Guidance Notes for Self-Catering Operators on Quality Grading
INTRODUCTION
During a visit the Quality Advisor will make an assessment in each of a potential 38 areas depending on the nature of the business. These include the exterior of the premises, bedrooms, bathrooms, public areas and kitchens and most importantly, the welcome, management efficiency and cleanliness of the property. Not all areas will be applicable in all establishments, for example gardens or recreational facilities. No score will be given where any area is not applicable. There will be no penalty for not providing these facilities.

QUALITY GRADING
Quality Advisors will consider two main factors when making an assessment – quality and condition. Personal taste or fashion will not influence the score awarded for each aspect. This mark will be a balance between quality and condition.

For example, a piece of furniture might be of the highest quality manufacture but has not been kept in good condition. As a result, damage, wear and tear and ageing will reduce the mark given. Conversely, another piece of furniture, even when newly bought, may be of a lower intrinsic quality which would lower the mark awarded. Examples where both quality and condition exert an influence on the assessment are included in the following guidance notes.

They have been drawn together from many years’ experience of carrying-out grading assessments and are examples that have been experienced by the team of Quality Advisors over the years. They are not prescriptive or exhaustive. They are intended to give a broad impression of the areas which the Quality Advisor assesses and to illustrate some of the more frequently met situations that would determine the marks given. In practice there will be an infinite number of other types of provision under each aspect which may affect the scores, reflecting the wide range and diversity of accommodation in Scotland. As always these may be discussed with The Quality Advisor during the visit and will be taken into account in the assessment.

The following aspects are considered as part of the quality assessment:

Exterior
• Appearance of buildings.
• Grounds and gardens.
• Environment and setting.

Cleanliness
• Public areas (sitting rooms, dining room, corridors, stairways).
• Bedrooms.
• Bathrooms.
• Kitchen.

Management Efficiency
• Pre-arrival guest information including brochure.
• Welcome and arrival procedure.
• In-unit guest information and personal touches.

Public Areas
(dining and lounge areas, hallways, stairs and corridors)
• Decoration.
• Flooring.
• Furniture, furnishings and fittings.
• Heating and lighting.
• Space, comfort and ease of use.

Bedrooms
• Decoration.
• Flooring.
• Furniture, furnishings and fittings.
• Heating and lighting.
• Beds.
• Bedding and linen.
• Space, comfort and ease of use.
Bathrooms
• Decoration.
• Flooring.
• Fixtures, fittings and sanitary ware.
• Heating, lighting and ventilation.
• Space, comfort and ease of use.

Kitchen
• Decoration.
• Flooring.
• Fittings and furniture.
• Heating, lighting and ventilation.
• Electrical equipment.
• Crockery, cutlery and glassware.
• Kitchenware, pans and utensils.
• Space comfort and ease of use.

Additional Features (where applicable)
• Laundry.
• Recreation.
• Reception, shop, bar, restaurant.

In each of the above aspects the Quality Advisor will decide whether to award a score of “exceptional” (5 marks), “excellent” (4 marks), “very good” (3 marks), “good” (2 marks), “acceptable” (1 mark) or “poor” (0 marks).

Consumer research has shown that cleanliness is of paramount importance at any quality level and the minimum scores opposite at each Star grade reflects this need.

This research has also shown that guests expect consistency in all aspects of the property, meaning that each area of the property should meet the overall Star grade awarded. In other words, to achieve a Three Star grade the quality of all internal areas of the property must reach at least a Three Star quality in public areas, bedrooms, bathrooms and kitchens.

Grading Bands and Conditions

<table>
<thead>
<tr>
<th>Grade</th>
<th>Score Range</th>
<th>Minimum Cleanliness Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Five Stars</td>
<td>87-100%</td>
<td>90%</td>
</tr>
<tr>
<td>Four Stars</td>
<td>75-86%</td>
<td>75%</td>
</tr>
<tr>
<td>Three Stars</td>
<td>60-74%</td>
<td>65%</td>
</tr>
<tr>
<td>Two Stars</td>
<td>48-59%</td>
<td>50%</td>
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<tr>
<td>One Star</td>
<td>34-47%</td>
<td>40%</td>
</tr>
<tr>
<td>Fail</td>
<td>Less than 34%</td>
<td>Less than 40%</td>
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</tbody>
</table>

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This research has also shown that guests expect consistency in all aspects of the property, meaning that each area of the property should meet the overall Star grade awarded. In other words, to achieve a Three Star grade the quality of all internal areas of the property must reach at least a Three Star quality in public areas, bedrooms, bathrooms and kitchens.
1 EXTERIOR

APPEARANCE OF BUILDINGS

Quality Guidance
The décor, maintenance and repair of the building will be assessed under this section. This includes stonework, woodwork, paintwork, gutters, fall pipes, external plumbing, chimneys and roofs. External signage attached to the building (clarity and maintenance) and lighting is taken into account here. Any outbuildings and storage areas e.g. refuse areas will be assessed here as well. Window boxes, tubs and hanging baskets attached to the building will also be assessed under this heading.

QUALITY INDICATORS

Mark 1
For example:
• Exteriors maintained in a sound, acceptable and clean condition overall.
• Some signs of ageing may be present and small defects, damage, cracks etc. to stone or woodwork.
• No evidence of recent freshening up.
• Ageing signage.
• Overall tidiness of immediate area including storage buildings/areas.

Mark 2
For example:
• External fabric all in sound condition.
• Signs of ageing and defects should be limited to a small number of areas.
• No obvious structural defects or damage.
• Paintwork, pointing, window frames all in a good state of repair though not necessarily recently painted.

Mark 3
For example:
• Well maintained exterior although some weathering may be present.
• No obvious structural defects.
• Where displayed, signs to be maintained in good condition.

Mark 4
For example:
• High quality maintenance of stonework and paintwork, some natural weathering may be present.
• Some additional external features to enhance appearance, this includes window boxes, especially in properties without a garden.

Mark 5
For example:
• Excellent standards of external maintenance including: outbuildings and signs e.g. fresh well maintained paint work, no unsightly staining to stonework. Addition of features such as flower tubs and window boxes where appropriate.
• Attractive architectural features may be in evidence.
• Well illuminated and clearly signed.

GROUNDS, GARDENS, ROADWAYS AND CAR PARKING

Quality Guidance
If the property has no grounds, gardens or parking this section is not assessed. Assessment of this area will include garden areas, garden furniture, hedges, paths, driveways, parking and all other areas within the boundaries of the property which are visible from the property or which guests have access to and which are under control of the owner.

QUALITY INDICATORS

Mark 1
For example:
• An adequate first impression, e.g. refuse bins discreetly positioned.
• An ‘enclosed’ area surrounding the establishment where the immediate vicinity is kept under control.
• Immediate surroundings maintained so as not to detract from overall appearance e.g. lawns and borders not overgrown.
• Little attempt at interesting design.
• Reasonably easy access, safe and adequately maintained parking. If parking not available, information provided for potential guests on where to park.
• Driveway may have an uneven surface but no hazardous pot-holes.
• Consideration given to control wild and domestic animals around the property.

Mark 2
For example:
• Evidence of more effort made to make gardens more attractive, tidy and litter free.
• No overgrown or tangled areas.
• Pathways without trip hazards.
• Some attempt to define parking area.

Mark 3
For example:
• Well maintained and tidy overall appearance of grounds, gardens, driveways and footpaths etc.
• Easy access to parking with well maintained surface and clear definition.
• Effective lighting where required e.g. long driveway or path to the property. Parking area may also require light.
• Parking to be on a better surface and pot-hole free.

Mark 4
For example:
• High standards of maintenance of garden. Generally tidy beds, pathways hedges and all trees and shrubs, well tended.
• Dustbin areas not visible preferably screened.
• Evidence of some attention to detail e.g. well surfaced pot-hole free driveways, colourful borders and wide level pathways.
• Parking area to be weed free, on a well maintained surface and preferably close to the property.

Mark 5
For example:
• Maintained to an excellent standard e.g. well tended borders or shrubs, tidy pathways and edges in good condition and well cut, hedges trimmed and an overall appearance throughout the year.
• Where there are substantial grounds, evidence of a systematic programme of maintenance.
• Attention to detail, including landscaping, driveways, the provision of garden furniture or architectural features, e.g. gazebo, pergola summer house etc.
• Ample car parking spaces adjacent to unit to accommodate likely number of guests.
• Good, well positioned lighting.
• Consideration given to the security of guests’ cars.

ENVIRONMENT AND SETTING
Quality Guidance
A reflection of the positive or negative aspects of the location of the property and the surrounding area that could affect the guests’ comfort. Personal preference is avoided. Consideration will be given to efforts made to overcome a poor environment by screening or banking to reduce any unsightly outlook and noise e.g. double glazing. The approach to the property from the road is also taken into account.

QUALITY INDICATORS

Mark 1
For example:
• Satisfactory first impression.
• May be situated at a busy road junction or in an area of social deprivation or close to industrial units.
• Minimal excessive noise levels from traffic or industrial sources.

Mark 2
For example:
• Situated on a crowded site where individual units are close together.
• In a town/city centre with some parking restrictions and busy traffic but close to all amenities.
• Some attempt at noise insulation e.g. double glazing.
• On a working farm where access is muddy or obstructed by farm machinery.

Mark 3
For example:
• Good first impression.
• Possibly part of a complex or site of buildings in an otherwise excellent location.
• Within walking distance of facilities, but where parking is freely available.
• No excessive noise levels.

Mark 4
For example:
• May be in excellent location, but in close proximity to other units.
• In secluded location, but access may be difficult e.g. steep, rough track or perhaps property close to a busy working farm.

Mark 5
For example:
• Establishment is inviting.
• Attractive surroundings.
• Often in a secluded situation in extensive grounds perhaps by a river or in an elevated position in an area of outstanding natural beauty.
• Ready access to nearby leisure activities e.g. golf, mountains, fishing, seashore etc.
• In a city close to centre with excellent pedestrian access or public transport to facilities such as restaurants, theatres, galleries etc.

2 CLEANLINESS

PUBLIC AREAS
(LIVING AND DINING ROOMS ETC)

Quality Guidance
Areas assessed are windows, flooring and skirtings, stair treads, dado/picture rails and pictures, under seat cushions, inside and outside of furniture, power points and light switches, light fittings, ceiling edges and electrical goods.

QUALITY INDICATORS

Mark 1
For example:
• All surfaces and equipment clean and generally free from dust but there may be limited signs of neglect.
• All carpets vacuumed and floors cleaned.
• All areas smelling fresh and clean for guests’ arrival.
• Limited signs of neglect.

Mark 2
For example:
• Quite good standard overall although some areas overlooked and some evidence of dust, cobwebs high and low or in inaccessible places.
• Untidy books/magazines/games in cupboards.

Mark 3
For example:
• Evidence of attention to detail, particularly high and low level.
• Clean fresh surfaces.
• Soft furnishings and carpets deep cleaned on a regular basis or as required.

Mark 4
For example:
• Greater attention to detail, with high overall standards evident.

Mark 5
For example:
• Excellent level of cleanliness.
BATHROOMS

Quality Guidance
This includes wall finishes, flooring, equipment, shower curtains, light fittings, extractor fans, plug holes, taps and toilet brushes.

QUALITY INDICATORS

Mark 1
For example:
• All surfaces and equipment clean and free from dust.
• All carpets vacuumed and floors cleaned.
• All areas smelling fresh and clean for guests’ arrival.
• Limited signs of neglect.

Mark 2
For example:
• Quite good standard overall although some areas overlooked and some evidence of dust, cobwebs high and low or in inaccessible places.

Mark 3
For example:
• Evidence of attention to detail, particularly high and low level.
• Clean fresh surfaces.
• Soft furnishings and carpets deep cleaned on a regular basis or as required.

Mark 4
For example:
• Greater attention to detail, with high overall standards evident.

Mark 5
For example:
• Excellent level of cleanliness.
• No evidence of dust.
• Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail.
• Pristine flooring and sanitary ware.

KITCHEN

Quality Guidance
This includes wall finishes, flooring, equipment, light fittings, extractor fans, plug holes and taps.

QUALITY INDICATORS

Mark 1
For example:
• All surfaces and equipment clean and free from dust.
• All carpets vacuumed and floors cleaned.
• All areas smelling fresh and clean for guests’ arrival.
• Limited signs of neglect.

Mark 2
For example:
• Quite good standard overall although some areas overlooked and some evidence of dust, cobwebs high and low or in inaccessible places.

Mark 3
For example:
• Evidence of attention to detail, particularly high and low level.
• Clean fresh surfaces.
• Soft furnishings and carpets deep cleaned on a regular basis or as required.

Mark 4
For example:
• Greater attention to detail, with high overall standards evident.

Mark 5
For example:
• Excellent level of cleanliness.
• No evidence of dust.
• All drawers and cupboards clean and lined and contents tidily laid out.
• Gleaming surfaces with evidence of thorough cleaning and a high level of attention to detail.
• Pristine fittings and flooring.

3 MANAGEMENT EFFICIENCY

PRE-ARRIVAL – GUEST SERVICES
The procedures for dealing with guests during booking, pre-arrival, arrival and information provision for the guests to make the most of their stay are assessed here.

Pre-arrival guest information including brochure

Quality Guidance
This covers the information sent prior to booking which aims to inform the guest about
the property and the locality. This may also include the operators and/or agents website for the property.

QUALITY INDICATORS

Mark 1
For example:
• Brochure may be a simple, typed sheet with basic information.
• Each enquiry/booking handled with handwritten or typed letter.
• Confirmation letter sent by post/fax.
• Some information on property may be out of date.
• Map/directions clear and easy to follow after booking.

Mark 2
For example:
• Brochure may include more detail but could still be a single side.
• Efficient or effective procedures carried out but not with a high degree of professional polish.
• Hand produced information, individually typed or photocopied.

Mark 3
For example:
• Efficient and well organised information and booking procedures.
• Brochure including one picture or sketch (may be black and white) with more detailed information. A letter of introduction may be included.

Mark 4
For example:
• Brochure would contain photographs and usually be in colour, but may not be professionally produced.
• Well laid out informative brochure on quality paper.

Mark 5
For example:
• Owners thoroughly organised and professional.
• Well planned and exhaustive booking procedures.
• Brochure produced to a professional standard with extensive, clear information.
• Comprehensive information about cancellation policy.

• Detailed, easy to follow directions sent after booking.
• Personal letter of introduction with accompanying tourist information on local area and attractions.

WELCOME AND ARRIVAL

Quality Guidance
This is the procedure used to welcome guests including arrangements for access e.g. key collection.

QUALITY INDICATORS

Mark 1
For example:
• It may not be possible to welcome guests personally.
• A key may be left for new arrivals.

Mark 2
For example:
• Key could be obtained from key holder, but limited additional welcome information or provisions.

Mark 3
For example:
• Welcome beverages provided e.g. tea and coffee, perhaps set on a tray.
• Welcome card inviting guests to contact owners or caretaker at any time during stay.
• Where bed linen is provided beds should be made up.

Mark 4
For example:
• Where no personal welcome given, a tea tray with welcome letter or a phone call or visit, some time after arrival to check all is well.
• A “Welcome pack” might be provided and may include tea, coffee, milk, fresh flowers and cake etc.

Mark 5
For example:
• Personal welcome from owner or representative and/or satisfaction check after 24 hours.
• Welcome pack provided with e.g. fruit, flowers, gift etc.
• House warmed and lit as appropriate to the season.
GUEST/TOURIST INFORMATION AND PERSONAL TOUCHES

Quality Guidance
In-unit guest information and personal touches – this includes the provision of tourist information e.g. attractions leaflets and household information such as how to use the equipment. Personal touches are those aspects which make the property more homely and welcoming such as plants, books, videos, ornaments etc.

QUALITY INDICATORS

Mark 1
For example:
• Selection of tourist information for local and surrounding area. No real presentation.
• Limited range of personal touches.
• Details provided of how to operate all equipment in the unit and refuse collection.

Mark 2
For example:
• Reasonable selection of tourist information and not too out of date.
• Small range of items, e.g. ornaments, books.

Mark 3
For example:
• Extended range of tourist information including places to eat, etc, and normally up to date.
• Good standard of presentation for household information.
• Wider range including books, games and magazines.
• Detailed guest information e.g. local shops, pubs, leisure facilities, churches etc.

Mark 4
For example:
• A wide selection of tourist information for local area and further afield. Some organisation of leaflets would be expected.
• Additional information complied by owners more than commercially produced leaflets. This could include information on local sporting and leisure activities, locality of banks, shops etc. particularly those selling local produce. This should be displayed in a loose binder or in a rack.
• Very good range of personal touches including books, games, mending kit, barbecue, plants and magazines.

Mark 5
For example:
• Comprehensive information may include local interest books, ordnance survey maps, walking information etc.
• Displayed in loose-leaf folder or file or tidy, organised wall board.
• Excellent range of items could include e.g. toiletries, bathroom scales, cookbooks, telephone directories, CDs, videos, including blanks.
• Comprehensive details presented to highest standard.

PUBLIC AREAS (SITTING AND DINING AREAS)
Includes halls, stairs and landings as well as lounges, conservatories and separate dining rooms. Where bars and restaurants are on site these will be marked under Additional Facilities.

DECORATION
Quality Guidance
As well as walls and ceilings, the provision and quality of pictures, prints and all wall decorations are assessed here. The assessment of the decoration of walls, ceilings and woodwork looks at the quality application and condition. The assessor’s personal tastes of style or design are not considered.

QUALITY INDICATORS

Mark 1
For example:
• Functional décor and limited co-ordination.
• Limited use of pictures and wall hangings.
• Some slight damage and signs of wear and tear.
• Amateurish application of wallpaper or paint.

Mark 2
For example:
• Standard domestic style and quality of décor.
• Competently applied of a quite good quality with few obvious blemishes.
• Some signs of ageing but no major wear and tear.

Mark 3
For example:
• Good interior, with evidence of co-ordinated design.
• Well finished, good quality wall coverings and paint work.
• More moderate quality materials if recently executed to a professional standard.
• Use of pictures etc., where appropriate, particularly on plain walls.

Mark 4
For example:
• Use of high quality wall coverings though not necessarily in pristine condition.
• A professional standard of finish in very good condition with appropriate level of adornment as benefits the style.

Mark 5
For example:
• Excellent interior design and overall impression.
• High quality wall coverings in excellent condition; professional finish to all aspects of decoration.
• Attractive use of pictures, prints and other decorative relief where appropriate.
• Interesting architectural features, objects of interest, artwork and objects d’art.

FLOORING
Quality Guidance
This includes all types of flooring such as carpets, laminate, ceramic, natural wood or vinyl floor coverings. Assessment covers quality, condition and fitting.

QUALITY INDICATORS
Mark 1
For example:
• Adequate comfort to flooring, some signs of wear and tear may be evident but no holes or bald patches.
• May be some slight discolouration.
• May not be professionally fitted.

Mark 2
For example:
• Quite good quality, but carpets may have a high man made fibre content.
• Flooring may not necessarily be new but should be well fitted and show few signs of wear and tear.
• Tiling should have little damage.

Mark 3
For example:
• Good quality flooring in sound condition and comfortable under foot. Some underlay for carpets.
• Tiling to have clean grouting.
• Wood on floors to be in good condition, well polished and provided with smaller rugs/mats as appropriate.

Mark 4
For example:
• High quality flooring, but not necessarily new, may show signs of wear or more moderate quality, but in pristine condition. Normally professionally fitted.
• High quality rugs would be anticipated on wood or laminate flooring.

Mark 5
For example:
• High quality flooring in excellent condition, carpets with substantial underlay.
• No real sign of wear and professionally fitted.

FURNITURE, FURNISHINGS AND FITTINGS
Quality Guidance
This includes the quality and condition of dining and lounge furniture including seating, scatter cushions, curtain poles, curtains, light fittings, heating appliances, television etc.

QUALITY INDICATORS
Mark 1
For example:
• A sparing but adequate provision of furniture, furnishings and fittings, in terms of quality and quantity.
• Limited co-ordination or a mis-match of styles.
• Furniture may show marks/stains.
• Curtains may be unlined, but should meet in the middle, blinds should run free.
• Lighting and heating fittings could be lacking intrinsic quality.

Mark 2
For example:
• A greater provision of furniture which may be dated or have wear but will be in sound condition.
• No great degree of comfort for the guest.
• Curtains to be of better quality, clean and easy to draw.
• Light and heating fittings of quite a good standard.

Mark 3
For example:
• Good quality furniture showing few signs of wear and tear.
• More substantial, lined curtains which should not be watermarked.
• Good use of co-ordination.
• Where separate dining area is provided, provision for maximum number of guests to dine in comfort.

Mark 4
• High quality furniture, not necessarily new.
• May be more moderate quality but in excellent condition.
• Very good quality lighting and heating fittings maintained in a very good addition.

Mark 5
For example:
• High quality furniture in excellent condition irrespective of style.
• No real sign of wear and professionally fitted.
• Attractive co-ordinated extras such as cushions.
• Decorative occasional pieces in main room(s) and corridors.
• High quality lighting and heating fittings in pristine condition.

SPACE, COMFORT AND EASE OF USE
Quality Guidance
This takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for guests. Can guests all sit and watch TV in comfort? Is there enough room for the maximum number of guests to all dine together? Does the furniture have to be moved for the facilities to be used? The use of sofa beds will be taken into account here as this affects the comfort and ease of use.

QUALITY INDICATORS
Mark 1
For example:
• Acceptable comfort and range of furniture.
• Space for reasonably free movement.

Mark 2
For example:
• Quite good levels of comfort and a limited range of seating.
• Environment free from disturbing external noise, smells etc.
• Easy use of facilities.

Mark 3
For example:
• Range of sofas and/or armchairs.
• Ample space for freedom of movement.
• Convenient layout of furniture for practical use.
• Fresh and airy atmosphere.

Mark 4
For example:
• Well planned layout of furniture to maximise use of free space. Guests should be able to dine together in comfort in one location.
• Generous free space.
• Where there is an open plan kitchen/living area, there should be adequate ventilation e.g. forced extraction to ensure minimal intrusion in the living area from steam and cooking odours.

Mark 5
For example:
• Lounge; generally separate from dining room or lounge/dining room with excellent spacious layout.
• Excellent range of comfortable seating.
• Large amount of free space which may include more than one sitting room.
• Easy and convenient use of facilities, e.g. use of surfaces and access to power points etc.
• No intrusive noise.

HEATING, LIGHTING AND VENTILATION
Quality Guidance
This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the unit and the
number of guests accommodated. There should be a balance of natural and artificial light where appropriate.

QUALITY INDICATORS

Mark 1
For example:
• Adequate levels of lighting, appropriately positioned (including stairs, landings and corridors).
• Enough lighting for practical use but little more.
• Heating levels appropriate to size of rooms, may not be automatic or fixed.
• Some areas colder than others.
• Uncontrolled heat, either too hot or cold.

Mark 2
For example:
• Quite good levels of lighting, may be main light and one other light, higher wattage than the minimum of 140W.
• Heating might be free standing and may be automatic or thermostatically controlled.
• May be a mixture of heating systems, some fixed some moveable.
• Maintains good background temperature which can be boosted when required.

Mark 3
For example:
• Good levels of controllable lighting in all areas including stairs, landings and corridors etc.
• There is likely to be more than one source of lighting e.g. wall, standard lamps. Ample natural light.
• Effective levels of heating providing overall uniform temperature.
• Properly fitted, automatic fixed heating which may be thermostatically controlled.

Mark 4
For example:
• Very good levels of controllable lighting which may include use of dimmers in rooms. There should be several forms of alternative lighting e.g. table lamps wall lights, picture lights etc.
• Automatic heating will be fixed and thermostatically controlled.

Mark 5
For example:
• Excellent lighting which creates a good effect and shows of rooms to best advantage.
• Light should be practical for all purposes such as reading etc.
• Heating levels fully controllable at all times of day/night by the guest: some old storage heaters unlikely to meet this requirement.

DECORATION

Quality Guidance
As well as wall and ceilings, the provision and quality of pictures and prints and all wall decorations are assessed here. The assessment of the decoration of walls, ceilings and woodwork looks at the quality, application and condition. The assessor’s personal tastes in style or design are not considered.

QUALITY INDICATORS

Mark 1
For example:
• Functional décor and limited co-ordination.
• Limited use of pictures and wall hangings.
• Some slight damage and signs of wear and tear.
• Amateurish application of wallpaper or paint.

Mark 2
For example:
• Standard domestic style and quality of décor.
• Competently applied of a quite good quality with few obvious blemishes.
• Some signs of ageing but no major wear and tear.

Mark 3
For example:
• Good interior, with evidence of co-ordinated design.
• Well finished, good quality wall coverings and paint work.
• More moderate quality materials if recently executed to a professional standard.
• Use of pictures etc., where appropriate, particularly on plain walls.

Mark 4
For example:
• Use of high quality wall coverings though not necessarily in pristine condition.
• A professional standard of finish in very good condition with appropriate level of adornment as benefits the style.

Mark 5
For example:
• Excellent interior design and overall impression.
• High quality wall coverings in excellent condition; professional finish to all aspects of decoration.
• Attractive use of pictures, prints and other decorative relief where appropriate.

FLOORING
Quality Guidance
This includes all types of flooring such as carpets, laminate, natural wood or vinyl.

QUALITY INDICATORS

Mark 1
For example:
• Adequate comfort to flooring, some signs of wear and tear may be evident but no holes or bald patches.
• May be some slight discolouration.
• May not be professionally fitted.

Mark 2
For example:
• Quite good quality, but carpets may have a high man made fibre content.
• Flooring may not necessarily be new but should be well fitted and show few signs of wear and tear.
• Tiling should have little damage.

Mark 3
For example:
• Good quality flooring in sound condition and comfortable under foot. Some underlay for carpets.
• Tiling to have clean grouting.
• Wood on floors to be in good condition, well polished and provided with smaller rugs/mats as appropriate.

Mark 4
For example:
• High quality flooring, but not necessarily new, may show signs of wear or more moderate quality, but in pristine condition. Normally professionally fitted.
• High quality rugs would be anticipated on wood or laminate flooring.

Mark 5
For example:
• High quality flooring in excellent condition, carpets with substantial underlay.
• No real sign of wear and professionally fitted.

FURNITURE, FURNISHINGS AND FITTINGS
Quality Guidance
This includes fitted and freestanding furniture, curtains and rails, scatter cushions, heating appliances and light fittings.

QUALITY INDICATORS

Mark 1
For example:
• A sparing but adequate provision of furniture, furnishings and fitting in terms of quality and range; limited co-ordination.
• Some slight damage may be apparent but all items capable of use.
• Curtains may be unlined, but should meet in the middle. Blinds should run free.
• Lighting and heating fittings could be lacking intrinsic quality.

Mark 2
For example:
• A greater provision of furniture which may be dated or have wear but will be in sound condition.
• Excellent quality furniture but through age and use shows signs of wear and tear.
• No damage to surfaces or upholstery and no stains or fraying.
• Curtains to be a better quality clean and run freely.
• Light and heating fittings of quite a good standard.

Mark 3
For example:
• Ample provision of furniture in each room.
• Good quality fittings and furniture in a sound and useable condition.
• Good use of co-ordination.
• Curtains to be full and effective in retaining heat/excluding light.
• The amount of furniture in proportion to the space available.

Mark 4
For example:
• High quality furniture, not necessarily new, but which offers substantial comfort and space.
• Curtains to be full and may have additional embellishments such as tie-backs.
• Very good quality lighting and heating fittings maintained in a very good condition.

Mark 5
For example:
• Excellent quality modern, reproduction or antique furniture of good sound construction.
• Some excellent antique furniture may show signs of ‘distress’ which does not detract from excellence depending on the degree of deterioration.
• Excellent co-ordination of furniture and soft furnishings of high intrinsic quality.
• Additional features e.g. scatter cushions etc.
• Excellent quality and well-fitted window covering with ample drape and width.
• High quality lighting and heating fittings in pristine condition.

BEDS
Quality Guidance
This includes the quality and condition of headboards or equivalent, bed bases, mattresses and frames.

QUALITY INDICATORS

Mark 1
For example:
• Acceptable quality bed and mattresses may or may not include a headboard which should be clean.
• Little sagging and no uneven legs, wobbly headboards.

Mark 2
For example:
• Beds of a quite good quality but mattresses may be thin and bases shallow.
• Some signs of wear and tear.

Mark 3
For example:
• Good quality comfortable bed, firm mattresses and sound base.
• Headboards and bed frames may be of older style, but in good condition.

Mark 4
For example:
• Very good quality firm mattresses with quality sprung base.
• Headboard and frame in very good condition.

Mark 5
For example:
• Excellent quality bed e.g. sprung mattress and high quality base.
• Clean headboard, perhaps offering a high degree of comfort.
• Bed sizes may be larger than standard size.

BEDDING AND LINEN

Quality Guidance
This looks at the quality and condition of pillows, duvets, blankets and sheets, pillow and mattress protectors, valances and bedspreads.

QUALITY INDICATORS

Mark 1
For example:
• Beds presented with acceptable quality, clean linen where provided and bed covers in good repair.
• Bed linen of cheaper polyester mixture which may be thinning or faded.
• Adequate range of bedding, including sufficient blankets and / or duvets.
• If additional bedding is provided, it should be clean and fresh, preferably wrapped to retain cleanliness. Pillows may be flatter and man made fibre filled.

Mark 2
For example:
• Bedding may be faded but some attempt made to match it.
• Sheets well-ironed but not necessarily of the best quality.
• Unco-ordinated bed covers or bedspreads of medium quality but free from stains, holes or wear.
• Pillows to be unstained and plumper.

Mark 3
For example:
• Well presented beds, with ample, good quality, pressed, co-ordinated linen and bedding.
• Valances may be present on divans.
• Extra quality pillows and bedding available.
• Pillows should be substantial.

Mark 4
For example:
• Very good quality linen co-ordinated with bedding and room.
• Choice of pillows available e.g. feather or hollow fibre. Pillow protectors may be anticipated at this level.
• Valances may be high quality and pleated.

Mark 5
For example:
• Co-ordinated and crisply laundered linen. A choice of bedding available e.g. thickly quilted, or similar quality bedspreads and blankets, or duvets with appropriate tog rating for season of year.
• All bedding and linen of high quality and co-ordinated with bedroom décor and other soft furnishings.
• Where duvets are used, the generosity of size should be considered, e.g. single beds having double duvets.
• Quality padded mattress covers and pillow protectors would be anticipated.

HEATING, LIGHTING AND VENTILATION
Quality Guidance
This relates to the quality and provision of lighting and heating and whether it is sufficient for the size of the room and requirements e.g. reading in bed, making up, using a hairdryer at a dressing table. There should be a balance of natural and artificial light where appropriate.

QUALITY INDICATORS

Mark 1
For example:
• Adequate levels of lighting, appropriately positioned. Enough lighting for practical use but little more.
• Heating levels appropriate to size of rooms, may not be automatic or fixed.
• Some areas colder than others.
• Uncontrolled heat, either too hot or cold.

Mark 2
For example:
• Quite good levels of lighting, may be main light and one other light, higher wattage than the minimum of 140W.
• Heating might be free standing and may be automatic or thermostatically controlled.
• May be a mixture of heating systems, some fixed some moveable.
• Maintains good background temperature which can be boosted when required.

Mark 3
For example:
• Good levels of controllable lighting in all bedrooms.
• There is likely to be more than one source of lighting. Ample natural light.
• Effective levels of heating providing overall uniform temperature.
• Properly fitted, automatic fixed heating which may be thermostatically controlled.

Mark 4
For example:
• Very good levels of light with easy access to controls. Different types of lighting may be used e.g. wall lights and lamps.
• Properly fitted automatic fixed heating which may be thermostatically controlled.

Mark 5
For example:
• Well positioned, high quality lighting, giving excellent levels of illumination for various purposes, e.g. reading and at the dressing table.
• Would be desirable to have main light controlled from door and bed.
• Heating levels fully controllable at all times of day and night by the guest. Some older storage heaters may not meet this requirement.

SPACE, COMFORT AND EASE OF USE
Quality Guidance
This takes into account the use of space and how the room layout is planned to offer maximum convenience and ease of use for the guests. Does furniture have to be moved for the facilities to be used? Is there somewhere to store luggage?

QUALITY INDICATORS

Mark 1
For example:
• Reasonable free movement not to be unduly restricted by intrusive low beams and ceiling.
• Large furniture may dominate a room and make it less usable.
• Little thought given to layout.
• Minimal intrusive noise from plumbing, corridors etc.
Mark 2
For example:
• Quite good levels of comfort and a limited range of furniture.
• Easy use of facilities with an uncluttered appearance.

Mark 3
For example:
• Sufficient space to allow free movement and a good degree of comfort.
• Easy use of facilities.
• Convenient layout of furniture for practical use.
• Good access to both sides of double beds.

Mark 4
For example:
• Well planned layout of furniture to maximise use of generous free space. Rooms may be smaller than for 5 star, but well-planned positioning of furniture would make them more usable.
• Very good access to both sides of double bed.

Mark 5
For example:
• Bedroom should be sufficient size to allow the provision of all appropriate bedroom furniture and still give an easy access when using these facilities.
• Area available for luggage storage without cluttering the room and obstructing access. This need not be in a bedroom.
• Easy and convenient use of facilities e.g. access to power points etc.
• Generous access to both sides of double bed.
• No intrusive noise.

6 BATHROOMS AND WCs

DECORATION
Quality Guidance
This refers to the quality and condition of décor of the walls and ceilings, including tiling, grouting and sealant.

QUALITY INDICATORS

Mark 1
For example:
• Functional décor with limited co-ordination.
• Lower quality materials with signs of ageing.
• Evidence of DIY and slipshod execution.
• Discoloured grouting over a large area of tilework.
• Tired dated style.

Mark 2
For example:
• Quite good quality and condition of décor but not necessarily recently decorated.
• May show some signs of wear.

Mark 3
For example:
• Well maintained, practical décor.
• Wall and ceiling covering well applied and all in good condition.

Mark 4
For example:
• May be recently decorated, but not using the highest quality materials.
• May be excellent quality with slight ageing.

Mark 5
For example:
• Excellent interior design.
• Professional finish to all aspects of decoration. Highest quality finish to wall coverings; well fitted, high quality tiles, grouting and seals.
• Attractive use of decorative enhancements, where appropriate.

FLOORING
Quality Guidance
This includes the quality and condition of carpet, vinyl flooring, wood flooring, laminate and ceramic tiles. Non-slip flooring is always advisable in bathrooms.
QUALITY INDICATORS

Mark 1
For example:
• Practical, non-slip flooring with adequate comfort under foot.
• Flooring of lower quality showing signs of wear.
• Some stains and marks.

Mark 2
For example:
• Quite good quality standard flooring with no stains or marks.
• Tiling should have little damage and grouting not discoloured.

Mark 3
For example:
• Good quality flooring in sound condition and comfortable under foot.

Mark 4
For example:
• High quality flooring, but not necessarily new.
• Some signs of wear or more moderate quality in pristine condition.

Mark 5
For example:
• Excellent quality flooring, in excellent condition.
• No real signs of wear and professionally fitted.

FIXTURES, FITTINGS, SANITARY WARE

Quality Guidance
This includes taps, plugs, showerheads, mirrors, shower screen/curtains, towel rails, shaver points, lighting and heat fittings, extractor fans, sanitary ware (bath, shower, WC, basin and bidet), towels curtains and blinds.

QUALITY INDICATORS

Mark 1
For example:
• Fittings of an acceptable quality and not matching.
• Ageing fittings with dull finish to porcelain, chrome wearing off.
• Correctly fitted, appropriate window covering.

Mark 2
For example:
• Fittings of a quite good quality, but may be dated or worn.
• No small baths or undersized showers with awkward access.

Mark 3
For example:
• Solid, matching, good quality and well-fitted appliances.
• Co-ordinated sanitary ware and bath or shower tray.
• Well fitted window covering, with sufficient width and height to draw completely across the window.
• Good shelf space for guests’ belongings.

Mark 4
For example:
• Generally high quality fittings throughout with only slight wear.
• Good sized baths. Shower screen or heavy, high quality curtain.
• All sanitary ware in good order, no cracks, crazing or dull finishes.

Mark 5
For example:
• Provision of high quality bath or shower, fixtures and fittings, e.g. shower cubicles or shower screens, and thermostatically controlled showers. Full size washbasin.
• Easy to use responsive controls.
• Excellent quality and well fitted window covering.
• Ample and convenient shelf space for guest belongings.

HEATING, LIGHTING AND VENTILATION

Quality Guidance
This relates to the quality and provision of heating and lighting and whether it is sufficient for the size of the bathroom. Lack of sufficient heating and/or ventilation will give rise to condensation. There should be a balance of natural and artificial light where appropriate.
QUALITY INDICATORS

Mark 1
For example:
• Heating levels appropriate to size. This should be fixed for safety.
• Adequate lighting appropriately positioned for practical use.
• Window only may be provided.

Mark 2
For example:
• Heating to offer a good level of heat and may be automatically controlled.
• Quite good levels of lighting. Higher wattage than minimum (140W).

Mark 3
For example:
• Effective levels of heating providing overall uniform temperature.
• Well positioned lighting giving good levels of illumination to the face.
• Possibly supplementary lighting in addition to main light and shaver light.

Mark 4
For example:
• Properly fitted, thermostatically controlled heating.
• Normally an extractor and an opening window might be expected.
• Very good levels of lighting, especially over or adjacent to a mirror.
• Different types of lighting may be evident.

Mark 5
For example:
• Heating levels controllable at all times. Some older storage heaters may not meet this requirement. Additional heating in the form of a heated towel rail would be ideal.
• Extractor fan fitted with a humidistat might be provided as well as a window.
• Well positioned excellent quality lighting, giving excellent levels of illumination which is effective for all purposes.

SPACE COMFORT AND EASE OF USE

Quality Guidance
This takes into account this use of space and how the room layout is planned to offer maximum convenience and ease of use for the guest’s freedom of movement; with safety being a prime consideration. Ease of use is likely to be affected by too many guests sharing one bathroom, particularly where the WC is within the bathroom or where there is only a bath provided.

QUALITY INDICATORS

Mark 1
For example:
• Adequate space and lay-out such as to allow for practical use of facilities.
• Minimal noise from plumbing.
• Restricted space.

Mark 2
For example:
• Quite good levels of comfort and a limited range of fittings.
• Easy use of facilities with no awkward access.
• Convenient access to bath, shower and WC.
• Limited space.

Mark 3
For example:
• Sufficient space to allow guests easy access to and use of facilities.

Mark 4
For example:
• Well planned layout of sanitary wear and fittings to maximise convenience and ease of use.

Mark 5
For example:
• Ample space to allow free movement and easy access to the facilities.
• Convenient lay-out with generous free space.
DECORATION

Quality Guidance
This assessment of the decoration of walls ceilings and woodwork looks at the quality of wall finishes, their application and condition. This includes splash backs, tiling, grouting and sealant. The provision and quality of pictures and prints and all wall decorations is also assessed here. In a kitchen hygiene is of prime importance, and some account of appropriateness of materials and finishes will have to be taken into consideration. The assessor’s personal tastes as to style or design are not considered.

QUALITY INDICATORS

Mark 1  For example:
• Functional décor including walls and ceilings.
• Noticeable wear and tear/stains/discolouration.
• Minimal marks, splashing, grease or other signs of cooking.

Mark 2  For example:
• Good quality and condition of décor.
• May have some signs of wear.
• Some attempt at interesting design.

Mark 3  For example:
• Well maintained, practical décor.
• Well co-ordinated with suitable, durable finishes such as tiling in working areas, applied to a good standard.

Mark 4  For example:
• May be recently decorated but not of highest quality, or excellent quality with slight ageing.

Mark 5  For example:
• Excellent standard of décor, professionally applied.
• Co-ordinated interior design.
• Highly durable surfaces, showing negligible wear and tear.
• Freshly maintained grouting in tiled areas.

FLOORING

Quality Guidance
This includes the quality and condition of carpet, vinyl flooring, and wood flooring, laminate and ceramic tiles. Account will be taken of the quality of fitting especially around units and white goods.

QUALITY INDICATORS

Mark 1  For example:
• Well fitted flooring.
• Some signs of wear and tear may be evident.
• May not be professionally fitted.

Mark 2  For example:
• Quite good quality flooring.
• May be carpet or solid finish, but should be free from tears, stains or burns.

Mark 3  For example:
• Very good quality durable flooring.
• Very good degree of maintenance even in heavy traffic areas.
• Tiling to have clean grouting.

Mark 4  For example:
• High quality flooring, but not necessarily new.
• May show some signs of wear or more moderate quality in pristine condition.
• Normally professionally fitted.

Mark 5  For example:
• Flooring of highest quality in excellent condition.

HEATING, LIGHTING AND VENTILATION

Quality Guidance
This related to the quality and provision of heating and lighting and whether it is sufficient for the size of kitchen. There should be a balance of natural and artificial light where appropriate and it should be adequate for safe use of the cooker and work surfaces.
Lack of sufficient heating and/or ventilation will give rise to condensation. Ventilation is an important aspect in kitchens and air change should be provided to ensure removal of steam and cooking odours particularly in open plan units. An opening window, if it operates satisfactorily, can provide adequate ventilation.

QUALITY INDICATORS

Mark 1
For example:
• Practical levels of artificial and/or natural lighting for safety.
• Heating may be borrowed where open plan, but nevertheless of a satisfactory level.
• Adequate ventilation perhaps only provided by opening windows.

Mark 2
For example:
• Quite good levels of lighting. Higher wattage than minimum (140W).
• Heating to offer a good level of heat and may be automatically controlled.

Mark 3
For example:
• Good overall lighting. May include lighting directly over work surfaces.
• Good ventilation may include forced extraction.

Mark 4
For example:
• Very good levels of lighting especially lighting directly over work surfaces.
• Different types of lighting may be evident.
• Properly fitted, thermostatically controlled heating.
• Extractor fans as well as opening windows might be anticipated.

Mark 5
For example:
• Excellent lighting to all areas.
• All areas well lit including work surfaces and hob/cooker.
• Easily controllable heating e.g. thermostatic valve fitted to radiators.
• Forced extraction may include a humidistat.

FURNITURE AND FITTINGS

Quality Guidance
This includes all kitchen fittings in terms of quality and condition to include kitchen units and cupboards, work surfaces, curtains and blinds, light and heating fittings, extractor fans and any free standing furniture such as kitchen table and chairs.

QUALITY INDICATORS

Mark 1
For example:
• Work surfaces and storage may be of limited quality but adequate, with at least one cupboard or shelving for food storage.
• Some signs of wear and tear with drawers which do not slide smoothly.
• All surfaces sound and cupboard doors properly functioning.

Mark 2
For example:
• Middle of the range quality fittings.
• Doors and drawers fitted correctly.
• High quality fittings that have deteriorated through long use.
• Sufficient work surfaces and cupboards for practical use.

Mark 3
For example:
• High quality kitchen fittings which may not be new but are all in sound condition.
• Well fitted and co-ordinated units of good quality.
• More than adequate cupboard and work surface space.
• Where the dining area is part of the kitchen, tables and chairs of good quality with seat padding, where appropriate.
• Provision for maximum number of guests to dine in comfort.

Mark 4
For example:
• Very good quality and well maintained units.
• Very good amount of work surface free from clutter and equipment.
• Ample storage space for guests’ food etc.

Mark 5
For example:
• Professionally fitted units of excellent quality.
• Generous work surfaces of high quality finish.
• Plentiful storage space including floor and wall mounted units.
• Co-ordinated or matching designs.

ELECTRICAL/GAS EQUIPMENT

Quality Guidance
All electrical and gas equipment provided in the kitchen will be assessed in this section including cookers, hobs, refrigerators etc. All small equipment such as food mixers and hand whisks etc are also considered here. Appliances such as washing machines, freezers etc, which are not located in the kitchen, but another part of the property such as a utility room or the owner's property, will be included here.

QUALITY INDICATORS

Mark 1
For example:
• Minimal or no provision beyond the basic requirement.
• Although some items may be older, all should be in sound and working condition.
• May be showing signs of considerable use/wear and tear.

Mark 2
For example:
• Mixture of old and new equipment showing some evidence of wear.
• Generally of higher specification than basic.
• Some additional items of equipment may be provided.

Mark 3
For example:
• All equipment in good order and very well maintained.
• Items free from signs of damage, marks, etc.
• Excellent range of equipment of mixed ages.
• Possibly a small range of high quality equipment but all brand new.

Mark 4
For example:
• May include split level cookers for ease of use.
• Highest standards of equipment throughout.

CROCKERY, CUTLERY AND GLASSWARE

Quality Guidance
This includes the quality, condition and range of crockery, cutlery and glassware for dining purposes. It does not include glass cookware for example.

QUALITY INDICATORS

Mark 1
For example:
• Minimal provision of acceptable quality.
• Crockery may be of heavy practical quality, all the same pattern for one set.
• Cutlery may be thin, low quality and mismatched.
• Small range of glasses. May not be matching.

Mark 2
For example:
• Crockery should have no signs of mismatch, chips, stains or crazing.
• Some higher quality items showing evidence of considerable use.
• Cutlery may be lightweight, but should all be matching.

Mark 3
For example:
• Heavier styles of cutlery free from any signs of wear.
• More than ample supply for the number of guests of cutlery, crockery and glassware.
• A reasonable selection of glassware, of good quality.

Mark 4
For example:
• Very good quality cutlery matching throughout.
• Very good quality crockery in pristine condition or excellent quality in less than perfect condition.
• Higher quality glassware.
**MARK 5**

**For example:**
- Excellent standard of china or other high quality pot or stoneware.
- Highest quality stainless steel or silver-plate cutlery.
- Well matched high quality glassware in a larger range of sizes.
- Numbers of each item well in excess of the likely number of occupants.
- A number of ancillary items, e.g. ramekins.

**KITCHENWARE, PANS AND UTENSILS**

**Quality Guidance**
This section looks at the quality, range and condition of pans, baking trays, cooking and serving bowls and dishes as well as utensils. Range and quantity at a basic level should be commensurate with the number of guests i.e. larger numbers will require larger pans and serving dishes etc.

**QUALITY INDICATORS**

**Mark 1**

**For example:**
- Acceptable quality and limited range of pans.
- Minimum range of mismatched utensils.
- Some items may be lighter weight or more basic intrinsic quality.

**Mark 2**

**For example:**
- Pans of a heavier quality. Handles all secure and well fitting lids.
- May have a wide range of utensils, but not all of matching design.

**Mark 3**

**For example:**
- Pans in a range of sizes, all of good solid weight.
- Mixed range and quality of utensils.
- No old plastic utensils which are misshapen.
- Wide range of good quality knives, wooden spoons, etc.

**Mark 4**

**For example:**
- Pans may be high quality but showing signs of age wear and tear.
- Greater range and quality of utensils and cookware of various sizes and uses.

**SPACE COMFORT AND EASE OF USE**

**Quality Guidance**
This section will cover the design and layout of the kitchen taking into account the important aspect of space. It could be possible to have too much space to the detriment of the practical use of the kitchen e.g. the layout precludes ease of use. Account will be taken of the maximum occupancy of the unit and the space in the kitchen for that number especially if the dining area is located in the kitchen, with safety being a prime consideration.

**QUALITY INDICATORS**

**Mark 1**

**For example:**
- Limited space throughout, which includes storage, work surfaces and free space.
- Adequate space to wash and drain dishes.

**Mark 2**

**For example:**
- Adequate space and lay-out such as to allow for practical use of facilities.
- Convenient access to refrigerator, cooker/oven and hob.

**Mark 3**

**For example:**
- Sufficient space to allow easy access to, and use of the facilities.
- Good amount of storage space for foodstuffs.

**Mark 4**

**For example:**
- Very good ease of use with plenty of space especially around dining tables if located in a kitchen.
- Very good access to all units with thought given to the working triangle – cooker, fridge and sink.
- Additional space would be anticipated where...
larger properties may have more than one person using the kitchen at the same time.

**Mark 5**

*For example:*
- Ample space to allow free movement and easy access to the facilities.
- Very convenient lay-out with plenty of space.
- There should be very generous space for storage, food etc.

### 8 ADDITIONAL FACILITIES

These are facilities that may be provided as part of a self-catering package. They are **optional** requirements, but if provided, the quality and presentation and ease of use will be taken into account in the assessment of the quality score.

It they are not provided, there will be no negative effect on grade awarded.

**LAUNDRY**

**Quality Guidance**

This is where there is a specific laundry room located outside the property (includes owner’s laundry room) itself with equipment for washing, drying and ironing clothes: it may be shared with the owners or other self-catering properties.

**QUALITY INDICATORS**

**Mark 1**

*For example:*
- All equipment of modest quality to be in working condition.
- Practical working environment.
- Simple instructions for use of equipment.
- Opening hours may be limited.

**Mark 2**

*For example:*
- Equipment of a more domestic quality.
- Some evidence of wear and tear may be noted.
- Walls and floors finished to a reasonable standard.
- Instructions may be more detailed.

**Mark 3**

*For example:*
- Equipment may be professional or domestic standard.
- Sufficient equipment for convenient use.

**Mark 4**

*For example:*
- Very good and ample provision of higher quality equipment exceeding the ratios of machines to units.
- Could include indoor hanging area for wet coats and boots.
- May have 24 hour access – which may be via a key etc or extended opening hours to suit customer needs.

**Mark 5**

*For example:*
- Provision of excellent quality equipment and clear instructions for use. Range of equipment may include: washing machine, tumble dryer, spin dryer, ironing facilities, hand wash facilities etc.
- Well equipped premises in excellent decorative order and a high standard of cleanliness evident.
- Well organised layout with consideration for ease of use of all equipment.
- 24 hour access – which may be via a key etc.

**RECREATION**

**Quality Guidance**

Examples might include a swimming pool, barbecue, table tennis, gym, nature trail or sauna. There is no requirement for any of these to be provided and operators will not be penalised for not having them, but where provided, they will form part of the assessment.

**QUALITY INDICATORS**

**Mark 1**

*For example:*
- Limited availability of recreational facilities and access.
- All equipment maintained in safe condition.

**Mark 2**

*For example:*
- Facilities should be of a quite good quality and maintained in working order.
- Several activities catered for with good quality equipment.
Mark 3
For example:
• May specialise in one major type of activity to very good standard.
• All facilities and equipment in good order.
• Opening hours appropriate to type of facility.

Mark 4
For example:
• Facilities of a very good standard, clean and well maintained.
• Wider selection of facilities.
• May include changing rooms where appropriate.

Mark 5
For example:
• Facilities provided to an excellent standard and equipment in excellent order.
• Extended opening hours to suit customer needs.

RECEPTION/SHOP/BAR/RESTAURANT
Quality Guidance
There is no requirement for these to be present, but where they are provided e.g. self-catering properties located on caravan parks, they will form part of the assessment.

QUALITY INDICATORS
Mark 1
For example:
• Reception: may not be in a dedicated room, but part of overall administration room/building. Opening hours may be limited.
• Shop: to suit customer needs. May be a partial facility with reception. All in sound condition with a good standard of cleanliness.
• Bar/restaurant: facility for purchase of meals/snacks/drinks at specific times. May be limited seating. Limited range of food and drinks available.

Mark 2
For example:
• Reception: décor, flooring and furnishing in sound condition of a good quality. Opening hours may be restricted.
• Shop: limited stock and size of shop. Quite good facility overall with a tidy appearance.
• Bar/restaurant: sufficient seating to accommodate most guests. Quite good overall condition and quality.

Mark 3
For example:
• Reception: size sufficient for ease of use and comfort for number of guests. Good range of site and local information available. Fabric and décor in good order and good housekeeping standards. Opening hours appropriate to type of facility and functions e.g. Tourist Information, size and style.
• Shop: generally well positioned, good stock of customer items. Fabric and décor in good order and good housekeeping standards. Opening hours appropriate to type of facility and functions e.g. range and type of merchandise.
• Bar/restaurant: good decorative and housekeeping standards. Sufficient seating to accommodate all likely number of users. Good range of food and drinks available. Opening hours appropriate to type of facility and function e.g. size and style.

Mark 4
For example:
• Reception: very well decorated reception area with conveniently located desk. High levels of cleanliness with attention to detail evident.
• Shop: very well kept interior and equipment. Evidence of attention to detail regarding cleanliness.
• Bar/restaurant: well designed, convenient premises. Decorated to very good standard and in sound condition. Very good housekeeping standards. Comfortable seating for all guests and appropriate height for dining. Very good choice of food/drinks available.
Mark 5
For example:
• Reception: conveniently sited and well signed facility. Spotlessly clean, tidy and in excellent decorative order. Extended opening hours to suit customer needs.
• Shop: shop well stocked with comprehensive range of goods, spotlessly clean, tidy and in excellent decorative order. Extended opening hours to suit customer needs.
• Bar/restaurant: spacious, well designed, convenient premises. Decorated to excellent standard and in excellent condition. Excellent housekeeping standards. Wide choice of food/drinks available. Extended opening hours to suit customer needs.