Hotel Quality Assurance guide
Key requirements at each rating level

Hospitality and services

Dining information

Bedrooms
Hotel accommodation – quality standard

Through our internationally recognised Quality Assurance (QA) scheme, we offer support to businesses across accommodation, visitor attraction and food sectors to ensure that we meet and exceed the high standards expected.

Visitors want quality and value for money experiences. Your QA award instantly empowers visitors to make informed choices, with research confirming that 95% of visitors say the grade given meets or exceeds their expectations. Of course, quality grading goes beyond the stars on the door; it’s about the entire visitor experience and driving improvement in that experience throughout the country. Our Quality & Tourism Advisors can offer specialist guidance and one-to-one advice, on a range of topics that can help your business develop further.

Since 2006, Scotland has shared a ‘Common Standard’ for all guest accommodation with the AA, England, Wales and Northern Ireland. This means that all guest accommodation establishments in the UK are assessed to the same criteria and awarded one to five stars.

Quality is key to Scotland’s future success and is at the forefront of all that we do to keep ahead of our competitors and achieve the tourism industry’s Tourism Scotland 2020 vision as a destination of first choice.

We look forward to working with you, helping your business get the most out of QA participation and to jointly promote Scotland as a must-visit, must-return destination of excellence.

Malcolm Roughead, OBE
Chief Executive of VisitScotland
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1 **Why is quality important?**

Developed over the last four decades in partnership with the tourism industry and informed by visitor research, the Quality Assurance (QA) scheme is world-leading.

VisitScotland understands that quality is the key to success in the hospitality industry. In order to perpetuate Scotland’s international reputation for providing a friendly and warm welcome to visitors, it’s crucial that we continue to support tourism businesses to remain competitive and improve their product offering; the QA scheme is designed to help businesses do just that.

Quality never goes out of style - your stars of excellence help visitors make informed decisions, give confidence in the level of service and quality you deliver and enable your business to truly shine with distinction.

A considerable number of tourism operators in Scotland already take part in the scheme. These businesses receive impartial and expert advice to inform their investment decisions – driving-up quality and creating jobs.

When assessing quality, VisitScotland takes into account the following:

- Intrinsic quality – the inherent value of an item.
- Condition – the maintenance and appearance of an item. Is it fit for purpose?
- Physical and personal comfort – does the quality of an item detract in any way from the comfort of the user?
- Attention to detail – the evident care taken to ensure that the guest experience exceeds expectations.
- Guests’ choice and ease of use – the guest experience is enhanced through choice, be it choice of beverages in his/her room or choice of room temperature. This is further improved by how usable the guest finds the room and its contents.
- Presentation – the way the room and its contents are presented for guests’ arrival and throughout their stay.
**Service and hospitality**
A smile, a warm and genuine interest and a willingness to please and serve customers is a common requirement and expected across all star ratings.

A small hotel might be able to provide excellent hospitality and friendly, efficient service with a very small number of staff. Larger hotels will require a team of well-trained staff, and this presents a different challenge.

At four star level it is expected that staff will be highly trained and skilled, anticipating the needs of their guests and providing an efficient service in all areas, with hospitality to match.

Five star hotels in Scotland should offer a level of service and hospitality excellence that would be universally recognised as five star by visitors from around the world.

**Bedrooms and bathrooms**
Whatever the style or concept of the bedrooms and bathrooms, both quality and comfort is what guests and our assessors look for, specifically:

- The quality and comfort of the bed
- The quality of the bed linen
- The controllability and usability of the lighting and heating systems
- The quality of bathroom fittings, towels and toiletries
- In-room technology and connectivity

**Cleanliness**
Cleanliness is of paramount importance to all customers at all star levels. It is expected that all hotels will be clean in both front and back of house.
1.1 Hotel designator

<table>
<thead>
<tr>
<th>Designator</th>
<th>General description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel</td>
<td>A commercial establishment providing a minimum of six letting bedrooms. The establishment will have a license to serve alcohol and in most cases meal service will be provided. Where no meal service is offered this should be made clear to the consumer at the time of booking and clearly advertised on the website.</td>
</tr>
<tr>
<td>Exclusive Use Venue</td>
<td>An accommodation for one customer or party with a minimum let of one day. The venue will have a minimum of three letting bedrooms and hold a residential licence or equivalent. The venue will also provide a full range of services to guests including all meals.</td>
</tr>
</tbody>
</table>

1.2 Taste Our Best

Taste Our Best is VisitScotland’s Quality Assurance food and drink scheme, developed in response particularly to visitors’ growing interest in sampling local produce. This scheme assesses the overall quality of the eating experience, as well as the extent to which businesses use and promote Scottish produce.

Your Quality & Tourism Advisor (QTA) will automatically assess you for the Taste Our Best award as part of your overnight Quality Assurance visit, at no extra cost to you. You will also receive an advisory debrief as well as tips on best practice and signposting to producers and suppliers.

The Taste Our Best award is an excellent opportunity for you to promote your quality food and drink offering.

Our criteria and guidance notes for Taste Our Best scheme can be accessed from visitscotland.org/quality-hotel.aspx

For more Taste Our Best information and advice see visitscotland.org/taste-our-best.aspx
2 How we measure quality

One of our dedicated team of expert advisors will visit your establishment to carry out an assessment, with the objective of helping you to maintain and increase the quality of your hotel.

During the visit, the Quality & Tourism Advisor (QTA) will make an assessment in a potential 57 areas depending on the nature of the business. When the scores are totalled, you will have an overall percentage score that will place your establishment within one of five star rating bands.

### Overall quality bands

<table>
<thead>
<tr>
<th>Hotel</th>
<th>1 Star</th>
<th>2 Star</th>
<th>3 Star</th>
<th>4 Star</th>
<th>5 Star</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>30%-46%</td>
<td>47%-54%</td>
<td>55%-69%</td>
<td>70%-84%</td>
<td>85%-100%</td>
</tr>
<tr>
<td>Cleanliness</td>
<td>40%</td>
<td>50%</td>
<td>65%</td>
<td>75%</td>
<td>90%</td>
</tr>
<tr>
<td>Hospitality and friendliness</td>
<td>30%</td>
<td>47%</td>
<td>55%</td>
<td>70%</td>
<td>85%</td>
</tr>
<tr>
<td>Service and efficiency</td>
<td>30%</td>
<td>47%</td>
<td>55%</td>
<td>70%</td>
<td>85%</td>
</tr>
<tr>
<td>Food</td>
<td>30%</td>
<td>47%</td>
<td>55%</td>
<td>70%</td>
<td>85%</td>
</tr>
<tr>
<td>Bedrooms</td>
<td>30%</td>
<td>47%</td>
<td>55%</td>
<td>70%</td>
<td>85%</td>
</tr>
<tr>
<td>Bathrooms</td>
<td>30%</td>
<td>47%</td>
<td>55%</td>
<td>70%</td>
<td>85%</td>
</tr>
</tbody>
</table>

However, in order to confirm a particular star rating, the scores awarded within six key areas also need to fall within that band or higher. In this way we, and you, can be confident that your hotel is offering a consistent level of service at the star rating awarded.

The key areas are:

1. Cleanliness
2. Hospitality and friendliness
3. Service and efficiency
4. Bedrooms
5. Bathrooms
6. Food

Please note where any area is not applicable, no assessment will be made and there will be no penalty for not providing any of these facilities or services.
For each area included in the assessment, the Quality Advisor will decide whether to award a score of:

- ‘Exceptional’ (5 marks) = 85%-100%
- ‘Excellent’ (4 marks) = 70%-84%
- ‘Very Good’ (3 marks) = 55%-69%
- ‘Good’ (2 marks) = 47%-54%
- ‘Acceptable’ (1 mark) = 30%-46%
- ‘Unacceptable’ (0 mark) = Under 30%

After your visit you will receive a detailed written report on the customer experience with individual scores for each criteria item. Positive aspects of your business will be outlined as well as areas for improvement. This will give you a benchmark for maintaining the quality of your services and facilities and will help you to prioritise and plan future developments to increase standards and boost your bottom line.

**Assessment example**

In the example shown on the next pages, Hotel X provides all of the services and facilities required for a four star hotel and is seeking a four star rating.

In order to achieve a four star grade the overall percentage must be over 70% and the six keys areas (cleanliness, service and efficiency, hospitality and friendliness, bedrooms, bathrooms and food) must also meet this percentage.

The example shows that the hotel meets the overall percentage required for four stars (with 74%) and meets the key areas for cleanliness, bedrooms and bathrooms. However the hotel has failed to meet the key requirements for hospitality and friendliness, service and efficiency, as both score within the three star band.

Although the hotel meets the four star score for food, this score is borderline.

The outcome for the hotel is that a three star award is achieved but with future potential to achieve a four star award. Advice is provided as to how to improve the percentage scores in these two key areas as well as the food quality in order to meet a four star award at the next Quality Assurance visit.
# Quality Assessment Report

## Cleanliness (Key Area)

<table>
<thead>
<tr>
<th>Area</th>
<th>Score</th>
<th>Percentage</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedrooms</td>
<td>4</td>
<td>84%</td>
<td>Secure 4 star</td>
</tr>
<tr>
<td>Bathrooms</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bars/Lounges</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restaurant(s)</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Public Areas (Reception/Leisure)</td>
<td>4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The hotel **meets** the percentage scores required for **cleanliness**.

## Hospitality and Friendliness (Key Area)

<table>
<thead>
<tr>
<th>Area</th>
<th>Score</th>
<th>Percentage</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Booking</td>
<td>3</td>
<td>69%</td>
<td>Secure 3 star</td>
</tr>
<tr>
<td>Arrival</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lounge</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bar</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restaurant(s) (Food and Drink)</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Room Service</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (Leisure, etc.)</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Breakfast</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Departure</td>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The hotel **fails to meet** the percentage scores required for **hospitality and friendliness**.

## Service and Efficiency (Key Area)

<table>
<thead>
<tr>
<th>Area</th>
<th>Score</th>
<th>Percentage</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Booking</td>
<td>3</td>
<td>68%</td>
<td>Secure 3 star</td>
</tr>
<tr>
<td>Arrival</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lounge</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bar</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restaurant (Food)</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restaurant (Drinks)</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Room Service</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (Leisure, Room Information, etc.)</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Breakfast</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Departure</td>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The hotel **fails to meet** the percentage scores required for **service and efficiency**.

## Exterior/Leisure – Appearance and Maintenance

<table>
<thead>
<tr>
<th>Area</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car Parking</td>
<td>5</td>
</tr>
<tr>
<td>Buildings/Appearance</td>
<td>4</td>
</tr>
<tr>
<td>Grounds/Gardens/Frontage</td>
<td>4</td>
</tr>
<tr>
<td>Leisure</td>
<td>4</td>
</tr>
</tbody>
</table>

85%

## Bedrooms – Quality and Maintenance (Key Area)

<table>
<thead>
<tr>
<th>Area</th>
<th>Score</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Décor</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Furniture, Fittings and Furnishings</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Flooring</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Beds/Bedding</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Lighting/Heating/Ventilation</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Bedrooms Accessories</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Space, Comfort and Ease of Use</td>
<td>4</td>
<td></td>
</tr>
</tbody>
</table>

77%

Secure 4 star
### Bathrooms – Quality and Maintenance (Key Area)

<table>
<thead>
<tr>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>77%</td>
</tr>
</tbody>
</table>

- Décor
- Fixtures and Fittings
- Flooring
- Lighting/Heating/Ventilation
- Towels, Toiletries and Accessories
- Space, Comfort and Ease of Use

#### Public Areas – Quality and Maintenance

<table>
<thead>
<tr>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>73%</td>
</tr>
</tbody>
</table>

- Décor
- Furniture, Fittings and Furnishings
- Flooring
- Lighting/Heating/Ventilation
- Space, Comfort and Ease of Use
- Stairs/Corridors/Hallways/WCs etc.

#### Restaurant/Dining Areas – Quality and Maintenance

<table>
<thead>
<tr>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>73%</td>
</tr>
</tbody>
</table>

- Décor
- Furniture, Fittings and Furnishings
- Flooring
- Lighting/Heating/Ventilation
- Table Appointment
- Space, Comfort and Ease of Use

#### Food (Key Area)

<table>
<thead>
<tr>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>72%</td>
</tr>
</tbody>
</table>

- Dinner Quality
- Dinner Choice/Presentation
- Room Service/Other
- Breakfast Quality
- Breakfast Choice/Presentation

#### Overall Score 74% – outcome is a 3 star rating

- Cleanliness: 84%
- Hospitality and Friendliness: 69%
- Service and Efficiency: 68%
- Bedrooms: 77%
- Bathrooms: 77%
- Food: 72%

### Note:

This report is an example at the time of going to print. Marks and scoring thresholds may be subject to change in the future.
3  **Sustainability and Quality Assurance**

Sustainable practices have become more and more important to visitors and businesses alike, and our research shows us that the vast majority of businesses are already undertaking a number of basic sustainability actions. In recognition of this VisitScotland has included sustainability actions as a minimum standard in our Quality Assurance scheme since 2015.

Hotels are required to undertake 18 out of 38 sustainability actions, recognising that a very high proportion of businesses are already achieving this minimum standard. For more details on the actions please go to visitscotland.org/quality-hotel.aspx.

It is important to note that the number of sustainability actions undertaken will not affect your quality grading in any way. Our focus has been, and will continue to be, on providing advice and support on sustainability actions and the benefits of becoming more sustainable.

During the Quality Assurance visit, your Quality & Tourism Advisor (QTA), will do a basic review of the sustainable actions you are undertaking in your business and offer general advice and signpost you to relevant information and further specialist support.

You will also find ideas and examples of sustainable good practice throughout this guide.

There is a wide range of support available from partner organisations like Resource Efficient Scotland, Scottish Enterprise, Highlands and Islands Enterprise, and the Scottish Environmental Protection Agency (SEPA).

For more details on sustainability and Quality Assurance, please visit visitscotland.org/sustainability-assessment.aspx.

For further information on how to improve the sustainability of your business and the benefits of adopting sustainable practices, please see our Better Business Guides and factsheets at visitscotland.org/sustainable-business-series.aspx.

3.1 **Sustainable tourism certification**

If your business already has successfully implemented a number of sustainable practices, and you want to demonstrate this to new or existing customers, you may wish to join one of the certification schemes that exist in Scotland. These schemes are not operated by VisitScotland, but by independent organisations. These organisations can offer further advice and rigorous and well founded sustainable certifications that will allow you to confidently promote your green credentials.

Go to visitscotland.org/green-certification.aspx for more information on green certification schemes.
Resource Efficient Scotland – free support to help you cut costs and boost profits

Heating, lighting, water and food-waste can be major costs for hospitality businesses. And while visitor comfort is a top priority, it doesn’t need to come at the expense of profits, or the environment.

That is why the Scottish Government is offering free, expert support to help small and medium-sized hospitality businesses take action to reduce consumption, cut overheads and boost profitability.

Managed by Zero Waste Scotland, the Resource Efficient Scotland programme offers a range of free resources including:

- on-site support from dedicated advisors to identify savings opportunities
- ongoing project implementation advice and support
- unsecured, interest free loans and capital contribution grants
- skills-development training
- customer and staff communication packs

Resource Efficient Scotland is already helping businesses across Scotland, including:

The Boat Hotel - identified savings of £48,500 by improving heating and insulation and installing solar panels

West Highland Hotel - saved £20,000 by installing a new biomass boiler

Highland Farm Cottages - saved £23,806 by replacing its heating system with a biomass boiler

Cairnsmill Caravan Park - reduced heat losses in its swimming pool by between 10% and 30%

Contact Resource Efficient Scotland and find out how your business can become more resource efficient and get the ongoing support and funding that will help you turn your opportunities into real savings.

Start saving today – call one of Resource Efficient Scotland’s friendly advisors on 0808 808 2268 or visit www.resourceefficientscotland.com
4  **Inclusive Tourism - providing a quality visitor experience for all**

Inclusive Tourism is the term used to describe tourism that serves the needs of a full range of consumers. This kind of tourism benefits everyone from disabled people to families with young children and senior travellers.

The value and interest in inclusive tourism has grown significantly over the last few years, with many businesses who cater for this market seeing higher occupancy rates and the benefits of a loyal customer base who keep returning.

**Did you know**

1. 1 in 5 of the UK population is disabled. That means 20% of your potential customers would like to know practical information about your business.

2. With an ageing population, those with accessibility requirements are likely to represent an even larger section of your potential customer base now and in the future. For example between 2006 and 2015 there was a 31% increase in the number of domestic trips taken by the 55+ age group.

Three good business reasons to ensure you cater for this market:

- By making small reasonable adjustments to your property and facilities and **providing good quality information on the accessibility of your facilities and service**, you will be more inclusive and appeal to a wider range of visitors and potentially attract new business.

- By giving people up front, essential information you can turn potential enquiries into actual bookings.

- As a service provider you have a legal duty under the Equality Act 2010 to take **every reasonable effort** to ensure that everyone can have the same experience when visiting your business or accessing your service. What is reasonable will depend on a number of circumstances including cost of an adjustment.

Examples of reasonable adjustments could include:

- Being flexible around meal times to cater for people with particular health conditions such as diabetes
- Providing auxiliary aids and services, e.g. hearing loops or vibrating pillows
- Ensure you accept guide dogs and assistance dogs in your premises
- Providing hypo-allergenic bedding for asthmatics.
Two simple things you can do to improve the inclusiveness of your business:

1. **Accessible Tourism Customer Care Training**

   VisitScotland’s Accessible Tourism training programme will help you to improve your service and understanding of the market. The programme has been designed for managers and front line staff of accommodation, attractions, eating and drinking establishments.

   The programme features a series of short videos and podcasts to help illustrate learning points. The training should take approximately 90 minutes to complete and can be done at your own pace over several days or weeks. Once you complete the course successfully you will be awarded an Accessible Tourism Training Certificate, which you can print out and keep.

   To register for the free Accessible Tourism Training Programme go to visitscotland.org/accessibe-tourism-training.aspx

2. **Create an Accessibility Guide**

   An Accessibility Guide can be produced easily by completing an online questionnaire which collates information about the accessibility of your business. For easy production of your Accessibility Guide go to accessibilityguides.org

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**Accessibility Guides**

The official site to create and publish your guide

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63% of businesses do not promote the fact they make provisions for guests with access needs. (Ref: Eurostat survey)

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The benefits of having a guide

Help to get you started

Start creating your guide now
The guide enables you to highlight the following:

1. How accessible your business is to people who may need additional support when visiting your business.

2. Specific information about your business and typically includes (if applicable):
   - How to get here, public transport links and parking
   - Getting around inside; entrances and exits, reception and bedrooms
   - Public areas such as bars and restaurants
   - Toilets, lifts and stairs

3. Includes photographs to help showcase your accessibility.

4. An Accessibility Guide can also be used as a training resource for your staff so they can confidently communicate this information to your customers.

VisitScotland, in partnership with VisitEngland, provide a free to use website for easy production and publication of your Accessibility Guide at accessibilityguides.org

Do not hesitate, act now, you will not regret investing time to make your business more inclusive.
5 Gold Star awards

The Gold Star award accolade was introduced by VisitScotland to highlight establishments within the Quality Assurance scheme that strive to exceed customer expectations on an on-going basis, whilst taking an innovative and proactive approach to customer care. These awards can be achieved by properties at any star grade. In order to be considered for a Gold Star award, establishments must demonstrate a track record of exceptional hospitality and service delivery, well in excess of what is expected at the particular star grade. Determining factors will therefore include current Quality Assurance scores (particularly hospitality and service), Quality Assurance scoring history and customer feedback.

To achieve a Gold Star award, a business must:

- Demonstrate outstanding hospitality and customer care delivered over an extended period of time.
- Significantly exceed levels of hospitality and service expected at their star grading.
- Provide an extensive and high quality selection of food (if food is provided).
- Meet expectations of their star grading in all other areas (bedrooms, bathrooms etc).
- Show an element of “wow factor” in what they do in line with their star grading.

The percentage requirements are listed for each star grade; however, these are only guidelines and there are many other elements to achieving a Gold Star award, as already mentioned.
<table>
<thead>
<tr>
<th></th>
<th>1 Star</th>
<th>2 Star</th>
<th>3 Star</th>
<th>4 Star</th>
<th>5 Star</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall percentage</td>
<td>56%</td>
<td>60%</td>
<td>74%</td>
<td>85%</td>
<td>93%</td>
</tr>
<tr>
<td>Cleanliness</td>
<td>75%</td>
<td>75%</td>
<td>75%</td>
<td>90%</td>
<td>95%</td>
</tr>
<tr>
<td>Hospitality and friendliness</td>
<td>75%</td>
<td>75%</td>
<td>75%</td>
<td>90%</td>
<td>95%</td>
</tr>
<tr>
<td>Service and efficiency</td>
<td>75%</td>
<td>75%</td>
<td>75%</td>
<td>90%</td>
<td>95%</td>
</tr>
<tr>
<td>Food</td>
<td>70%</td>
<td>70%</td>
<td>70%</td>
<td>80%</td>
<td>90%</td>
</tr>
<tr>
<td>Bedrooms</td>
<td>46%</td>
<td>53%</td>
<td>66%</td>
<td>77%</td>
<td>88%</td>
</tr>
<tr>
<td>Bathrooms</td>
<td>46%</td>
<td>53%</td>
<td>66%</td>
<td>76%</td>
<td>86%</td>
</tr>
<tr>
<td>Public areas</td>
<td>46%</td>
<td>53%</td>
<td>66%</td>
<td>80%</td>
<td>90%</td>
</tr>
<tr>
<td>Dining areas</td>
<td>46%</td>
<td>53%</td>
<td>66%</td>
<td>80%</td>
<td>90%</td>
</tr>
</tbody>
</table>

There is no need to apply separately for Gold Stars – every business is considered for these through their Quality Assurance participation. Proposed Gold Star awards require confirmation by the Awards Review Committee and may involve a second mystery visit to confirm eligibility for an award.
6 Other services offered

6.1 Advisory visit
If you are new to tourism, refurbishing or looking to achieve a specific grading, an advisory visit prior to your star grading visit is highly recommended. One of our experienced Quality & Tourism Advisors (QTAs) can visit your establishment and give face-to-face advice to help you work towards achieving a specific star grading. The QTA will give you an insight into your visitors’ experience at current standards, highlighting the strengths and weaknesses of your establishment and helping you to identify areas for improvement.

An advisory visit can save you time and money in the long term.

6.2 Mystery visitor visit
VisitScotland offers a programme of mystery visits, focused on measuring service delivery and standards of customer care. During a mystery visit, or programme of mystery visits, an incognito QTA assesses your service delivery and standards of customer care against criteria set by you. This could for example tie in with your corporate standards and will be discussed and agreed with you before the visit takes place. A detailed in-depth report as well as face-to-face feedback is given after completion of the mystery visit.

The feedback report is designed to be used as a working document to help you to develop targeted training, improve your processes, and motivate staff. To benefit from a mystery visit or programme of visits, your establishment must be a current participant in the Quality Assurance scheme.

6.3 Second visit
A second visit (within the same scheme year) can be requested if you wish to have your business re-assessed in respect to its star rating award. A second visit would be appropriate where a business has made an investment in property refurbishment; staff training and development and/or key operational changes, and believes that these could contribute to a possible higher star award grading.

There is a cost for this service. Please contact the Customer Services team by email at customerservices@visitscotland.com to request a second visit application form. On receipt of the form and payment a visit will be arranged to re-assess your property.
6.4 Welcome schemes

To complement our Quality Assurance scheme, a range of Welcome Schemes are offered. Welcome Schemes recognise the efforts of quality assured establishments which cater for the needs of visitors with specific interests. For example, the Walkers and Cyclists Welcome Scheme recognises businesses that provide an overnight clothes drying facility and early morning breakfast among other things.

In addition to making businesses stand out for their specialist facilities and services, VisitScotland Welcome Schemes allow visitors to identify establishments which cater for their needs, helping to boost their customer experience. For further information on all our Welcome Schemes go to visitscotland.org/welcome-schemes.aspx
Key requirements at each rating level

Hospitality and services

Dining information

Bedrooms
7 Fees, Code of Conduct and Conditions for Participation

To view our fees and Code of Conduct and Conditions for Participation, please go to visitscotland.org/joining-quality-assurance.aspx.

8 Overall standards

The following pages provide details of the standards required to achieve each of the five star rating awards.

Dispensations
Dispensations for certain individual requirements within the quality standards may be given as long as all the remaining requirements and quality levels for that grade are met or exceeded. This flexibility will be on a case-by-case basis and will have to be agreed by the Standards Review Group (SRG), which represents all the organisations who operate the Quality Standards – VisitScotland, VisitWales, VisitEngland, Tourism Northern Ireland and AA. Any exceptions will need a proportional increase in the quality of other areas to compensate for the area where the exception is sought.
### Overall standards

<table>
<thead>
<tr>
<th>Key requirements at each rating level</th>
</tr>
</thead>
</table>

#### 8.1

**Statutory obligations**

**Minimum Entry Requirements (One Star ★)**

<table>
<thead>
<tr>
<th>All Grades</th>
<th>All Grades</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Public Liability Insurance: whilst 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 are being fulfilled.</td>
<td>- Licensing: comply with all local licensing regulations.</td>
</tr>
<tr>
<td>- Fulfilment of all relevant statutory obligations including but not restricted to:</td>
<td>- Hotel Proprietors Act.</td>
</tr>
</tbody>
</table>

Should you require further advice on statutory legislation you may wish to consult the Trading Standards website: [www.mygov.scot/business/starting-up/](http://www.mygov.scot/business/starting-up/)

For more guidance on environmental legislation relating to businesses in the hospitality and tourism industry see NetRegs: [www.netregs.org.uk/business_sectors/hospitality,_leisure__tourism.aspx](http://www.netregs.org.uk/business_sectors/hospitality,_leisure__tourism.aspx)

#### 8.1.2

**Safety and security**

**Minimum Entry Requirements (One Star ★)**

<table>
<thead>
<tr>
<th>All Grades</th>
<th>All Grades</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Proprietor and/or staff to be on site and on call to resident guests 24-hours a day. Printed instructions, provided in the bedrooms, for summoning assistance during an emergency at night. If the proprietor lives away from the hotel, it is expected that a member of management or staff sleep on site and that their night-time contact details are clearly advertised in every bedroom.</td>
<td>- Particular attention given to the safety and security of guests and their belongings in car parks, ground floor and annexe bedrooms including external paths and walkways.</td>
</tr>
<tr>
<td>- A high degree of general safety and security, including information on evacuation procedures in the event of an emergency, to be advertised in every bedroom. Multilingual emergency procedure notices or use of symbols/diagrams clearly displayed in every bedroom.</td>
<td>- Once registered guests should have access to the hotel at all times.</td>
</tr>
<tr>
<td></td>
<td>- In the interests of safety, guests to be escorted to bedrooms if requested.</td>
</tr>
<tr>
<td></td>
<td>- The hotel entrance should be clearly identifiable and the doorway illuminated when it is dark. Adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night.</td>
</tr>
<tr>
<td></td>
<td>- A telephone accessible 24 hours a day, unless direct dial telephones provided in each bedroom.</td>
</tr>
</tbody>
</table>
### Statutory Obligations

Minimum Entry Requirements (One Star)

- **Public Liability Insurance**: whilst 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 are being fulfilled.

Fulfilment of all relevant statutory obligations including but not restricted to:

- **Fire risk assessment**: to comply with the Fire (Scotland) Act 2005. For guidance refer to: www.gov.scot/Topics/Justice/policies/police-fire-rescue/fire/FireLaw
- **Food safety/hygiene**.
- **Health and safety**: operate safely with due regard to health and safety legislation.
- **Planning**: comply with local planning regulations.
- **Licensing**: comply with all local licensing regulations.
- **Hotel Proprietors Act**.
- **Data Protection Act**.
- **The Consumer Protection from Unfair Trading Regulations 2008**.
- **Provision of Services Regulations 2009**.
- **Equality Act 2010**.

Should you require further advice on statutory legislation you may wish to consult the Trading Standards website: www.mygov.scot/business/starting-up/

For more guidance on environmental legislation relating to businesses in the hospitality and tourism industry see NetRegs: www.netregs.org.uk/business_sectors/hospitality,_leisure__tourism.aspx

### Safety and Security

Minimum Entry Requirements (One Star)

- **Proprietor and/or staff to be on site and on call to resident guests 24-hours a day**. Printed instructions, provided in the bedrooms, for summoning assistance during an emergency at night. If the proprietor lives away from the hotel, it is expected that a member of management or staff sleep on site and that their night-time contact details are clearly advertised in every bedroom.

- A high degree of general safety and security, including information on evacuation procedures in the event of an emergency, to be advertised in every bedroom. Multilingual emergency procedure notices or use of symbols/diagrams clearly displayed in every bedroom.

- **Particular attention given to the safety and security of guests and their belongings in car parks, ground floor and annexe bedrooms including external paths and walkways**.

- Once registered guests should have access to the hotel at all times.

- In the interests of safety, guests to be escorted to bedrooms if requested.

- The hotel entrance should be clearly identifiable and the doorway illuminated when it is dark. Adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night.

- A telephone accessible 24 hours a day, unless direct dial telephones provided in each bedroom.

### Table

<table>
<thead>
<tr>
<th>Grade</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two Star</td>
<td>• As minimum.</td>
</tr>
<tr>
<td>Three Star</td>
<td>• As minimum.</td>
</tr>
<tr>
<td>Four Star</td>
<td>• As minimum.</td>
</tr>
<tr>
<td>Five Star</td>
<td>• As minimum.</td>
</tr>
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</table>

<table>
<thead>
<tr>
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<th>Requirements</th>
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<td>• As minimum.</td>
</tr>
<tr>
<td>Five Star</td>
<td>• As minimum.</td>
</tr>
</tbody>
</table>
### 8.1.2 Safety and security (continued)

#### Minimum Entry Requirements (One Star ★)

- Adequate measures for the security of guests and their property. Means of securing bedroom doors from inside and out, and a key or key card provided. The issuing of a bedroom key to guests and charging of items to account always done discreetly to ensure guest security.

#### Sustainability Good Practice

- Use of energy efficient light bulbs and fittings, combined with appropriate controls to ensure lights are not on unnecessarily, can significantly reduce cost. Daylight sensors (photo cells), motion sensors (PIR) and timers can be used on external lighting. Lighting in public areas and corridors can be controlled with motion sensors and timers, for example. External lighting can usually be reduced after midnight, especially where it is decorative.

### 8.1.3 Maintenance

#### Minimum Entry Requirements (One Star ★)

**All Grades**

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

- All electrical and gas equipment in good working order and regularly serviced to ensure guests’ safety.

- Monitoring procedure in place for reporting of broken/damaged items in guests’ bedrooms.

#### Sustainability Good Practice

- Ensure equipment, such as boilers, refrigeration and extract ventilation and grease traps in kitchens, is properly maintained and regularly cleaned and serviced, so it operates efficiently and its life is prolonged. Establishing a simple equipment and maintenance schedule will save on energy and costs.

- Having staff undertake scheduled walk rounds throughout the premises at different times of day with a checklist, can be an excellent opportunity to note down any maintenance issues and get an idea of where energy might be wasted through lights and equipment being left on.

- Refrigeration can be a significant energy user in hotels and following some simple advice can deliver big energy savings: ensure door seals are checked and replaced if damaged; condensers and evaporator coils are free from dust; strip curtains are fitted to walk-in fridges and freezers and freezers are regularly defrosted. Make sure staff are trained to switch off lights in cooled spaces; do not keep doors open for longer than absolutely necessary; do not overfill units.

- Record and understand your energy consumption. Take meter readings once a month and check against your invoices to ensure accurate billing. Relating your energy consumption data to other measures, for example calculating energy consumption per bed night, can provide even more useful information. This will give you a better understanding of how energy is being used, help you to track benefits of energy saving measures implemented and identify any unusual changes. Automatic meter-reading systems are available and are a cost-effective and simple way to collect detailed energy data.

- If you are on a water meter, monitoring your water consumption regularly will help you manage usage and cost and identify any leaks quickly.

- Knowing what type and amount of waste is being produced and in what part of the business, can help target areas for reducing waste. Work with your waste contractor to ensure you receive detailed information on the amount of waste that is being recycled, going to landfill, or that is processed otherwise. This will allow you to set and monitor targets to increase recycling and reduce waste generated overall.

- Share results from monitoring with staff to get them involved and keep them engaged in efforts to save energy and water and reduce waste.
Minimum Entry Requirements (One Star)

- Adequate measures for the security of guests and their property. Means of securing bedroom doors from inside and out, and a key or key card provided. The issuing of a bedroom key to guests and charging of items to account always done discreetly to ensure guest security.

- As minimum.

- As minimum.

- As minimum.

- As minimum.

Sustainability

- Use of energy efficient light bulbs and fittings, combined with appropriate controls to ensure lights are not on unnecessarily, can significantly reduce cost. Daylight sensors (photo cells), motion sensors (PIR) and timers can be used on external lighting. Lighting in public areas and corridors can be controlled with motion sensors and timers, for example.

- Always make sure to maintain minimum light levels so as not to compromise health and safety standards.

- Many businesses can achieve additional savings by using light-emitting diode (LED) or luminescent Exit signs.

- Record and understand your energy consumption. Take meter readings once a month and check against your invoices to ensure accurate billing. Relating your energy consumption data to other measures, for example calculating energy consumption per bed night, can provide even more useful information. This will give you a better understanding of how energy is being used, help you to track benefits of energy saving measures implemented and identify any unusual changes. Automatic meter-reading systems are available and are a cost-effective and simple way to collect detailed energy data.

- If you are on a water meter, monitoring your water consumption regularly will help you manage usage and cost and identify any leaks quickly.

- Knowing what type and amount of waste is being produced and in what part of the business, can help target areas for reducing waste. Work with your waste contractor to ensure you receive detailed information on the amount of waste that is being recycled, going to landfill, or that is processed otherwise. This will allow you to set and monitor targets to increase recycling and reduce waste generated overall.

- Share results from monitoring with staff to get them involved and keep them engaged in efforts to save energy and water and reduce waste.
### 8.1.4 Cleanliness

#### Minimum Entry Requirements (One Star ★)

**All Grades**
A high standard of cleanliness maintained throughout the property.

As the cleanliness of hotels at every star grade is of paramount importance to the consumer, the highest standards of cleanliness are not expected to vary between star gradings.

Particular attention should be given to bathrooms, shower rooms and toilets especially items involving direct contact with guests, including:

- Bedding, linen and towels.
- Baths, showers, washbasins and WCs.
- Flooring and seating.
- Crockery, cutlery and glassware.
- All bathrooms and shower rooms cleaned daily and checked to ensure very high standards of cleanliness.
- Bathrooms and shower rooms clean and fresh smelling. Particular attention paid to WCs, plug-holes, shower curtains, mirrors and extractor fans.
- All walls, ceilings, pipes, ledges, equipment and fittings, which are beyond reach from floor level, cleaned on a regular basis. All flat surfaces, equipment and furniture free from dust, dirt, grease and marks.

<table>
<thead>
<tr>
<th>Accessibility</th>
<th>Good Practice</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ensure housekeeping staff do not move furniture and personal items in the bathroom or bedroom as in most cases they are placed in positions that are accessible to the guest.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sustainability</th>
<th>Good Practice</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ensure that all relevant staff are appropriately trained on usage and dosing of cleaning chemicals. Encourage staff to reduce energy and water used when cleaning rooms, for example by only flushing the toilet once when finished cleaning, turning lights and entertainment equipment off and adjusting heating controls.</td>
</tr>
<tr>
<td></td>
<td>Consider using environmentally friendly and chlorine-free cleaning products, such as microfibre cloths that reduce the amount of cleaning liquid required.</td>
</tr>
</tbody>
</table>
### Cleanliness

Minimum Entry Requirements (One Star)

- A high standard of cleanliness maintained throughout the property.
- As the cleanliness of hotels at every star grade is of paramount importance to the consumer, the highest standards of cleanliness are not expected to vary between star gradings.
- Particular attention should be given to bathrooms, shower rooms and toilets especially items involving direct contact with guests, including:
  - Bedding, linen and towels.
  - Baths, showers, washbasins and WCs.
  - Flooring and seating.
  - Crockery, cutlery and glassware.
  - All bathrooms and shower rooms cleaned daily and checked to ensure very high standards of cleanliness.
  - Bathrooms and shower rooms clean and fresh smelling. Particular attention paid to WCs, plug-holes, shower curtains, mirrors and extractor fans.
  - All walls, ceilings, pipes, ledges, equipment and fittings, which are beyond reach from floor level, cleaned on a regular basis. All flat surfaces, equipment and furniture free from dust, dirt, grease and marks.

- As minimum.

#### Accessibility

- Ensure housekeeping staff do not move furniture and personal items in the bathroom or bedroom as in most cases they are placed in positions that are accessible to the guest.

- Ensure housekeeping trolleys do not obstruct corridors.

#### Sustainability

- Ensure that all relevant staff are appropriately trained on usage and dosing of cleaning chemicals. Encourage staff to reduce energy and water used when cleaning rooms, for example by only flushing the toilet once when finished cleaning, turning lights and entertainment equipment off and adjusting heating controls.

- Consider using environmentally friendly and chlorine-free cleaning products, such as microfibre cloths that reduce the amount of cleaning liquid required.

- Regular cleaning and maintenance of all fixtures, fittings, materials and equipment prolongs their life, reducing the need to replace them.

- Lighting is essential for providing a pleasant guest experience, so it is important to keep windows, skylights and light fittings clean, to take full advantage of the light available.
### 8.2 Hospitality and services

#### 8.2.1 General

<table>
<thead>
<tr>
<th>Minimum Entry Requirements (One Star ★)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• At all Grades, guests should be greeted and acknowledged in a friendly, efficient and courteous manner throughout their stay. Staff should have a helpful attitude.</td>
</tr>
<tr>
<td>• A relatively straightforward range of services offered – often provided by the proprietor and family/staff.</td>
</tr>
<tr>
<td>• All enquiries, requests and reservations, correspondence and complaints from visitors dealt with promptly and politely.</td>
</tr>
<tr>
<td>• Service, efficiency and technical skills of a very good standard.</td>
</tr>
<tr>
<td>• All staff demonstrate a positive attitude and willingness to help.</td>
</tr>
<tr>
<td>• Every effort made to take account of individual guest’s needs.</td>
</tr>
<tr>
<td>• The style of the hotel may dictate how staff dress – from formal uniforms to informal and casual outfits.</td>
</tr>
</tbody>
</table>

#### Accessibility

**Good Practice**

- Ensure staff ask if the guest has any accessibility needs.
- Assistance dogs must be welcomed (this is a legal requirement). Many disabled people rely on assistance dogs to provide them with independence. See the dog as being part of the person.
- Ensure guests identifying themselves as being disabled, e.g. those with visual impairments, are offered a familiarisation tour.

#### Sustainability

**Good Practice**

- Consider drafting and promoting an environmental policy, setting out the environmental and sustainable management actions taken by your business. If your hotel is part of a larger organisation that has an environmental policy, make sure everybody knows how it applies to your specific site. The policy should be available publicly. For example, it could be available on the business’s website, on site in the lobby and in room folders, and on notice boards in the staff areas. Ensure all staff are fully briefed and updated on the hotel’s sustainability policy.
### Two Star ★★
- Good guest service, anticipating guests’ requirements.

### Three Star ★★★
- Very good guest service, with ample numbers of staff to provide a prompt, courteous and efficient service.

### Four Star ★★★★
- Excellent social skills and anticipation of individual guest’s needs evident. The ability to personalise the guest experience encouraged.

### Five Star ★★★★★
- Exceptional social skills and anticipation of individual guest’s needs to create unique and memorable experiences.
- Service and efficiency of an exceptional standard without detriment to other service areas at any time delivered by a structured team of staff with a management and supervisory hierarchy.
- Where there is a market need some consideration should be given to having multilingual staff.
- Staff impeccably presented.

- Ensure the fire evacuation strategy details emergency exit procedures for disabled people. Remember, guests with hearing impairments may not hear knocking at the door. Record room location and any specific requirements and pass to staff at change of shift.

- Consider learning to communicate in basic British Sign Language (BSL).

- Engaging and involving staff in planning sustainability related activities and how to implement them can be the key to their success. Setting up a ‘Green Team’ that meets regularly, including management and key staff from different departments, can be helpful in getting buy-in from staff and keeping them engaged and motivated. All staff should be made aware of the hotel’s sustainability policy and should be trained on how to implement sustainable actions relevant to their area of work.

- Information on getting around by public transport in your area, where appropriate, especially to key attractions could be useful and encourage some guests to use their car less. Ensure staff are aware of options and can make recommendations on how to get to places without a car, and recommend walks from the hotel.
## 8.2.2 Reservations, prices and billing

### Minimum Entry Requirements (One Star ★)

There should be a simple and efficient booking service that includes the following:

- Prospective visitors told clearly what is included in the prices quoted for accommodation, meals and refreshments, including service charge, taxes and other surcharges.

- Ability to make a prompt and effective reservation during the day and evening.

- Other information which may impact on the guests’ stay, e.g. smoking policy, refurbishment work in progress, planned functions/events etc. provided. Where house policy dictates that certain facilities need to be pre-booked, e.g. spa treatments, dinner etc., these should also be mentioned at the time of booking.

- Where no or limited meal service is provided this should be made clear at the time of booking and on your website to avoid disappointment.

- Full details of the hotel’s cancellation policy. Information about charging credit cards for cancellation or changes to the booking is particularly important.

- Information about deposits if required, including details of how the deposit is taken and whether or not it is refundable on cancellation.

- Clear explanation of charges for additional services or available facilities including cancellation terms.

- Information about any unacceptable types of payment, e.g. credit cards etc.

- Information and full details about any fees charged for the acceptance of credit cards.

- Confirmation provided on request by hotel (not only from third party booking site) by e-mail, text or letter.

Communication with prospective guests, whether verbal or written, should be prompt, efficient, professional and helpful. A good first impression is critical at all grades. Therefore:

- The price agreed at the time of booking must not be exceeded.

- All agreed prices must include service charges, taxes and other surcharges where applicable.

- Every endeavour should be made to advise guests in advance about the hotel location, any car parking restrictions and the location of their room if it is in an annexe.

- Prospective guests left confident that their booking was recorded accurately.

- As a minimum, name, address, and/or contact telephone number recorded at the time of booking.

- All bookings handled in a friendly and courteous manner, even if there is no dedicated reservations department.

- Provide each guest with printed or clearly written details of payment due and a receipt on request.

- Presentation of accounts ensuring that purchases are clearly detailed.

- The VAT element of the account (where applicable) should be clearly identified.
### Minimum Entry Requirements (One Star)

- Two Star ★★
  - As minimum.

- Three Star ★★★
  - As minimum.

- Four Star ★★★★
  - As minimum.

- Five Star ★★★★★
  - As minimum.
Key requirements at each rating level

### Accessibility
**Good Practice**
- Offer your guests a choice of how to contact you, e.g. telephone, fax, letter, email and find out about Text Relay used by people with hearing impairments at [www.textrelay.org](http://www.textrelay.org)

### Sustainability
**Good Practice**
- Consider putting a paperless booking and billing process in place to save money on stationery and postage and reduce waste. Paper products that are being used in the office could be from recycled paper stock.
- Include public transport options for getting to the property in promotional and booking information. General information on nearest stops and stations and getting around by public transport at the destination, where appropriate, could also be useful and encourage some guests to use their car less or even leave their car at home.

### 8.2.3 Reception and luggage handling

#### Minimum Entry Requirements (One Star ★)
- As reception is likely to be the guests’ first and last point of contact with a hotel, special attention should be given to providing a high standard of customer care.
- Direct guest contact given priority over other reception duties.
- Guests clearly directed to their room and given a brief explanation of location of hotel facilities.
- Assistance with luggage available on request throughout the day and evening.
- Once registered, resident guests have access to the hotel at all times. Proprietor and/or staff to be on site and on call to resident guests 24-hours a day.
- It is acceptable for a front door key or security code to be issued.
- Guests informed of meal times, bar opening times etc.

#### Accessibility
**Good Practice**
- Luggage service offered as standard.
• Always ask if the enquirer or any of the guests in the party have any specific access requirements.

• Let guests know about the natural and cultural attractions and events in the local area. Tell them about nearby activities catered for, e.g. walking and cycling, and offer ideas or itineraries on your website before they book. This may encourage them to stay longer.

• For quieter times off season, you could have special offers for guests and create packages with other businesses in the local area, such as attractions, restaurants, and activity providers.

<table>
<thead>
<tr>
<th>Two Star</th>
<th>Three Star</th>
<th>Four Star</th>
<th>Five Star</th>
</tr>
</thead>
<tbody>
<tr>
<td>As minimum.</td>
<td>As minimum.</td>
<td>Reception services available and at least between 7am and 11pm.</td>
<td>24 hour reception to be provided where there is a market need for example city centre hotels.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Consideration should be given to providing 24 hour reception where there is a market need.</td>
<td>Where valet parking offered, guests greeted outside the hotel without delay.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Assistance with luggage offered on arrival and advertised as available for departure.</td>
<td>Guests are shown to their room and given a full orientation of hotel and bedroom facilities.</td>
</tr>
</tbody>
</table>
### Key requirements at each rating level

#### Hospitality and services

<table>
<thead>
<tr>
<th>Two Star</th>
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</thead>
<tbody>
<tr>
<td>Iron and ironing board available.</td>
<td>Appropriate tourist, travel and/or local information available suitable to market needs.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Accessibility Good Practice

- Provide a vibrating alarm clock for hearing impaired guests.

#### Sustainability Good Practice

- If it is common practice to provide each room with a complimentary newspaper in front of the door, guests should be asked explicitly whether they would like one, in order to avoid waste.
- Make best use of local tourist information in both the hotel’s promotional literature, on the website and visitor information located in the bedrooms.
### Minimum Entry Requirements (One Star)

- Iron and ironing board available.
- Appropriate tourist, travel and/or local information available suitable to market needs.

### Two Star

- As minimum.

### Three Star

- Well-presented travel and/or local information such as details of visitor attractions, taxi firms, banks, churches, railway stations etc. available in bedrooms.

### Four Star

- Laundry and possibly dry cleaning service provided and advertised with prices.
- Newspapers can be ordered and delivered to guests’ bedrooms.

### Five Star

- 24-hour return laundry service.
- A shoe-cleaning service advertised and available.
- A full concierge service provided where appropriate to market. This may vary depending on location and style of the hotel but may include some or all of the following: theatre bookings, sightseeing trips, taxi bookings, valet parking, travel and other requests.

### Accessibility

- Provide a vibrating alarm clock for hearing impaired guests.

### Sustainability

- If it is common practice to provide each room with a complimentary newspaper in front of the door, guests should be asked explicitly whether they would like one, in order to avoid waste.
- Make best use of local tourist information in both the hotel’s promotional literature, on the website and visitor information located in the bedrooms.
- Information could include for example promotion of natural and cultural heritage attractions in the area, local specialities like food and drink and arts and crafts, walking and cycling opportunities, and public transport advice.
- If the business supports any local charities or participates in a visitor payback program this can also be promoted in relevant places.
8.3 Dining information

8.3.1 General

Minimum Entry Requirements (One Star ★)

- Guests informed when they book if dinner is not available.
- Provision is made for a variety of dietary requirements.
- Where dinner is served in a restaurant situated outwith the hotel guests must be informed at the time of booking.
- There is a facility for guests to charge meals and drinks to their hotel account.

Accessibility

Good Practice

- Try to be flexible with meal times to help diabetic people regulate their blood sugar.
- Ensure tables are stable and provide support for people rising from their chairs.

Sustainability

Good Practice

- Kitchens in hotels can consume large amounts of energy and are also one of the areas generating the most waste. Effective energy management in kitchens can lead to substantial savings and improvement of working conditions for staff.
- Appropriate planning and layout of the kitchens, as well as regular maintenance and cleaning of equipment can increase energy efficiency and cut costs.
- Raising awareness among kitchen staff and providing training on equipment use, energy and water efficiency, as well as waste management can lead to significant overall savings.

8.3.2 Meal service staff

Minimum Entry Requirements (One Star ★)

- Sufficient staff to ensure prompt service at all meals served.
- Polite and courteous staff providing a good standard of customer care.
- Staff demonstrating knowledge about the dishes being served.

Accessibility

Good Practice

- Offer guests a choice of seating location. Provide a selection of chairs with and without arm rests.
### 8.3.1 General

- **Minimum Entry Requirements (One Star)**
  - Two Star: As minimum.
  - Three Star: As minimum.
  - Four Star: As minimum.
  - Five Star: At least one restaurant open to residents for all meals during hotel opening hours.

- **Accessibility**
  - Good Practice
    - Try to be flexible with meal times to help diabetic people regulate their blood sugar.
    - Ensure tables are stable and provide support for people rising from their chairs.
    - Ensure crockery contrasts with table linen or surface to assist visually impaired guests.
    - Dining tables are high enough or are of a design whereby wheelchair access can be easily accommodated.

- **Sustainability**
  - Good Practice
    - Kitchens in hotels can consume large amounts of energy and are also one of the areas generating the most waste. Effective energy management in kitchens can lead to substantial savings and improvement of working conditions for staff.
    - Appropriate planning and layout of the kitchens, as well as regular maintenance and cleaning of equipment can increase energy efficiency and cut costs.
    - Raising awareness among kitchen staff and providing training on equipment use, energy and water efficiency, as well as waste management can lead to significant overall savings.
    - Work with your suppliers to reduce food waste and optimise packaging such as the use of returnable packaging.
    - Review waste regulations to ensure the appropriate and relevant food segregation is in place and staff are trained. Please note that under the Waste (Scotland) Regulations 2012, disposal of food waste to a public drain or sewer is not allowed as of 1 January 2016, which affects businesses with macerators. Contact your waste contractor, SEPA or Zero Waste Scotland for more information.
    - By law you must not dispose of used cooking oil with the rest of your catering waste or foul water drains. You should collect your used cooking oil in suitable containers that are fully sealed and safely stored. All used cooking oil must be removed by an authorised waste carrier, many of whom offer a free collection service.

### 8.3.2 Meal service staff

- **Minimum Entry Requirements (One Star)**
  - Two Star: Sufficient staff to ensure prompt service at all meals served.
  - Three Star: Polite and courteous staff providing a good standard of customer care.
  - Four Star: Staff demonstrating knowledge about the dishes being served.
  - Five Star: Sufficient staff to ensure prompt service at all meals served.

- **Accessibility**
  - Good Practice
    - Offer guests a choice of seating location. Provide a selection of chairs with and without arm rests.

- **Two Star**
  - As minimum.

- **Three Star**
  - Staff providing a good standard of customer care and demonstrating very good levels of food, beverage and wine product knowledge and service skills.

- **Four Star**
  - Unobtrusive, polite and courteous staff providing an excellent standard of customer care and demonstrating excellent levels of food, beverage and wine product knowledge and service skills.
  - Staff demonstrate proactive service, anticipating customer requirements.

- **Five Star**
  - Unobtrusive, polite and courteous staff providing an exceptional standard of customer care. Highly trained, professional and pro-active staff.
  - A personalised welcome and guests escorted to their table in all areas where food and drinks are served.
  - Staff demonstrating exceptional levels of food, beverage and wine product knowledge and service skills.
8.3.3 Breakfast provision

Minimum Entry Requirements (One Star ★)

- A cooked or continental breakfast provided.
- Appropriate breakfast times where there is a specific market need, e.g. city centre hotels, airport hotels and rural hotels.
- Breakfast price on display when a room-only rate option is available.
- The price of any breakfast items carrying an additional charge clearly advertised.
- Self-service buffet style is acceptable. However, buffets should be replenished on a regular basis. Where provided, buffets laid out and operated in a practical and customer friendly manner.

Accessibility Good Practice

- Offer guests assistance with self-service buffets where appropriate.

8.3.4 Breakfast menu and range of dishes

Minimum Entry Requirements (One Star ★)

- A set menu is acceptable.
- A choice of hot and cold items, including vegetarian options and other dietary requirements and healthy options.
- A verbal explanation of dishes available is acceptable.

Accessibility Good Practice

- Provide a large print menu (minimum font size 16 point) in a clear font such as Arial.

Sustainability Good Practice

- Where possible, source food and drink products locally. Build up relationships with local producers and traders.
- Menus highlighting local specialities can really help differentiate your offering from that of your competitors. Incorporate a short description of where ingredients are sourced, who the producer is and why you have chosen them.
- Staff dealing with food and drink service should be fully briefed on the source, characteristics and significance of local food and drink products.
### 8.3.3 Breakfast provision

<table>
<thead>
<tr>
<th>Minimum Entry Requirements (One Star)</th>
<th>Two Star</th>
<th>Three Star</th>
<th>Four Star</th>
<th>Five Star</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• As minimum.</td>
<td>• As minimum.</td>
<td>• As minimum.</td>
<td>• As minimum.</td>
</tr>
</tbody>
</table>

- A cooked or continental breakfast provided.
- Appropriate breakfast times where there is a specific market need, e.g. city centre hotels, airport hotels and rural hotels.
- Breakfast price on display when a room-only rate option is available.
- The price of any breakfast items carrying an additional charge clearly advertised.
- Self-service buffet style is acceptable. However, buffets should be replenished on a regular basis. Where provided, buffets laid out and operated in a practical and customer friendly manner.

### Accessibility

- Offer guests assistance with self-service buffets where appropriate.
- Try to be flexible with meal times to help diabetic people regulate their blood sugar.

### 8.3.4 Breakfast menu and range of dishes

<table>
<thead>
<tr>
<th>Minimum Entry Requirements (One Star)</th>
<th>Two Star</th>
<th>Three Star</th>
<th>Four Star</th>
<th>Five Star</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• A set menu is acceptable.</td>
<td>• A choice of hot and cold items, including vegetarian options and other dietary requirements and healthy options.</td>
<td>• A verbal explanation of dishes available is acceptable.</td>
<td>• As minimum.</td>
</tr>
</tbody>
</table>

- Provide a large print menu (minimum font size 16 point) in a clear font such as Arial.
- Provide for different dietary requirements, e.g. dairy-free, wheat-free, lactose-free, nut-free.

### Sustainability

- Where possible, source food and drink products locally. Build up relationships with local producers and traders.
- Menus highlighting local specialities can really help differentiate your offering from that of your competitors. Incorporate a short description of where ingredients are sourced, who the producer is and why you have chosen them.
- Staff dealing with food and drink service should be fully briefed on the source, characteristics and significance of local food and drink products.
- Carefully plan portion sizes to reduce waste, especially if offering a buffet. Provide guests with options on how much food they want and when. For example, when serving breakfast avoid wasting bread by checking if guests want toast and if so, how much and when.
- Where unavoidable, food waste should be segregated from other waste, for pick up or composting onsite.
### 8.3.5 Dinner provision

**Minimum Entry Requirements (One Star ⭐)**

- Dinner served at, specific times according to market need and clearly advertised.
- Where dinner is not provided this must be clearly communicated to the guest. Hotel should provide further information as to alternative options.

### Accessibility

**Good Practice**

- Offer guests assistance with self-service buffet where appropriate.
- Provide a large print menu (minimum font size 16 point) in a clear font such as Arial.

### Sustainability

**Good Practice**

- Where possible, source food and drink products locally. Build up relationships with local producers and traders.
- Menus highlighting local specialities can really help differentiate your offering from that of your competitors. Incorporate a short description of where ingredients are sourced, who the producer is and why you have chosen them.
- Staff dealing with food and drink service should be fully briefed on the source, characteristics and significance of local food and drink products.

### 8.3.6 Alcoholic drink services/licences/wine service

**Minimum Entry Requirements (One Star ⭐)**

- As applicable under the licensing laws in Scotland.
- A current residential liquor licence or equivalent.

### Sustainability

**Good Practice**

- Where possible, source drink products (alcoholic and non-alcoholic) locally or regionally and highlight this on your menu.
### 8.3.5 Dinner provision

<table>
<thead>
<tr>
<th>Minimum Entry Requirements (One Star)</th>
<th>Two Star</th>
<th>Three Star</th>
<th>Four Star</th>
<th>Five Star</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Dinner served at specific times according to market need and clearly advertised.</td>
<td>As minimum.</td>
<td>As minimum.</td>
<td>As minimum.</td>
<td>As minimum.</td>
</tr>
<tr>
<td>• Where dinner is not provided this must be clearly communicated to the guest.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hotel should provide further information as to alternative options.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 8.3.6 Alcoholic drink services/licenses/wine service

<table>
<thead>
<tr>
<th>Minimum Entry Requirements (One Star)</th>
<th>Two Star</th>
<th>Three Star</th>
<th>Four Star</th>
<th>Five Star</th>
</tr>
</thead>
<tbody>
<tr>
<td>• As applicable under the licensing laws in Scotland.</td>
<td>As minimum.</td>
<td>As minimum.</td>
<td>Superior range of drinks offered.</td>
<td>Excellent range and quality of drinks offered.</td>
</tr>
<tr>
<td>• A current residential liquor licence or equivalent.</td>
<td></td>
<td></td>
<td>An informative and detailed wine list.</td>
<td>Staff demonstrate exceptional drinks knowledge and service skills. Likely to involve dedicated wine team (sommelier).</td>
</tr>
</tbody>
</table>

### Sustainability Good Practice

- Where possible, source food and drink products locally. Build up relationships with local producers and traders.
- Menus highlighting local specialities can really help differentiate your offering from that of your competitors. Incorporate a short description of where ingredients are sourced, who the producer is and why you have chosen them.
- Staff dealing with food and drink service should be fully briefed on the source, characteristics and significance of local food and drink products.
- Carefully plan portion sizes and offer guest portion size options to avoid food being wasted. Where unavoidable, food waste should be segregated from other waste.
- You could offer guests the option to take leftovers away with them in a take home container. It is recommended to include specific instructions on appropriately re-heating the food and making guests aware that once food is taken off the premises it becomes the sole responsibility of the customer.
- Avoid serving bottled water (in disposable bottles) as standard. Instead serve plain or filtered tap water in reusable jugs or bottles, to minimise transport and packaging waste. Water coolers that are plumbed into the water mains are also available and suitable for use in conference and event areas and back of house for staff use.
- Staff dealing with food and drink service should be fully briefed on the source, characteristics and significance of local food and drink products.
### 8.3.7 Light refreshments, snacks, lunch and afternoon teas

<table>
<thead>
<tr>
<th>Minimum Entry Requirements (One Star ★)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Where possible and appropriate, Fair Trade products, for example tea, coffee, chocolate and sugar, should be used. Make sure to promote this to customers on menus.</td>
</tr>
</tbody>
</table>

### 8.3.8 Room service provision

<table>
<thead>
<tr>
<th>Minimum Entry Requirements (One Star ★)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Optional except in the case of illness.</td>
</tr>
<tr>
<td>• Consideration should be given to providing room service where there is demand in order to meet guest expectations.</td>
</tr>
</tbody>
</table>

### Accessibility

<table>
<thead>
<tr>
<th>Good Practice</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Provide meals in rooms (on request) where appropriate, e.g. for disabled guests.</td>
</tr>
<tr>
<td>Two Star</td>
</tr>
<tr>
<td>----------</td>
</tr>
<tr>
<td>• As minimum.</td>
</tr>
</tbody>
</table>

**8.3.7 Light refreshments, snacks, lunch and afternoon teas**

Minimum Entry Requirements (One Star)

- Two Star: As minimum.
- Three Star: As minimum.
- Four Star: As minimum.
- Five Star: Full afternoon tea to be available where there is a market need.

**Sustainability – Good Practice**

- Where possible and appropriate, Fair Trade products, for example tea, coffee, chocolate and sugar, should be used. Make sure to promote this to customers on menus.

**8.3.8 Room service provision**

Minimum Entry Requirements (One Star)

- Two Star: Optional except in the case of illness.
- Three Star: Consideration should be given to providing room service where there is demand in order to meet guest expectations.
- Four Star: Room service should be provided where there is a market need. It is acceptable to have a central area where guests can help themselves to a range of food and drink.
- Five Star: 24-hour room service of hot and cold snacks and drinks including alcoholic drinks where there is a market need.
- Guests able to choose from the full dinner menu during restaurant hours.
- For breakfast a wide choice of substantial hot and cold dishes.
- Room size and layout, and delivery method ensures the highest guest dining experience.

**Accessibility – Good Practice**

- Provide meals in rooms (on request) where appropriate, e.g. for disabled guests.
<table>
<thead>
<tr>
<th>8.4</th>
<th><strong>Bedrooms</strong></th>
</tr>
</thead>
</table>

### 8.4.1 Bed room provision

**Minimum Entry Requirements (One Star ★)***

**All Grades**
- Minimum of six letting bedrooms.

**Accessibility Good Practice**
- Try to provide a ground-floor bedroom.

### 8.4.2 Size and spaciousness

**Minimum Entry Requirements (One Star ★)***

**All Grades**
- All bedrooms should have sufficient space for guests to move easily around the room.
- When we assess bedroom size we take into account the usable space available around furniture and fittings.
- 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.
- Easy and convenient use of facilities, e.g. use of surfaces without moving tea tray or TV, access to power points etc.

**Accessibility Good Practice**
- When requested, the layout of bedroom furniture would be altered. This improves bedroom accessibility and usability.

### 8.4.3 Suites

**Minimum Entry Requirements (One Star ★)***

- Not required.
<table>
<thead>
<tr>
<th>Grade</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two Star</td>
<td>As minimum.</td>
</tr>
<tr>
<td>Three Star</td>
<td>As minimum.</td>
</tr>
<tr>
<td>Four Star</td>
<td>As minimum.</td>
</tr>
<tr>
<td>Five Star</td>
<td>As minimum.</td>
</tr>
</tbody>
</table>

### Accessibility

**Good Practice**

- Try to provide a ground-floor bedroom.

### Size and spaciousness

**Minimum Entry Requirements**

- All bedrooms should have sufficient space for guests to move easily around the room.
- When we assess bedroom size we take into account the usable space available around furniture and fittings.
- 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.
- Easy and convenient use of facilities, e.g. use of surfaces without moving tea tray or TV, access to power points etc.

**Accessibility**

- When requested, the layout of bedroom furniture would be altered. This improves bedroom accessibility and usability.

### Suites

**Minimum Entry Requirements**

- Not required.
- As minimum.
- As minimum.
- As minimum.
- A minimum of one permanent luxury suite/superior luxury room available.

N.B. A suite consists of at least three separate rooms – bedroom, bathroom and sitting room, all with a door.
### 8.4.4 Bed size and access

**Minimum Entry Requirements (One Star ★)**

- Minimum bed sizes, including sofa beds and bunks, as follows:
  - Single: 190cm x 90cm/6ft 3ins x 3ft
  - Double: 190cm x 137cm/6ft 3ins x 4ft 6ins (122cm/4ft beds to be designated as singles).

- 76cm/2ft 6ins beds are unacceptable, except in family rooms where they are clearly designated for children only.

- Sofa beds are not acceptable as permanent bed spaces.

- Bunk beds (permanent bed spaces) are acceptable for child use only. When bunk beds are used, guests must be told when they make the booking.
  
  N.B. Bunk beds should have a minimum 75cm/30ins clear space between the mattress of the bottom bed and the underside of the top bed. (Bunk bed regulations 1997.)

- All beds including supplementary beds (such as z-beds, sofa beds etc) to be of acceptable quality and in good condition. They should have a sound base and sprung interior, foam or similar quality, modern, comfortable mattress.

- Secure headboard or equivalent on all permanent beds.

**Accessibility Good Practice**

- Provide zip and link beds so that a guest and partner or a guest and carer can be accommodated, particularly in accessible bedrooms.

### 8.4.5 Bedding requirements

**Minimum Entry Requirements (One Star ★)**

- Adequate bedding and bed linen provided suitable for the season. Additional bedding available on request.

- Sufficient quantity of linen provided for each guest.

- All beds made daily.

- Where feather duvets or pillows are used, a non-allergenic alternative to be available on request.

- A mattress protector provided for each bed. Plastic or rubber mattress protectors are not acceptable except for children’s beds.

**Accessibility Good Practice**

- Provide hypoallergenic bedding.

**Sustainability Good Practice**

- Spare bedding does not need to be wrapped in plastic bags; it can be placed in a reusable cotton or fabric bag.

- It is acceptable to have only one set of pillows on the bed, with another set available for guest use kept in the bedroom, e.g. in the wardrobe. This can reduce laundry and staff time taken to change sheets.
### 8.4.4 Bed size and access

**Minimum Entry Requirements (One Star)**

- **Two Star**
  - As minimum.

- **Three Star**
  - All children’s beds to be full adult size. Single: 190cm x 90cm/6ft 3ins x 3ft.
  - Sofa beds meeting the bed size requirements for permanent beds.

- **Four Star**
  - A choice of larger sized beds.
  - Access to both sides of beds for double occupancy.

- **Five Star**
  - Bunk beds are not acceptable.

**Accessibility**

- Provide blocks so that bed heights can be adjusted.

---

### 8.4.5 Bedding requirements

**Minimum Entry Requirements (One Star)**

- **Two Star**
  - As minimum.

- **Three Star**
  - As minimum.

- **Four Star**
  - As minimum.

- **Five Star**
  - As minimum.

**Accessibility**

- Provide hypoallergenic bedding.

**Sustainability**

- Spare bedding does not need to be wrapped in plastic bags; it can be placed in a reusable cotton or fabric bag.

- It is acceptable to have only one set of pillows on the bed, with another set available for guest use kept in the bedroom, e.g. in the wardrobe. This can reduce laundry and staff time taken to change sheets.

- It is common in many hotels to have a towel and linen policy in place, so guests can agree to less frequent changes. This can reduce the use of energy, water and detergent and thus costs, as well as environmental impact.

- It is important to train staff on the towel and linen policy and ensure that they adhere to a guest’s choice to reuse. Changing towels regardless is likely to send the wrong message and reduce guest support for other sustainability actions of the business.
### 8.4.6 Heating and temperature control

#### Minimum Entry Requirements (One Star ★)
- Fixed heating provided, and controllable (on/off) by the guest.
- Supplementary heating provided in rooms on request when heating levels are not within the control of the guest, e.g. some central heating systems.

#### Sustainability Good Practice
- Heating can account for more than 40% of energy used in a building like a hotel.
- There is a range of heating controls available such as timers, thermostats, and zone controls. Good controls not only save energy, but also maintain a consistently comfortable environment for guests and staff, and reduce equipment maintenance costs.
- Staff should be trained on how to operate heating controls. As part of housekeeping procedure, it should be ensured that heating is at a comfortable level (19-21°C) and able to be adjusted where necessary.
- Ensure that there is clear information available for guests on how to operate heating controls.

### 8.4.7 Lighting

#### Minimum Entry Requirements (One Star ★)
- Bedrooms well lit.
- At least one light controlled from the door.
- Bedside reading light for and controllable by each person, in addition to the light controlled by a switch near the door. However, twin beds may share a central bedside light.

#### Accessibility Good Practice
- Enable lighting levels to be adjusted using a dimmer switch and/or make available additional bedside/writing table lamps.

#### Sustainability Good Practice
- Modern low-energy lamps are attractive and provide very good light output. Throughout the hotel, increased use should be made of energy saving light bulbs, such as compact fluorescent (CFL) and LEDs, which use up to 80% less energy and can last up to 50 times longer. CFL warm up to full brightness quite quickly (usually less than one minute), but this may vary depending on the quality of the light bulb and the surrounding temperature.
- Please remember that fluorescent lighting, including compact fluorescent lamps (CFL), need to be stored safely to ensure they do not break and are disposed of separately as they are considered special waste. Often your supplier will take back any old ones.
### Heating and temperature control

**Minimum Entry Requirements (One Star)**

- Two Star: Automatic, fixed heating at no extra cost.
- Three Star: Individually controlled thermostatic heating.
- Four Star: As three star.
- Five Star: Individually controlled thermostatic heating operable 24-hours.

- Air conditioning, mechanical ventilation or ability to cool the room with fresh air that doesn’t allow noise or pollutants in the room.

**Sustainability**

- Heating can account for more than 40% of energy used in a building like a hotel.
- There is a range of heating controls available such as timers, thermostats, and zone controls. Good controls not only save energy, but also maintain a consistently comfortable environment for guests and staff, and reduce equipment maintenance costs.
- Staff should be trained on how to operate heating controls. As part of housekeeping procedure, it should be ensured that heating is at a comfortable level (19-21°C) and able to be adjusted where necessary.
- Ensure that there is clear information available for guests on how to operate heating controls.
- A significant amount of heat can escape via uninsulated roofs and walls, which can add hundreds of pounds a year to your heating bill. Insulating roof spaces and unfilled external cavity walls is an effective and inexpensive way of reducing heat losses. Improvements are most effective during refurbishment projects and should always be considered when the opportunity arises.
- Many hotels have a high heating and hot water demand. Significant financial and carbon savings can be made through the use of a more efficient heating fuel – for example changing from oil or LPG to biomass or installing solar thermal to heat hot water and offset fuel use. There is a range of specialist advice available on the most suitable options for your site and any financial support on offer like interest free and low interest loans and other incentives. For more information see our Better Business Series: [visitscotland.org/sustainable-business-series.aspx](http://visitscotland.org/sustainable-business-series.aspx)

### Lighting

**Minimum Entry Requirements (One Star)**

- Two Star: As minimum.
- Three Star: Lighting specifically provided to illuminate the writing desk/dressing table.
- Four Star: Lighting specifically for the lobby area, wardrobe area, dining area and easy seating.
- Five Star: A range of lighting options controlled by the guest.

- One bedside light per person.

**Accessibility**

- Enable lighting levels to be adjusted using a dimmer switch and/or make available additional bedside/writing table lamps.

**Sustainability**

- Modern low-energy lamps are attractive and provide very good light output. Throughout the hotel, increased use should be made of energy saving light bulbs, such as compact fluorescent (CFL) and LEDs, which use up to 80% less energy and can last up to 50 times longer. CFL warm up to full brightness quite quickly (usually less than one minute), but this may vary depending on the quality of the light bulb and the surrounding temperature.
- Please remember that fluorescent lighting, including compact fluorescent lamps (CFL), need to be stored safely to ensure they do not break and are disposed of separately as they are considered special waste. Often your supplier will take back any old ones.
- Signs can be used to request guests to switch off lights when not in use. Occupancy linked controls that turn off lights and other electric equipment are also an option, such as key card systems or those controlled from the front desk.
- If it is policy to prepare guests’ rooms in anticipation of their arrival by leaving lights on, consider doing this much later in the day. Energy saving light bulbs should be used especially for those lights that are left on.
### 8.4.8 Windows and window coverings

**Minimum Entry Requirements (One Star ★)**

**All Grades**
- At least one window that can be opened safely to provide good levels of direct natural light and ventilation. Windows well fitted, easy to shut and open and remain open. A pole provided to open any Velux-style windows or skylights.
- Rooms without windows are acceptable, but must have air-conditioning and pass all building regulations. The lack of window needs to be clearly communicated to the guest before booking.
- Security fittings installed on all bedroom windows where, when open, access could be gained from outside, e.g. patio doors and windows near fire escapes.

- It is acceptable for a bedroom to overlook a large internal atrium. The bedroom should be air-conditioned and naturally illuminated. Air conditioning or mechanical air ventilation provided where windows cannot be opened.
- Opaque curtains, blinds or shutters provided 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. All window coverings to be properly fitted or hung.
- Curtains should be reasonably substantial – with or without lining. Curtains large enough to draw easily and completely across the width and height of the window.
- In ground floor bedrooms additional privacy provided by means of a net curtain or blind.

**Accessibility Good Practice**
- Ensure windows and curtains can be reached by your guests and are easy to open and close.

**Sustainability Good Practice**
- A typical building can lose as much as 26% of its heat through windows. Ensuring windows are draught proof will not only save energy, but also increase guest comfort.
- Closing curtains, blinds or shutters at the end of the day during winter months can reduce draughts and retain more heat. This could be part of the turndown service if provided.

### 8.4.9 Flooring

**Minimum Entry Requirements (One Star ★)**

- All flooring, carpets, rugs, hard wood flooring etc. properly fitted and of an acceptable quality and condition.

**Accessibility Good Practice**
- Avoid deep-pile carpets that may cause trips or make it difficult for a wheelchair to manoeuvre.
### Windows and window coverings

<table>
<thead>
<tr>
<th></th>
<th>Two Star</th>
<th>Three Star</th>
<th>Four Star</th>
<th>Five Star</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• As minimum.</td>
<td>• As minimum.</td>
<td>• As minimum.</td>
<td>• As minimum.</td>
</tr>
</tbody>
</table>

- **Minimum Entry Requirements (One Star)**

  - At least one window that can be opened safely to provide good levels of direct natural light and ventilation. Windows well fitted, easy to shut and open and remain open. A pole provided to open any Velux-style windows or skylights.

  - Rooms without windows are acceptable, but must have air-conditioning and pass all building regulations. The lack of window needs to be clearly communicated to the guest before booking.

  - Security fittings installed on all bedroom windows where, when open, access could be gained from outside, e.g. patio doors and windows near fire escapes.

  - It is acceptable for a bedroom to overlook a large internal atrium. The bedroom should be air-conditioned and naturally illuminated. Air conditioning or mechanical air ventilation provided where windows cannot be opened.

  - Opaque curtains, blinds or shutters provided 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. All window coverings to be properly fitted or hung.

  - Curtains should be reasonably substantial – with or without lining. Curtains large enough to draw easily and completely across the width and height of the window.

  - In ground floor bedrooms additional privacy provided by means of a net curtain or blind.

- **Accessibility**

  - Ensure windows and curtains can be reached by your guests and are easy to open and close.

- **Sustainability**

  - A typical building can lose as much as 26% of its heat through windows. Ensuring windows are draught proof will not only save energy, but also increase guest comfort.

  - Closing curtains, blinds or shutters at the end of the day during winter months can reduce draughts and retain more heat. This could be part of the turndown service if provided.

  - Thermal and blackout linings on curtains can increase guest comfort and reduce heat loss.

  - Double glazing is now a minimum requirement under building regulations when replacing windows. Highly efficient double glazing and triple glazing is available. Although standard double or triple glazing may not be appropriate in all cases, there will generally be something which can be done to improve thermal performance of windows, even in traditional buildings.

- **Flooring**

<table>
<thead>
<tr>
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<th>Two Star</th>
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<th>Four Star</th>
<th>Five Star</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• As minimum.</td>
<td>• As minimum.</td>
<td>• As minimum.</td>
<td>• As minimum.</td>
</tr>
</tbody>
</table>
### 8.4.10  
**Furniture – tables, mirrors and clothes storage**

#### Minimum Entry Requirements (One Star ★)

- Writing table or equivalent such as substantial flat surface or desk providing sufficient free space for practical use with mirror adjacent.
- Lighting adequate for use. Conveniently positioned power sockets at desk height.
- A bedside table or equivalent provided for each person. Twin beds may share a bedside table.
- Sufficient good quality hangers (not wire).
- At least one mirror in the bedroom preferably full length and to be close to sockets and/or hairdryer.

### 8.4.11  
**Furniture – seating**

#### Minimum Entry Requirements (One Star ★)

- Single/Double/Twin - one chair or stool to be provided with a degree of comfort.

---

**Accessibility** Good Practice

- At least one bedroom chair has a high back with arms.

**Sustainability** Good Practice

- When renewing any furniture, fixtures and fittings, consider donating them to local charities, community groups or other relevant organisations, so they can be re-used.
### Minimum Entry Requirements

- **Two Star**: ★★
  - Dressing/writing table provided.
  - At least two mirrors in the bedroom, one of which must be full-length mirror and one at the dressing table area.

- **Three Star**: ★★★
  - Dedicated area for unpacking luggage.

- **Four Star**: ★★★★
  - Multiple power sockets often with international sockets/adaptors according to market need.

- **Five Star**: ★★★★★
  - A fully fitted or freestanding wardrobe. N.B. Open alcoves not acceptable.
  - A generous amount of clothes storage.
  - A wide range of quality hangers provided.
  - Illumination inside the wardrobe expected.
  - A substantial writing table with excellent free space.

### Furniture – seating

- **Two Star**: ★★
  - As minimum.

- **Three Star**: ★★★
  - Single/Double/Twin – one easy chair. Where this is the only chair, consideration given for ease of use at the dressing/writing table, or an additional chair provided.

- **Four Star**: ★★★★
  - Double/Twin – one substantial easy chair with an additional chair positioned at the writing desk.

- **Five Star**: ★★★★★
  - Single – one substantial easy chair plus an additional chair providing comfortable use at the dressing/writing table.
  - Double/Twin – two substantial easy chairs plus an additional chair providing comfortable use at the dressing/writing table.

### Accessibility

- At least one bedroom chair has a high back with arms.

### Sustainability

- When renewing any furniture, fixtures and fittings, consider donating them to local charities, community groups or other relevant organisations, so they can be re-used.
- When purchasing new furniture, consider solid wood that can be more easily renovated in the future than composites.
### 8.4.12 Beverage-making facilities

<table>
<thead>
<tr>
<th>Minimum Entry Requirements (One Star ⭐)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Tea/coffee-making facilities available and accessible 24-hours either in bedrooms or in public areas (Self-service/vending option in public areas acceptable).</td>
</tr>
<tr>
<td>• Where only room service is provided, the availability of a hospitality tray at no extra charge to be advertised to guests.</td>
</tr>
</tbody>
</table>

### Accessibility Good Practice

- Ensure hospitality trays are at a height accessible to all guests. Kettles should be cordless and a variety of drinking cups/mugs either provided or available on request.

### Sustainability Good Practice

- For items on hospitality trays, locally produced goods, like biscuits, or Fair Trade products (e.g. tea, coffee, sugar, hot chocolate) could be sourced.

### 8.4.13 In-room information

<table>
<thead>
<tr>
<th>Minimum Entry Requirements (One Star ⭐)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel services and facilities advertised in all bedrooms possibly in a folder of room information or via in-room technology. This should include the following where applicable:</td>
</tr>
<tr>
<td>• How to summon assistance in a night-time emergency.</td>
</tr>
<tr>
<td>• Multilingual instructions or diagram for fire evacuation. Consideration given to providing multi-lingual information materials where relevant to the customer base.</td>
</tr>
<tr>
<td>• Telephone information, e.g. charges, internal directory, local services, where phones provided.</td>
</tr>
<tr>
<td>• Meal times and menus including rooms service menu where provided.</td>
</tr>
<tr>
<td>• Details on connecting to the WiFi.</td>
</tr>
<tr>
<td>• Local tourist information or a reference to where this is available within the establishment to be included within the room information.</td>
</tr>
<tr>
<td>• How to use TV, radio and other technology in the room.</td>
</tr>
<tr>
<td>• Iron and ironing board advertised as available (if not already provided in the bedroom).</td>
</tr>
<tr>
<td>• Where Apps are available for service elements such as ordering of newspapers or additional items, such as rooms service, or booking a spa treatments, full details to be given during check in and information to be available in the room information.</td>
</tr>
</tbody>
</table>

### Accessibility Good Practice

- Ensure all information is in clear print at a height accessible to all guests. Consider providing door notices for hearing impaired guests as part of your emergency evacuation procedures.
### 8.4.12 Beverage-making facilities

**Minimum Entry Requirements (One Star)**

<table>
<thead>
<tr>
<th>Two Star</th>
<th>Three Star</th>
<th>Four Star</th>
<th>Five Star</th>
</tr>
</thead>
<tbody>
<tr>
<td>• As minimum.</td>
<td>• A wider range of hot drinks and snacks likely to be provided, e.g. choice of teas, biscuits, and other drinks such as hot chocolate.</td>
<td>• As three star.</td>
<td>• In-room facilities, where provided, of an excellent standard, e.g. chinaware, teapot, choice of hot drinks including a range of speciality teas, fresh milk and freshly ground coffee.</td>
</tr>
<tr>
<td></td>
<td>• Tea/Coffee making facilities to be provided in the room</td>
<td></td>
<td>• May feature bespoke coffee machines in room.</td>
</tr>
</tbody>
</table>

**Accessibility**

- Ensure hospitality trays are at a height accessible to all guests. Kettles should be cordless and a variety of drinking cups/mugs either provided or available on request.
- Travel sized kettles to be available.

- Providing smaller kettles in bedrooms, for 1-2 cups, can also cut down on energy used and encourages guests to only boil as much as they need.

**Sustainability**

- For items on hospitality trays, locally produced goods, like biscuits, or Fair Trade products (e.g. tea, coffee, sugar, hot chocolate) could be sourced.
- Providing smaller kettles in bedrooms, for 1-2 cups, can also cut down on energy used and encourages guests to only boil as much as they need.

### 8.4.13 In-room information

**Minimum Entry Requirements (One Star)**

<table>
<thead>
<tr>
<th>Two Star</th>
<th>Three Star</th>
<th>Four Star</th>
<th>Five Star</th>
</tr>
</thead>
<tbody>
<tr>
<td>• As minimum.</td>
<td>• As minimum.</td>
<td>• A more comprehensive guest directory.</td>
<td>• Consideration given to multilingual and visually enhanced material.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Where technology allows, the guest directory likely to be shown on the room TV or a portable device (i.e. a tablet), including examples of the local visitor attractions, recommended nearby restaurants and public transport information.</td>
<td></td>
</tr>
</tbody>
</table>

**Accessibility**

- Ensure all information is in clear print at a height accessible to all guests. Consider providing door notices for hearing impaired guests as part of your emergency evacuation procedures.
Sustainability Good Practice

- Communicating with guests in a clear and positive way in the right place can be key to engaging and encouraging them to enjoy what the business and local area has to offer and support the sustainability actions of the business.

Each room should contain, where possible, an up-to-date visitor information folder, which may include:

- Information on local heritage and culture, including details of related visitor attractions and special events.
- Details of nearby outlets supplying local food, drink, craft and gift products.
- Where appropriate, information on native plants and wildlife guests could see on the property or in the area. A nature diary could be provided for guests to record any of their sightings.

8.4.14 In-room entertainment

Minimum Entry Requirements (One Star ★)

- Digital TV available in bedrooms.
- All available channels properly tuned in.
- Televisions in bedrooms can be safely mounted on a wall bracket. Ease of viewing and safety taken into account when positioning television.

Accessibility Good Practice

- Ensure TVs can provide subtitles (Teletext page 888, digital (DVB), Sky subtitles) to benefit hearing impaired and foreign language-speaking guests.

Sustainability Good Practice

- Where appropriate, ensure televisions and other entertainment equipment is not left on standby. Notices could be used to request that guests completely turn off all equipment when not in use, rather than leave it on standby. Staff could also be trained to turn entertainment equipment completely off when cleaning the room if guests have left it on standby.
• Options for car-free travel such as walking and cycling routes, public transport timetables and contact numbers and websites.

• Suggested itineraries for car-free days out.

• The hotel’s environmental policy if there is one, and details about any green scheme with which the hotel is affiliated.

• A responsible visitor guide with top tips for guests on how to get involved and reduce their impact. For an example go to visitscotland.org/sustainable-business-series.aspx.

• If the business is part of a visitor payback scheme, information regarding this scheme should also be included. Any work the business has done to support local charities or community projects can also be mentioned to the guest.

---

### Accessibility

- Ensure TVs can provide subtitles (Teletext page 888, digital (DVB), Sky subtitles) to benefit hearing impaired and foreign language-speaking guests.

### Sustainability

- Where appropriate, ensure televisions and other entertainment equipment is not left on standby. Notices could be used to request that guests completely turn off all equipment when not in use, rather than leave it on standby. Staff could also be trained to turn entertainment equipment completely off when cleaning the room if guests have left it on standby.

- When buying new televisions or other electronics it is strongly recommended to choose the most energy efficient of the suitable options. Look for the energy rating.

---

### In-room entertainment

<table>
<thead>
<tr>
<th>Two Star</th>
<th>Three Star</th>
<th>Four Star</th>
<th>Five Star</th>
</tr>
</thead>
<tbody>
<tr>
<td>As minimum.</td>
<td>TV remote control provided.</td>
<td>Televisions with generously-sized screens – greater than 61cm/24ins.</td>
<td>Adoption of the latest innovation in entertainment technologies expected.</td>
</tr>
<tr>
<td>Guests able to watch TV in comfort from both a chair and the bed.</td>
<td>Customers are able to stream their own music and video to TV.</td>
<td>Guests should be able to access their own subscription accounts (e.g. Netflix) on hotel’s TV.</td>
<td>Provision of state of the art media equipment to allow guests access to their own music or films played through a high quality system.</td>
</tr>
</tbody>
</table>

---
8.4.15 General Connectivity and Telephones

Minimum Entry Requirements (One Star ★)

- Bedroom telephone optional.
- Telephones, where provided, displaying the hotel telephone number together with the bedroom extension or telephone number.
- Telephones, where provided, with instructions on how to use any additional services such as telephone message service and room-to-room calls.
- Free Wifi to be available in public areas for the use of e-mail checking and light Internet browsing. Charges are acceptable for downloading of music, films and other heavy Internet usage.

Where telephones are provided, rate card displayed in bedrooms illustrating typical charges for local, long-distance, international, internet, use of phone cards and connection to mobile phones. Sample call charges required.

In addition, an explanation of what constitutes a local and long-distance call should be given as well as a clear explanation of peak and off peak times.

Accessibility Good Practice

- Provide a textphone, e.g. minicom in at least one bedroom, to benefit profoundly deaf guests.

8.4.16 Miscellaneous

Minimum Entry Requirements (One Star ★)

- A wastepaper and recycling container – non-flammable if smoking permitted.
- An ashtray where smoking permitted.
- A drinking tumbler per guest, in clear glass, or scratchless plastic.
- Sufficient and conveniently situated power sockets allowing for the safe use of all electrical equipment provided. Power adapters acceptable, but not overloaded.

Sustainability Good Practice

- Options for guests to separate recyclable waste (e.g. paper, glass, plastic, card, cans) should be provided. This could be an additional container like a different coloured and/or labelled bin or a reusable bag. If space is limited a notice for guests to leave recyclables next to the bin could be appropriate.
- Ensure staff are trained on how to appropriately separate waste for recycling. The housekeeping trolley should have suitable bags for staff to use.
### Connectivity and Telephones

<table>
<thead>
<tr>
<th>Two Star</th>
<th>Three Star</th>
<th>Four Star</th>
<th>Five Star</th>
</tr>
</thead>
<tbody>
<tr>
<td>• As minimum.</td>
<td>• An effective means of internal communication should be provided.</td>
<td>• Direct dial telephone provided.</td>
<td>• Guests able to call individual hotel departments directly.</td>
</tr>
<tr>
<td></td>
<td>• Free WiFi and/or internet connection available in all bedrooms and public areas where connectivity allows. A conscious effort to strengthen any weak spots should be evident.</td>
<td>• Notepad with pen or pencil provided.</td>
<td>• High Speed Broadband available to guests, where connectivity allows.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Excellent in-room communication technology with best available connectivity and good support to resolve any problems.</td>
</tr>
</tbody>
</table>

### Miscellaneous

<table>
<thead>
<tr>
<th>Two Star</th>
<th>Three Star</th>
<th>Four Star</th>
<th>Five Star</th>
</tr>
</thead>
<tbody>
<tr>
<td>• As minimum.</td>
<td>• A hairdryer provided in every bedroom.</td>
<td>• An additional hairdryer to be available on request when the hairdryer is in a fixed location in the bathroom.</td>
<td>• An in-room safe or facility for the storage of valuables.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Easily accessible plug sockets to also include continental sockets or adapters, along with USB sockets.</td>
<td></td>
</tr>
</tbody>
</table>

- For health and safety reasons it is not recommended to ask staff to go through guest waste to separate recyclables.
- Décor – use could be made of local artist’s work, prints and/or photographs of images depicting local scenes and historical and heritage related images – it all adds to a visitor’s enhanced sense of place.
8.5

8.5.1 Size and spaciousness

Minimum Entry Requirements (One Star ★)

**All Grades**
- All rooms should have sufficient space for guests’ comfort and ease of use. Guests should be able to move easily around the room.
- When we assess the size of the bath, shower and WC rooms, we take into account the usable space available around furniture and fittings. For a higher quality grade, rooms will be expected to afford a higher provision of free space together with more generously-sized equipment, i.e. larger bath, shower and basin.
- 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.

8.5.2 Provision of ensuite

Minimum Entry Requirements (One Star ★)

- All bedrooms to have ensuite or private bath/shower room.

Accessibility Good Practice

- Hot water supply should have at each fitting a mixer valve, controlled to a maximum 41°C to prevent scalding.

Sustainability Good Practice

- Provision of hot water is essential for a hotel but can lead to considerable energy costs. It is possible to save on both water and energy costs by implementing some inexpensive efficiency measures.
### Size and Spaciousness

Minimum Entry Requirements (One Star)

- All rooms should have sufficient space for guests’ comfort and ease of use. Guests should be able to move easily around the room.
- When we assess the size of the bath, shower and WC rooms, we take into account the usable space available around furniture and fittings. For a higher quality grade, rooms will be expected to afford a higher provision of free space together with more generously-sized equipment, i.e. larger bath, shower and basin.
- 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.

### Provision of Ensuite

Minimum Entry Requirements (One Star)

- All bedrooms to have ensuite or private bath/shower room.
- All bedrooms to have ensuite bathrooms or shower room. All ensuites with WC and thermostatically controlled showers, either separate or over the bath.
- Washbasin situated within the ensuite.
- It is acceptable for 100% of en-suite bathrooms to have a shower only if size and quality are exceptional.

- Excessive heating of hot water is wasteful and could scald staff or guests. The optimum temperature for stored hot water is 60°C, which is adequate to kill Legionella bacteria and is sufficiently warm for staff and guests to use. You can review and, where necessary, adjust the thermostat on your hot water tank.
8.5.3 Equipment

Minimum Entry Requirements (One Star ★)

All Grades
All en-suite bathrooms or shower rooms equipped with:

- A mirror with good lighting situated above or adjacent to the washbasin.
- Adequate storage, with space for guests’ own toiletries.
- Soap and soap dish (can be pump action dispenser).
- Hook for clothes.
- Non-slip surface or mat for use in baths or showers to be available on request.
- Towel rail or equivalent sufficient for the number of guests in the room.
- Conveniently located electric shaver point, with voltage indicated.
- Toilet paper and holder plus spare toilet paper.
- A lidded sanitary disposal bin and sanitary bags.

Accessibility Good Practice

- Provide a selection of equipment such as bath seats, toilet seat height raisers and shower chairs. Provide a support rail by the shower attachments.

Sustainability Good Practice

- Wasting water, especially heated water is literally throwing money down the drain.
- Use could be made of water saving fittings such as water saving taps and dual flush toilets. The toilet flush can also be reduced by simply displacing water, for example by placing an appropriately-sized sealed bottle filled with sand or water into the cistern. Ensure whatever is used to displace the water sits safely at the bottom of the cistern and does not interfere with the flushing mechanism.
- It is recommended to have a sign (‘Bag it and bin it!’) to encourage guests to use the bins provided and not dispose of unsuitable items down the toilet, especially if property is on a septic tank.

8.5.4 Lighting, heating and ventilation

Minimum Entry Requirements (One Star ★)

- Adequate covered lighting at central location and mirror.
- Adequate heating.
  N.B. All bathrooms with an external window require dedicated heating.
  A heated towel rail is acceptable.
- Adequate ventilation and extraction (window or extractor fan).
- Use of thermostatic controls on radiators or heated towel rails helps to manage your energy consumption. A timer can be fitted for a one or two hour pulse to electric towel rails to ensure they are not on unnecessarily.
- Increased use should be made of energy saving light bulbs, such as compact fluorescent (CFL) and LEDs.

Sustainability Good Practice

- Use of thermostatic controls on radiators or heated towel rails helps to manage your energy consumption. A timer can be fitted for a one or two hour pulse to electric towel rails to ensure they are not on unnecessarily.
- Increased use should be made of energy saving light bulbs, such as compact fluorescent (CFL) and LEDs.
### Equipment

#### Minimum Entry Requirements (One Star)

- **Two Star**
  - As minimum.

- **Three Star**
  - As minimum.

- **Four Star**
  - As minimum.

- **Five Star**
  - As minimum.

- A mirror with good lighting situated above or adjacent to the washbasin.

- Adequate storage, with space for guests’ own toiletries.

- Soap and soap dish (can be pump action dispenser).

- Hook for clothes.

- Non-slip surface or mat for use in baths to be available on request.

- Towel rail or equivalent sufficient for the number of guests in the room.

- Conveniently located electric shaver point, with voltage indicated.

- Toilet paper and holder plus spare toilet paper.

- A lidded sanitary disposal bin and sanitary bags.

- As minimum.

### Accessibility

#### Good Practice

- Provide a selection of equipment such as bath seats, toilet seat height raisers and shower chairs. Provide a support rail by the shower attachments.

### Sustainability

#### Good Practice

- Wasting water, especially heated water is literally throwing money down the drain.

- Use could be made of water saving fittings such as water saving taps and dual flush toilets. The toilet flush can also be reduced by simply displacing water, for example by placing an appropriately-sized sealed bottle filled with sand or water into the cistern. Ensure whatever is used to displace the water sits safely at the bottom of the cistern and does not interfere with the flushing mechanism.

- It is recommended to have a sign (‘Bag it and bin it!’) to encourage guests to use the bins provided and not dispose of unsuitable items down the toilet, especially if property is on a septic tank.

- There is no need for soaps and other complimentary products to be individually wrapped or in small containers – these can be presented in suitable attractive refillable dispensers. Assessors check the quality of the products offered and the style of presentation.

- There is no need for the drinking cup/glass to be either plastic, or wrapped.

- Although providing shower facilities can help reduce water consumption, remember that power showers can use more water than a bath. Therefore, consider using reduced flow shower heads or gravity-fed showers where possible. These can reduce consumption without diminishing the customer experience, provided the pressure is adequate. You will also save energy as less heated water will be used.

#### Good Practice

- Use of thermostatic controls on radiators or heated towel rails helps to manage your energy consumption. A timer can be fitted for a one or two hour pulse to electric towel rails to ensure they are not on unnecessarily.

- Increased use should be made of energy saving light bulbs, such as compact fluorescent (CFL) and LEDs.

- Many hotels have a high heating and hot water demand. Significant financial and carbon savings can be made through the use of a more efficient heating fuel – for example changing from oil or LPG to biomass or installing solar thermal to heat hot water and offset fuel use. There is specialist advice available on the most suitable options for your site and any financial support on offer, like interest-free and low interest loans and other incentives. For more information see our Better Business Series: [visitscotland.org/sustainable-business-series.aspx](http://visitscotland.org/sustainable-business-series.aspx).
### 8.5.5 Towels and toiletries

#### Minimum Entry Requirements (One Star ★)

- A clean, absorbent, hand and bath towel provided for each new guest.
- Bathmat. N.B. Paper mats not acceptable.

#### Accessibility Good Practice

- Provide towels that contrast in colour to the walls and floor to assist visually impaired guests.

#### Sustainability Good Practice

- Use could be made of a towel agreement sign to encourage guests to reuse their towel. This is best placed near the towels in the bathroom.
- Staff should be appropriately trained to adhere to the towel policy to avoid changing towels where guests have agreed to reuse theirs.
### Towels and toiletries

- **Minimum Entry Requirements (One Star)**
  - A clean, absorbent, hand and bath towel provided for each new guest.
  - Bathmat.
  - N.B. Paper mats not acceptable.
  - As minimum.
  - Good quality soap, shampoo and bath gel provided.
  - A range of excellent quality guest toiletries.
  - A range of towels which includes bath sheets, robes and face cloths of excellent quality and condition.
  - An excellent range of luxury guest toiletries and bathroom accessories.

#### Accessibility
- Provide towels that contrast in colour to the walls and floor to assist visually impaired guests.

#### Sustainability
- Use could be made of a towel agreement sign to encourage guests to reuse their towel. This is best placed near the towels in the bathroom.
- Staff should be appropriately trained to adhere to the towel policy to avoid changing towels where guests have agreed to reuse theirs.
- It is acceptable to put only one set of towels out in a room occupied by a single person and make further towels available on request.
## Public areas

### 8.6.1 Reception areas and lobby

**Minimum Entry Requirements (One Star ★)**

- A clearly designated reception facility that is at least a hallway and either an appropriate flat surface, a hatch or the use of a table in the hotel office. A clearly designated area at one end of a bar counter is acceptable.
- A bell or internal telephone provided to summon attention when staff not present.

**Accessibility Good Practice**

- Provide a well lit and uncluttered area allowing ease of access to the reception facility with seating for guests.

**Sustainability Good Practice**

- The hotel’s environmental policy, if there is one, or details about any green scheme with which the hotel is affiliated, could be promoted in the lobby or reception area.

### 8.6.2 Bar, lounge and sitting areas

**Minimum Entry Requirements (One Star ★)**

- A bar or lounge with adequate comfortable seating for resident guests accessible throughout the day and evening.
- Provision of further seating where there is a market need, e.g. in resort hotels, leisure and business hotels and where non-residents dine or visit the bar.
- The bar and lounge possibly combined and providing the only sitting area in the hotel’s public areas.
- Hotel to have full alcohol license with price list clearly displayed.

**Accessibility Practice**

- Provide a variety of seating: low, high, firm, soft, with and without arms.

**Sustainability Practice**

- Décor – use could be made of local artist’s work, prints and/or photographs of images depicting local scenes and historical and heritage-related images – this will add to a visitor’s enhanced sense of place.
### Reception areas and lobby

**Minimum Entry Requirements (One Star)**

- A clearly designated reception facility that is at least a hallway and either an appropriate flat surface, a hatch or the use of a table in the hotel office. A clearly designated area at one end of a bar counter is acceptable.

- A bell or internal telephone provided to summon attention when staff not present.

**Two Star**

- As minimum.

**Three Star**

- As minimum.

**Four Star**

- Greater amount of space and comfort (including seating) for arriving and departing guests.

**Five Star**

- A greater degree of staff presence evident.

**Accessibility**

- Good Practice
  - Provide a well-lit and uncluttered area allowing ease of access to the reception facility with seating for guests.

- A hearing loop or clipboard and pen will assist communication with hearing-impaired guests.

**Sustainability**

- Good Practice
  - The hotel’s environmental policy, if there is one, or details about any green scheme with which the hotel is affiliated, could be promoted in the lobby or reception area.

- The policy, green scheme membership (if applicable), and any information about the sustainable actions the business may be undertaking can also be promoted on the website. Communicating with guests in a clear and positive way in the right place can be key to engaging and encouraging them to adhere to sustainable activity. Informing potential customers about sustainability activities when they are making booking decisions can create a positive impression.

### Bar, lounge and sitting areas

**Minimum Entry Requirements (One Star)**

- A bar or lounge with adequate comfortable seating for resident guests accessible throughout the day and evening.

- Provision of further seating where there is a market need, e.g. in resort hotels, leisure and business hotels and where non-residents dine or visit the bar.

- The bar and lounge possibly combined and providing the only sitting area in the hotel’s public areas.

- Hotel to have full alcohol license with price list clearly displayed.

**Two Star**

- As minimum.

**Three Star**

- Suitable seating layout and range of furniture appropriate for meeting the market needs of certain hotels, e.g. hotels where business meetings take place or where refreshments are offered in the lounge.

- WiFi available in public areas.

**Four Star**

- As three star.

**Five Star**

- A variety of seating styles expected.

- Sitting areas not necessarily all lounges but certainly offering a range of environments.

**Accessibility**

- Good Practice
  - Provide a variety of seating: low, high, firm, soft, with and without arms.

**Sustainability**

- Good Practice
  - Décor – use could be made of local artist’s work, prints and/or photographs of images depicting local scenes and historical and heritage-related images – this will add to a visitor’s enhanced sense of place.

- Where waste bins are available to guests, there could be separate, clearly marked bin(s) for recyclable waste (e.g. paper, cans, plastic) alongside.
### 8.6.3 Other public areas including corridors and staircases

**Minimum Entry Requirements (One Star ★)**

- Corridors and stairs in good repair and free from obstruction.
- Adequately lit 24-hours.
- Particular attention given to the maintenance of door handles, numbers, brassware and glass panels.
- Clear, directional signage to bedrooms and reception (where needed).

**Accessibility Good Practice**

- On each step or change of level, provide a nosing strip that contrasts in colour to the floor.
- Provide at least one continuous handrail on steps and where changes in levels occur.

**Sustainability Good Practice**

- Using energy efficient lighting and improving controls in public areas, as well as back of house, can bring significant cost savings.
- Lighting in corridors and stairwells, which is on for long periods of time, should be low energy, e.g. compact fluorescent (CFL) and LEDs. Replacing older style fluorescent tubes with newer slimmer and more efficient options can also achieve energy savings.

### 8.6.4 Lifts

**Minimum Entry Requirements (One Star ★)**

- Optional.
- Assistance with luggage required when there is no lift.

**Accessibility Good Practice**

- Ensure lifts provide audible messages and have raised letters and numbers on the control panel. A mirror on the rear wall assists a wheelchair user to manoeuvre in and out.

**Sustainability Good Practice**

- Sites with a lift should ensure the stairs are clearly signposted. This provides guests with the option to take the stairs where appropriate, which not only saves energy but promotes a more active lifestyle.
### Public areas

#### Minimum Entry Requirements

<table>
<thead>
<tr>
<th>Star</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>One Star</td>
<td>Corridors and stairs in good repair and free from obstruction.</td>
</tr>
<tr>
<td>Two Star</td>
<td>Adequately lit 24-hours.</td>
</tr>
<tr>
<td>Three Star</td>
<td>Particular attention given to the maintenance of door handles, numbers, brassware and glass panels.</td>
</tr>
<tr>
<td>Four Star</td>
<td>Clear, directional signage to bedrooms and reception (where needed).</td>
</tr>
<tr>
<td>Five Star</td>
<td>As minimum.</td>
</tr>
</tbody>
</table>

#### Accessibility

<table>
<thead>
<tr>
<th>Star</th>
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<tbody>
<tr>
<td>Two Star</td>
<td>On each step or change of level, provide a nosing strip that contrasts in colour to the floor.</td>
</tr>
<tr>
<td>Three Star</td>
<td>Provide at least one continuous handrail on steps and where changes in levels occur.</td>
</tr>
<tr>
<td>Five Star</td>
<td>Use of energy efficient lighting and improving controls in public areas, as well as back of house, can bring significant cost savings.</td>
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</table>

#### Sustainability

<table>
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<tr>
<td>Two Star</td>
<td>Lighting in corridors and stairwells, which is on for long periods of time, should be low energy, e.g. compact fluorescent (CFL) and LEDs. Replacing older style fluorescent tubes with newer slimmer and more efficient options can also achieve energy savings.</td>
</tr>
<tr>
<td>Three Star</td>
<td>Controls like occupancy or daylight sensors and timers could be fitted in appropriate areas to avoid lights being on unnecessarily.</td>
</tr>
<tr>
<td>Four Star</td>
<td>Sites with a lift should ensure the stairs are clearly signposted. This provides guests with the option to take the stairs where appropriate, which not only saves energy but promotes a more active lifestyle.</td>
</tr>
</tbody>
</table>

### Lifts

<table>
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<tr>
<td>Two Star</td>
<td>Optional.</td>
</tr>
<tr>
<td>Three Star</td>
<td>Assistance with luggage required when there is no lift.</td>
</tr>
<tr>
<td>Four Star</td>
<td>Where there is no lift, this should be made clear at the time of booking.</td>
</tr>
<tr>
<td>Five Star</td>
<td>A lift is required when there is a guest bedroom more than two floors higher or lower than the ground floor, e.g. on the third floor. However, dispensation is possible in older buildings and/or architecturally listed buildings where it can be shown that fitting a lift is impractical or unacceptable to planning authorities.</td>
</tr>
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</tr>
<tr>
<td>Four Star</td>
<td>As three star.</td>
</tr>
<tr>
<td>Five Star</td>
<td>It is expected that a lift will be provided to all floors in the main building and assistance with luggage offered.</td>
</tr>
</tbody>
</table>
### 8.6.5 Public telephones

**Minimum Entry Requirements (One Star ★)**

- A telephone accessible 24-hours a day unless direct dial. In-room facilities are provided (payphones, house phones or mobile handsets).

### 8.6.6 Public area WCs

**Minimum Entry Requirements (One Star ★)**

Where open to non-residents:

- A toilet facility conveniently situated to cater for public areas.
- All toilets well maintained, regularly cleaned, checked and adequately ventilated.
- Toilets possibly shared by ladies and gentlemen.

- The following facilities provided as a minimum: washbasin with soap, hand-drying facilities, seat with lid, covered light, mirror, hook on door, lidded sanitary bin and bags, toilet roll holder with toilet paper.

### Accessibility Good Practice

- Provide appropriate support rails at urinals, toilets and washbasins.

### Sustainability Good Practice

- Use could be made of water-saving fittings such as water-saving taps and dual flush toilets. To avoid wasting water because of taps being left running, use sensor taps or push taps in public WCs. Regular maintenance is necessary to avoid drips and ensure taps operate properly.
Bathrooms, shower rooms and ensuites

Public areas

External areas (as applicable)

Annexes

<table>
<thead>
<tr>
<th>Two Star</th>
<th>Three Star</th>
<th>Four Star</th>
<th>Five Star</th>
</tr>
</thead>
<tbody>
<tr>
<td>• As minimum.</td>
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</table>

- Unnecessary urinal flushing can use significant amounts of water. Fitting flush controllers, many which can be retro fitted or waterless urinals, overcomes this problem. If the water usage is metered, significant cost savings can be made.

- It is recommended to have a sign ‘Bag it and bin it!’ to encourage guests to use the bins provided, especially if property is on a septic tank. It is generally recommended to have sanitary bins in public toilets. Where appropriate, nappy bins should also be provided.
### External areas (as applicable)

#### 8.7

<table>
<thead>
<tr>
<th>8.7.1 External areas (as applicable)</th>
<th>Minimum Entry Requirements (One Star ★)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All Grades</strong></td>
<td><strong>External areas include the appearance of the building, grounds and gardens, pathways, drives and any car parking:</strong></td>
</tr>
<tr>
<td></td>
<td>• All areas to be maintained in sound condition and must be fit for the purpose intended.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accessibility Good Practice</th>
<th>Minimum Entry Requirements (One Star ★)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide within the grounds of the property or identify nearby, a free run/spend area for assistance dogs.</td>
<td></td>
</tr>
</tbody>
</table>

### Annexes

#### 8.8

<table>
<thead>
<tr>
<th>8.8.1 Annexes</th>
<th>Minimum Entry Requirements (One Star ★)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Where a hotel has an annexe, we will take into account the facilities provided in this annexe when determining the overall grade of the hotel. Annexes should have the same quality standards of facilities and services as the main hotel building.</strong></td>
<td></td>
</tr>
<tr>
<td>Annexe accommodation may be situated in a separate unit or units within the hotel grounds or within easy walking distance of the main building. Paths or passageways to the annexe must be in good condition, well surfaced and adequately lit.</td>
<td>Visitors advised when they are booking, and subsequently in the case of any change, if the accommodation offered is in an unconnected annexe or has separate external access. They must also be told the location of the accommodation.</td>
</tr>
</tbody>
</table>
### External areas (as applicable)

#### Minimum Entry Requirements (One Star)

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</tr>
</tbody>
</table>

- Ensure paths are kept clear of obstacles, debris, moss, ice and fallen leaves and have firm well-maintained surfaces.
- Ensure that any permanent features en route are securely fixed, e.g. flower pot arrangements, statues.

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<td>As minimum.</td>
</tr>
<tr>
<td>Five Star</td>
<td>Undercover access to any accommodation separate to the main building. This could include chauffeured transport or escort with umbrella provided.</td>
</tr>
</tbody>
</table>

---

### Annexes

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