

Minimum Requirements for Guest Accommodation

To be approved by Eastbourne Borough Council for marketing purposes, and/or to obtain membership of the Eastbourne Hospitality Association, establishments must meet these quality requirements.

Bookings and Prices

- Explain clearly what is included in prices quoted for accommodation, meals and refreshments including service charges, taxes and other surcharges.
- Describe amenities, facilities and services that your establishment provides – in any advertisement, brochure or any other printed or electronic media used.
- Detail any in-house policies, i.e. no-smoking policy, payment methods, access restrictions.
- Inform prospective visitors of any major refurbishment work that might affect their stay.
- Good telephone manner.

Guests Arrival and Access

- Staff, polite and welcoming, on duty for arrival, departure and meal times.
- Guests directed to rooms.
- Guests to receive daily bulletin.
- Enquiries, bookings and complaints dealt with promptly; staff willing to help.
- Guests to be able to call for attention/assistance.

Guest Departure

- Provide details of payment due, and issue receipt.
- Provide breakdown of the bill.

Cleanliness

- Bedrooms and bathrooms to be cleaned and vacuumed daily
- Public areas to be kept clean and tidy.

Bedroom Furniture, Furnishings and Fittings

- Bedside table or shelf accessible from each bed, and each side of double bed.
- Dressing table or similar with mirror adjacent.
- Chair or stool (if lounge is not available a comfortable chair should be provided).
- Wardrobe with sufficient hangers: 6 per person.

Bedroom Furniture, Furnishings and Fittings (Cont.)

- Adequate drawer or shelf space; drawers running freely, lined or easily wiped surface.
- Full length mirror of suitable size and position for guests to see themselves from head to toe.

Bedroom Size, Space and Comfort

- Sufficient space for freedom of movement; doors and drawers fully openable.
- Ensure usable space around furniture and fittings.
- Room sizes: Single 5.6sq.m/60sq. ft Double 8.4sq.m/90sq. ft Twin 10.2sq.m/110sq. ft Family Rooms significantly larger
- Movement unrestricted by low beams.

Beds and Bedding

- Bed sizes: Single 190 x90cm/6'3" x 3' Double 190 x 137cm/6'3" x 4'6"
- Modern, comfortable, interior sprung or foam mattresses with protectors or underblankets.
- Sound beds with headboard.
- Beds made daily and linen changed every four days, and for each new guest. Where, as part of an environmental policy, guests are invited to agree to a less frequent change of bedding, an exception will be made.
- Bedding of good quality and sufficient quantity: at least 2 good quality blankets and bedspread (or Duvet) per bed and 2 pillows per person.
- Extra bedding: clean, fresh, preferably wrapped, available on request.

Bedrooms, Windows and Curtains

- At least one clear-glass window for natural light and ventilation or air-conditioning.
- Correctly fitted curtains, blinds or shutters for all windows, door panels, fanlights and skylights.
- All curtains to be fully lined.
- Additional privacy for ground floor rooms.

Bedroom Heating

- Adequate fixed heating controllable by the guest appropriate to the size of bedroom, with extra available, at no extra cost.

Telephone

- Where facilities are provided, charges must be clearly indicated, and duration of units explained, to give indication of cost of call.

Lighting and Heating

- Bedrooms and bathrooms well lit.
- Bedroom light controlled from the door and a light controlled from each bed.
- Bulbs, unless decorative, with shade or cover.
- Adequate natural light.

Flooring

- Acceptable quality fitted carpet or, where acceptable alternative flooring is provided, slip-resistant rugs or mats by the bedside.

Beverage Making

- If beverage making in bedroom is not provided or available, service of hot beverages to be available morning and evening
- Ensure kettles can be used safely.
- Fresh milk on request and consumables wrapped.

Miscellaneous

- A waste paper container (non-flammable).
- Clear glass, scratchless plastic or wrapped disposable drinking tumbler.
- Sufficient power sockets for convenient use of electrical appliances.
- Printed advice on summoning assistance.
- Iron and ironing board on request.
- Early morning call on request, or alarm clock.
- Bedroom wash-hand basins to comply with bathroom standards.

Bathrooms, Shower Rooms, En Suites

- Daily cleaning including direct contact items: baths, showers, basins, WCs, flooring, glasses.
- Bath/Shower room for every six residents.
- Separate WC for every six residents.
- If 4 or fewer bed spaces, bath/shower may be combined with washbasin and WC.
- If proprietors plus guests are 6 or fewer, facilities may be shared, with priority to guests.

Bathrooms, Shower Rooms, En Suites (Cont.)

- Washbasin in WC if none in bedroom.
- Washbasins minimum 14" x 9.5" with mirror and light above or adjacent.
- Bath or shower and WC must be contained behind the main door of the bedroom.
- Shower, if provided, with screen or curtain.
- Soap dish; lidded WC; toilet roll and holder; covered bin or open bin with sanitary bags; covered light; clothes hook, non-slip bath mat on request; towel rail, ring or rack.
- Natural ventilation or mechanical extractor fan.
- Opaque curtain or blind on window.
- Adequate fixed heating: from bedroom or towel rail, thermostatically controlled.
- Hand and bath towel per person, changed every four days, and for each new guest. Where, as part of an environmental policy, guests are invited to and agree to a less frequent change of towels, an exception will be made.
- Clean bath mat for each new let.
- Electric razor point within reach of mirror or adaptor available for use in bedroom.
- Public toilets with internal lock or bolt.
- Adequate flooring and window coverings.
- Flat surface for toiletries etc.
- Adequate space, access, light and heat.
- All public bathrooms require thermostatically controlled heating.
- All bathrooms with an external window must have internal fixed heating.

Breakfast

- A full cooked breakfast should be available, unless otherwise advertised, in which case a substantial continental breakfast to be available.
- Special dietary requirements to be catered for.

Dinner

- Carefully prepared, freshly cooked.
- May be a set menu with alternative available.
- Special dietary requirements to be catered for.

Maintenance

- Interior and exterior in sound, clean condition.
- Electrical and gas equipment maintained safely.

Maintenance (Cont.)

- Tidiness of window boxes, baskets etc.
- Safe pathways and driveways.

Public Areas

- Unobstructed corridors and stairs in good repair.
- Adequate lighting for safety and comfort, including stairs and corridors controlled by proprietor/staff.
- Adequate heating in public rooms.
- Tourist information provided.
- Dining Room tables and chairs of suitable size and condition commensurate with guest numbers.
- Adequate lounge furniture.
- Matching cutlery and crockery in the dining room.

Safety and Security

- Clear well-lit entrance doorway.
- Safety and security maintained, including information in case of emergency.
- Printed details for summoning assistance.
- Adequately lit and maintained car park (where available).
- Good security for ground floor rooms.

Statutory Obligations

- Fire Precautions
- Disability Discrimination
- Public Liability Insurance
- Gas Safety Certificate
- Price Display Orders
- Licensing
- Health & Safety
- Trade Descriptions
- Building Regulations
- Electrical PAT Test
- Food Safety

It is unlikely that any establishment offering accommodation to DSS residents, accepting homeless persons or local authority referrals will be eligible to participate in this scheme.

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Quality Standards for Guest Accommodation 2016/2017



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