a table or desk or equivalent, with a mirror adjacent.

22 SEATING

There should be a chair or stool. If a lounge is not available, a comfortable chair should be provided for reading etc.

23 TEA/COFFEE MAKING FACILITIES

Tea/coffee making facilities should be provided in all bedrooms or in nearby kitchens offered free of charge.

24 TV

TV available in room or lounge at no extra charge, where a signal is available. If TV is not available this must be advertised to guests.

25 TELEPHONES

Where bedroom telephones are installed, establishment should indicate typical charges, to include examples of costs per unit and the length of time that unit represents, for peak and off peak rates.

Telephone rate cards, in rooms, should state the date the telephone tariff information was gathered.

In addition to the above the times that apply to off peak calls should also be shown. All in-room phones should display the reception telephone number, together with the extension or bedroom number.

26 WASHBASIN

It is preferred that every bedroom has a washbasin, mirror and light, above or adjacent to the washbasin.

27 MISCELLANEOUS

Each bedroom should have the following:-

- **A waste paper container (non-flammable if smoking permitted).**
- **An ashtray (where smoking permitted).**
- **A drinking tumbler per guest. This should be clear glass or scratchless plastic or wrapped disposable.**
- **A towel rail or equivalent (if the room is not ensuite).**
- **Sufficient conveniently situated power sockets to allow for the safe use of all electrical equipment provided.**

Bathrooms, W.C.s and washing facilities

28 PROVISION OF GUEST FACILITIES

At least one bath or shower with washbasin for every six resident guests. At least one WC for every six resident guests. When six or more people are accommodated the WC must be separate from the bathroom unless more than one bathroom is available.

29 DEPENDING ON WHAT TYPE OF FACILITIES ARE PROVIDED THEY MUST BE EQUIPPED WITH THE FOLLOWING:-

ENSUITES

The bath or shower and WC must be

contained behind the main door of the bedroom. Bedrooms with a washbasin, shower cabinet and ensuite WC are acceptable.

NB Free-standing in-bedroom showers alone do not count as ensuite facilities.

Fixtures and Fittings

A bath or shower. If shower is provided it must have a shower screen or curtain

Washbasin (minimum size suggested is 14" x 9.5" internal) and mirror with light above or adjacent

Soap dish

A lidded WC

Toilet roll holder

A covered bin or open bin with sanitary bags

A light with shade or cover

Adequate ventilation in the form of an extractor fan or window that opens

Windows require opaque curtains or blinds

A hook for clothes

A non-slip bath mat should be available on request where non-slip baths or showers are not provided

A towel rail or equivalent (a towel ring or a hanging rack on a radiator is acceptable but a radiator alone is not)

Hot water for bathing is to be available at all reasonable times

Adequate heating (see below)

Where there is no external wall heat permeating from the bedroom may possibly be adequate. Ensuites with an external wall will require heating.

A heated towel rail is acceptable as a minimum

There should be a clean hand and bath towel per person

A clean bathmat for each new let

Fresh soap for each new guest

Toilet tissue

An electric razor point or adaptor is to be available within easy reach of the mirror and appropriate light. This may be located in a bedroom or bathroom

PUBLIC

Access to bath/shower rooms from the bedrooms(s) through public area eg. lounge, dining room is not acceptable.

Fixtures and Fittings

A bath or shower. If shower is provided it must have a shower screen or curtain

Washbasin (minimum size suggested is 14" x 9.5" internal) and mirror with light above or adjacent

Soap dish

A lidded WC

Toilet roll holder

A covered bin or open bin with sanitary bags

A light with shade or cover

Adequate ventilation in the form of an extractor fan or window that opens

Windows require opaque curtains or blinds

A hook for clothes

A non-slip bath mat should be available on request where non-slip baths or showers are not provided

A towel rail or equivalent (a towel ring or a hanging rack on a radiator is acceptable but a radiator alone is not)

An internal lock or bolt

Hot water for bathing is to be available at all reasonable times

No charges should be made for the use of these facilities

Adequate heating (see below)

All public bathrooms with an external wall will require heating. A heated towel rail is acceptable as a minimum

There should be a clean hand and bath towel per person

Fresh soap provided for each new let

Toilet tissue

An electric razor point or adaptor is to be available within easy reach of the mirror and appropriate light. This may be located in a bedroom or bathroom.

SEPARATE WC

Private, ensuite or public

Access to bath/shower rooms from the bedroom(s) through public areas eg. lounge, dining room is not acceptable.

Fixtures and fittings

A lidded WC

A covered bin or open bin with sanitary bags

Toilet roll holder

A wash basin

A light with shade or cover

Adequate ventilation in the form of an extractor fan or window that opens

Windows require opaque curtains or blinds

An internal lock or bolt

Hot water is to be available at all reasonable times

Toilet tissue

Soap and hand towel are to be provided

WASHBASIN

Fixtures and Fittings

Minimum size suggested is 14" x 9.5" internal. The acceptability will also depend on the shape, position of taps etc. Mirror with light above or adjacent is preferred.

A towel rail or equivalent (a towel ring or hanging rack on a radiator is acceptable but a radiator alone is not).

Hot water is to be available at all reasonable times.

There should be a clean hand and bath towel per person.

Fresh soap provided for each new let.

An electric razor point or adaptor is to be available within easy reach of the mirror and appropriate light. This may be located in a bedroom or bathroom.

Public Areas

30 PUBLIC AREAS

Corridors and stairs should be in good repair and free from obstruction.

There should be adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night.

An adequate level of heating should be provided in all public areas.

Tourist Information should be provided.

The dining room may be in a separate building and must be clearly indicated.

36 TV

Where there are no TVs in the bedrooms there must be a lounge with easy seating and a colour television at no extra charge, where a signal is available. This can be optional, as appropriate to the market. If TV is not available this must be advertised to guests.

37 BREAKFAST

A full cooked breakfast is to be available. If a cooked breakfast is not available this fact must be advertised, and a substantial continental breakfast must be provided to include a selection of the following: cold

meats, cheeses, fresh fruits, fruit compotes, preserves, cereals, juices, yoghurts, bakery items and hot beverages (choice of teas and coffees).

Please note that for cooked breakfast boiled eggs only is not acceptable. There must be a minimum of two cooked items.

Self-service or buffet style is acceptable.

ADDITIONAL REQUIREMENTS AT 4 AND 5 STAR GRADES ARE:-

4 Star

At least 50% of bedrooms with ensuite or private facilities with either bath or shower and WC.























Private facilities should be adjacent or on same floor.

5 Star

100% of bedrooms with ensuite or private facilities with either bath or shower and WC.

Private facilities should be adjacent on same floor.

Provision of the following key facilities and services will be verified by the Quality Advisor. The symbols representing these facilities and services can be used in any advertising placed by the operator and will feature in VisitScotland publications at our discretion.

-  TV in bedrooms
-  Satellite/cable TV
-  No TV
-  Telephone in bedrooms
-  Ensuite bath and/or shower for all bedrooms
-  Ensuite bath and/or shower for some bedrooms
-  Private bath and/or shower for all bedrooms
-  Private bath and/or shower for some bedrooms
-  Private parking
-  Limited parking
-  Tea/coffee making facilities in bedroom
-  Hairdryer in bedrooms
-  Non-smoking establishment
-  Smoking restricted
-  Full alcohol drinks licence
-  Restricted alcohol drinks licence
-  Restaurant
-  Room service
-  Leisure facilities
-  Indoor swimming pool
-  Porterage
-  Laundry service