

Quality Standards for AA Endorsement

This document contains details of the criteria used in assessing the standards of properties applying for AA Quality Assurance.

Your final Quality Assured status will depend upon your meeting minimum standards. Thereafter the various criteria carry weightings based on global best practice and depending upon how you score you get the status Recommended, Highly Recommended or Superior.

1 CLEANLINESS

Cleanliness is of paramount importance throughout the property. Particularly bathrooms, shower rooms and toilets and items involving direct contact for guests, such as bedding, linen, towels, baths, showers, wash basins, WCs, flooring, seating, crockery, cutlery and glassware. All bedrooms and bathrooms must be cleaned daily.

2 SERVICE AND HOSPITALITY – GUEST CARE

Bookings and prices

To make clear to guests exactly what is included in the prices quoted for accommodation, meals and refreshments, including service charge, taxes and other surcharges.

To describe fairly to all guests and prospective guests the amenities, facilities and services provided by the establishment, whether by advertisement, brochure, word of mouth or any other means. Details of any in-house policies, e.g. no smoking, should be communicated at time of booking. Allow guests to see the accommodation, if requested, before booking.

Details of charges for additional services or facilities available should be explained, including cancellation terms, if any.

Guest arrival and access

Proprietor or staff to be on duty during guests' arrival and departure periods and during meal times.

To provide service appropriate to the style of accommodation, and to deal promptly with all enquiries, requests reservations, correspondence and complaints from guests.

An effective means for guests to call for the attention of proprietor or staff who should be available at all reasonable times.

Once guests have registered, they should have access to the establishment and to their bedrooms at all times unless restrictions were previously notified. It is acceptable that the entrance may be locked and the guests may have to ring or knock for access or be given a key. Guests should be made aware of any restrictions at the time of booking.

Guest departure

To provide each visitor, on request, with details of payments due and a receipt, if required. Presentation and layout of the bill should be clearly detailed.

3 BEDROOMS – GUEST COMFORT

Bedroom size – space and comfort

All bedrooms and bathrooms to have sufficient space to allow freedom of movement to guests.

In assessing the acceptability of bedroom size, inspectors will take account of usable space available around furnishings and fittings. It is unlikely that the will be met where bedroom sizes are less than the following.

Single	5.6 sqm	Double	8.4 sqm	Twin	10.2 sqm
--------	---------	--------	---------	------	----------

Additionally, for a quality score room sizes will require to be larger with significantly more usable space around furnishings and fittings. Rooms for family occupation will be significantly larger.

Fully operational doors and drawers. The ceiling height for the major part of the room sufficient for a person of 1.8m to move around without stooping. Sloping eaves and roofs are acceptable providing these do not restrict guests' movement to an unacceptable degree.

Beds and bedding – size and quality

Minimum bed sizes: (except children's' beds in family rooms)

Single 190 x 90 cm Double 190 x 137 cm

All mattresses to be of sprung interior, foam or similar quality, modern and comfortable, with mattress protectors and/or underblankets.

All beds to be of sound condition with a secure headboard or equivalent.

All beds made daily.

All bed linen, including duvet covers, changed at least weekly and for each new guest.

All bedding to be clean and in sufficient quantity, according to season and guests' needs. As a guide, two good quality blankets per bed and two pillows in individual pillowcases per person are required as well as a quilt or third blanket and bedspread.

Spare pillows and blankets available on request..

Duvets are acceptable. Additional bedding should be available on request.

100% man made fibre sheets are unacceptable.

Furniture, furnishings and fittings

Bedside or bedhead table, cabinet or shelf to be provided for all beds.

A dressing table or equivalent with a mirror to be provided. A chair or stool.

A comfortable chair should be provided for reading etc.
A Bic /Wardrobe or clothes hanging space with sufficient hangers per person. An alcove is acceptable but hooks on walls or behind doors are not.
Wire hangers are not acceptable.
Adequate drawer or shelf space available.
Drawers should run freely and should be lined or have an easily wiped surface.

Windows and window dressings

At least one window with clear glass to provide natural light and adequate ventilation. If windows are sealed, air conditioning must to be provided.
Acceptable quality opaque curtains blinds or shutters should be provided on all windows, including glass panels to doors, fanlights and skylight windows to afford both privacy and exclusion of light.
Applies also to bathrooms, shower rooms and toilets.
Where bedrooms are located on the ground floor, consideration should be given to providing additional privacy in the form of a net curtain or blind.

Heating/Cooling

Adequate in-room heating/cooling provided at no extra cost.
Extra heating/cooling to be available on request at no extra charge.
(i.e.Fans)

Lighting

Bedrooms and bathrooms should be well lit.
As guidance, overall lighting levels of 160 watts for watts for a single room and 220 watts for a double room.
A bedroom light to be controlled from the door, and additionally a means of controlling a light from each bed.
All bulbs, unless decorative, should have a shade or cover.

Flooring

Acceptable quality fully fitted carpets, or where alternative flooring is provided, slip resistant rugs or mats placed by the bedside.

Other bedroom facilities and services

Beverage making

If beverage making facilities are not provided in the bedroom or available on request, service of hot beverages should be available morning and evening.

Where in-room facilities are provided, attention should be given to ensure that a kettle could be used safely.

Fresh milk should be available on request and consumables kept wrapped or in lidded containers.

Telephone

In the bedroom or payphone.

Where a payphone is not available, the guests should, on request, be able to make or receive phone calls on the proprietor's. Where facilities are provided, all charges must be clearly indicated. Where costs are shown per unit, the duration of the unit must be explained to ensure that the guest has a fair indication of the probable total cost.

Miscellaneous

A waste paper container (non-flammable if smoking is permitted).
An ashtray (where smoking is permitted).
A drinking tumbler per guest. This should be clear glass, scratchproof plastic or wrapped disposable.
Sufficient conveniently situated power sockets to allow for the safe use of all electrical equipment provided.
Printed advice on how to obtain emergency assistance at night by means of a notice or indication within the room information. This requirement is in addition of the fire instruction notice.
Iron and ironing board available on request.
Early morning calls available on request or alarm clocks in bedrooms.

Extra bedroom facilities and accessories

These are facilities and accessories that may be provided within the bedroom. While they are not requirements, if provided, the quality, range, presentation and ease of use will all be taken into account in the assessment.

Examples of Facilities

In-room beverage-making equipment, colour television and radio, hairdryer, additional guest information, full-length mirror, luggage rack and items such as telephones (on a pay-for-use- basis).

Examples of accessories

Complimentary bottled water, fresh flowers or plants, reading material, biscuits and sweets, where provided freely.

4 BATHROOMS, SHOWER ROOMS AND EN-SUITE FACILITIES

General

All bathrooms cleaned daily. Particular attention should be given to items involving direct contact for guests, such as towels, baths, showers, washbasins, WCs, flooring, seating and glassware. Additionally, where the maximum number of persons resident within an establishment, including proprietors is **no more than four**, it is acceptable that facilities are shared between guests and proprietors. Where a shared arrangement exists, proprietors and their family should avoid prolonged use during the early to mid morning period, and the personal belongings of the proprietors and family should be removed from the rooms.
Hot water at all reasonable times.

En-suite Bathrooms

The door to the bath or shower and WC must be contained behind the main door of the bedroom.

Fixtures and fittings.

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

Washbasin and mirror to have light above or adjacent.

A towel rail or equivalent with hand and bath towels (one of each) provided per person. Fresh soap provided for each new letting. Where liquid soap dispensers are used, particular attention needs to be paid to their cleanliness and hygiene

Soap dish.

A lidded WC.

Toilet roll holder.

A covered bin or open bin with sanitary bags.

A covered light.

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

Windows require opaque curtain or blind.

A hook for clothes.

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

A towel rail or equivalent.

Hot water for bathing should be available at all reasonable times.

Clean hand and bath towel per person.

Clean bath mat for each new let.

Fresh soap to be provided for each new guest.

Toilet tissue.

Electric razor point or adapters to be available within easy reach of the mirror. This may be located in a bedroom or bathroom.

En-suite provision

Please note that while there is no specific for en-suite facilities, where they are provided, the ratios shown below will be taken into account in the assessment of the overall quality score.

Private Bathrooms

Access to bath/shower rooms from a bedroom through public areas, e.g. lounge, dining room etc. is not acceptable.

Fixtures and fittings

The following should be provided as for en-suites, but additionally. A lock and key must be provided.

Public Bathrooms

Access to bath/shower rooms from a bedroom through public areas, e.g. lounge, dining room etc. is not acceptable.

Fixtures and fittings

The following should be provided, as for en-suites, but additionally:
Bath mat changed daily.

Internal lock or bolt.

Guest toilets

Access to guest toilets from a bedroom through public areas, e.g. Lounge, Dining room etc. is not acceptable.

5 GUEST MEALS – FOOD QUALITY

Breakfast

Full cooked breakfast to be available, if not it must be advertised as not being available and a substantial continental breakfast must be provided to include a selection of the following: cold meats, cheeses, fresh fruits, fruit compotes, preserves, cereals, juices, yoghurts, bakery items and hot beverages (choice of teas and coffees).

NB for cooked breakfast boiled eggs only are not acceptable.

Buffet style is acceptable.

6 PUBLIC AREAS

General

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

A dining room/breakfast area available unless meals served in the bedroom.

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

Provide an adequate level of heating/cooling in all public areas.

Tourist and travel information to be provided.

7 GENERAL REQUIREMENTS

Safety and security

The entrance should be clearly identified with lighting above doorway.

A high degree of general safety and security maintained, including information on procedures in the event of an emergency. In addition there must be printed details of how to summon assistance in the event of an emergency at night. Adequate measures provided for the security of guests and their property. There should be a means of securing bedroom doors from the inside and out, and a key available.

An exemption may be made in the case of architecturally listed or older properties where guests are advised in advance that bedroom doors can only be secured from the inside, and there is a facility within the establishment to secure guests valuables. Provide adequate levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night. Car park, where provided should be adequately lit, to ensure guests' safety. Particular attention should be given to the safety and security of guests occupying any ground floor bedrooms.

Maintenance and External Appearance.

Buildings, their fixtures furnishings, fittings and exterior and interior décor must be maintained in a sound, clean condition and must be fit for the purpose intended. All electrical equipment should be safely maintained and in good working order.

Annexes

Where in the establishment has an annexe, the facilities provided in the annexe will be taken into account in determining the overall suitability of the establishment. Paths or passageways to the annexe must be in good condition, well surfaced and adequately lit.

Visitors must be advised at the time of booking and subsequently of any change, if the accommodation offered is in an annexe, or has separate external access; guests should be informed of the location of such accommodation.

Extra facilities

These facilities and services which may be provided within the establishment. They are optional requirements, but if provided the quality, range, presentation, ease of use will be taken into account in the assessment of the quality score. Examples might include nature trails, swimming pool indoor and outdoor sports and games, craft shop, game and bird watching. Any additional food and beverage facilities, room service etc.

Statutory obligations

Fulfilment of the statutory obligations, where applicable, including:

- Fire Precautions
- Price Display orders
- Food Safety
- Licensing
- Health and safety
- Disability or Race discrimination
- Trade descriptions

Proprietors may be asked to provide evidence that **Public Liability Cover** is being maintained and that the above requirements are being fulfilled.