



CODE OF CONDUCT AND MINIMUM QUALITY STANDARDS

Serviced Accommodation – Hotels, Guesthouses, B&Bs, Farmhouses, Inns

Statutory Obligations

Public Liability Insurance – while not a statutory requirement, it is a requirement for participation in this scheme.

Fire Risk Assessment – comply with the Regulatory Reform (Fire Safety) Order 2005; Supply evidence that a Fire Risk Assessment has been carried out annually.

Gas appliances – to comply with the Gas Safety (Installations and Use) Regulations 1998; Supply evidence that all gas appliances have been checked annually by a GAS SAFE registered gas installer.

Comply with the Electrical Equipment (Safety) Regulations 1994; All mains electrical equipment for guest use is regularly maintained to ensure it is safe.

Operate safely with due regard to health & safety legislation and with evidence of consideration for the safety of guests and the security of guest's property; supply clear information on how to contact proprietor/manager in case of emergency.

Comply with all local planning and licensing regulations, if applicable.

Comply with the Hotel Proprietors Act and Data Protection Act, if applicable.

CODE OF CONDUCT

In addition to fulfilling all relevant Statutory Obligations where they relate to the comfort, safety or welfare of their guests, or to the regulation of the contractual or other relationship with them, including having applied for a certificate under the Fire Precautions Act 1971 (if applicable), members undertake to observe the following Code of Conduct:

- 1 To ensure high standards of courtesy and cleanliness, catering and service appropriate to the type of establishment.
- 2 To describe fairly to all visitors and prospective visitors the amenities, facilities and services provided by the establishment, whether by advertisement, brochure, word of mouth or any other means. To allow visitors to see accommodation, if requested, before booking. To explain details of charges for additional services or facilities available, including cancellation terms, if any.
- 3 To make clear to visitors exactly what is included in all prices quoted for accommodation, meals and refreshments or additional services or facilities, including service charges, taxes and other surcharges.
- 4 To make clear to all prospective guests in all brochures, conditions and details and, where appropriate, by word of mouth, any restrictions on the access to the accommodation by the guest, in such a way that each prospective guest is aware of any such restrictions before making any booking.
- 5 Not to exceed the price current at the time of reservation for accommodation or other services.
- 6 To give each guest, on request, details of payments due and a receipt for payment made. Presentation of the bill should be clearly detailed.
- 7 To deal promptly and courteously with all enquiries, requests, reservations, correspondence and complaints from guests.
- 8 Proprietor or staff to be on duty during guests' arrival and departure period and during meal times. To provide an effective means for guests to call for the attention of the proprietor or staff, who should be available at all reasonable times.
- 9 To advise visitors at the time of booking, and subsequently of any change, if the accommodation offered is in an unconnected annexe, or similar, or by boarding out, and to indicate the location of such accommodation and any difference in comfort and amenities from the accommodation in the main establishment.
- 10 Not to conduct themselves in any business or operate any unregistered accommodation or otherwise in such a way as to cause damage or disrepute to the Tourism Industry in general.
- 11 To allow a Quality in Cornwall inspector reasonable access to the establishment, on request, to confirm that the Code of Conduct and Minimum Standards are being observed.

MINIMUM STANDARDS

All buildings and their fixtures, fittings, furnishings and decor must be fit for the purpose intended and maintained in good clean condition. They should have sufficient space to allow freedom of movement for guests.

BEDROOMS

- 1 Internal lock, bolt or equivalent on bedroom door.
- 2 Adequate measures to provide for the security of guests' property.
- 3 Reasonable free space for movement and easy access to beds, doors and drawers.
Minimum floor areas excluding private bath or shower areas:
Single room – 60 sq ft Twin room – 110 sq ft Double room – 90 sq ft
Family room – 90 sq ft + 40 sq ft for each single bed + 20 sq ft for each cot.
- 4 Minimum bed sizes: Single 6'3" x 3' Double 6'3" x 4'6".
- 5 All beds to be of sound condition with secure headboards or similar.
- 6 Mattresses to be sprung interior or foam of good quality, with mattress protectors and/or under-blankets.
- 7 Bedding: duvets are acceptable, to be clean and in sufficient quantity, according to season and guests' needs. 100% manmade fibre sheets are unacceptable.
- 8 Bed linen, including duvet covers, to be changed at least weekly and for each new guest.
- 9 Spare bed linen to be available on request and at no extra charge.
- 10 Beds to be made daily.
- 11 Bedrooms to be cleaned daily.
- 12 Clean hand towels and bath towels to be provided for every new guest, and changed as required or on request.
- 13 Towel rail or equivalent in bedroom or private bathroom.
- 14 Fresh soap to be provided for each new guest.
- 15 At least one external window to provide natural light and adequate ventilation.
- 16 Opaque curtains or blinds on all windows which require privacy and exclusion of light.
- 17 Bedrooms should be well lit with minimum total lighting levels of: Single rooms 160 watts. Double rooms 220 watts. All bulbs, unless decorative, to have shades or covers.
- 18 Light to be controlled from bed as well as door, or separate bedside lights should be provided.
- 19 Floor to be fully carpeted or, where alternative flooring is provided, slip-resistant bedside rugs or mats.
- 20 Adequate wardrobe or clothes-hanging space and a minimum of 6 hangers per person (wire hangers are not acceptable).
- 21 Dressing table or equivalent with adjacent mirror, to be provided.
- 22 Bedside table or equivalent to be provided for all beds.
- 23 Adequate drawer or shelf space to be available. Drawers to run smoothly and should be lined or have an easily wiped surface.
- 24 A comfortable chair for each guest to be provided in establishments with no lounge.
- 25 Non-flammable wastepaper container.

- 26 One drinking tumbler per guest.
- 27 Adequate in-room heating according to season. Extra heating to be provided on request and at no extra charge.
- 28 Power point in every room, conveniently placed for use.
- 29 Provision for the making of tea and coffee with an adequate supply of well-presented materials. If facilities are not provided, services of hot beverages should be made available.
- 30 Wash-basin with hot and cold running water in every room. Exceptions may be made in special circumstances. A razor point or an adapter should be supplied.
- 31 Printed advice for means of summoning assistance at night should be in all bedrooms. This is in addition to the fire-instruction notice that includes information on procedures in the event of an emergency.
- 32 Access to the establishment and bedrooms at all times for registered guests, unless restrictions previously notified, at the time of booking.

EN-SUITE BATHROOMS/PRIVATE FACILITIES

- 1 An en-suite bath or shower and WC must be contained behind the main door of the bedroom.
- 2 For private facilities, the bath or shower and WC must be for the sole use of guests in a particular room. A lock and key must be provided.
- 3 Bedrooms with a washbasin, shower cabinet and en-suite WC are acceptable.
- 4 Showers must have a shower screen or curtain. Washbasins must have a mirror with light above or adjacent.
- 5 Soap dish; fresh soap to be provided for each new guest.
- 6 Toilet tissue and toilet-roll holder.
- 7 Covered sanitary disposal bin.
- 8 Non-flammable waste-paper container.
- 9 A lidded WC.
- 10 A covered light.
- 11 A hook for clothes.
- 12 Adequate ventilation by extractor fan or window that opens.
- 13 Opaque curtain or blind on any windows.
- 14 A towel rail or equivalent.
- 15 Hot water to be available at all reasonable times
- 16 Clean hand towel and bath towel per person.
- 17 Clean bath mat for each new arrival.
- 18 Electric razor point or adapter within easy reach of the mirror, located in the bedroom or bathroom.
- 19 Adequate heating.

BATHROOMS & WCs

- 1 At least one bath or shower room for every six residents, adequately ventilated and equipped with: Bath or shower, wash basin and mirror, electric razor point, soap and hand towel available.

Properties with four or less bed spaces: it is acceptable for a bath or shower room to be combined with a washbasin and WC.

Where the maximum number of persons resident, including the proprietors, is no more than six, facilities may be shared between guests and proprietors. Where this arrangement exists, proprietors and their families should avoid prolonged use of the facilities during the early to mid-morning period, and personal belongings should be removed.

- 2 A lidded WC.
- 3 Covered sanitary disposal bin in each WC.
- 4 Toilet tissue and toilet-roll holder.
- 5 All bathrooms and WCs to be adequately heated.
- 6 All bathrooms and WCs to be cleaned daily.
- 7 A covered light.
- 8 Opaque curtain or blind on any windows.
- 9 Internal lock or bolt.
- 10 Hot water available at all reasonable times.
- 11 No extra charge for baths and showers.
- 12 Bath mat changed daily, and as required by the guests.

GENERAL

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

- 1 A full English breakfast must be supplied, unless the prospective guest is advised otherwise prior to booking. If otherwise, a substantial continental breakfast must be provided. Buffet style is acceptable
- 2 Dining/breakfast room to be available, unless meals are served only in the bedroom.
- 3 All public areas to be lit adequately for safety and comfort, with all bulbs, unless decorative, having shades or covers.
- 4 Adequate heating in all public areas.
- 5 Corridors and stairs should be in good repair and free from obstruction.
- 6 All public areas to be cleaned thoroughly daily.
- 7 The proprietor, manager, or other duly authorised member of staff must be available to guests at all reasonable times, and printed advice must be provided in rooms for means of summoning assistance at night.
- 8 Courteous, helpful and friendly treatment of all guests is required.
9. All reasonable steps must be taken to prevent excessive noise from interfering with the comfort of guests.

- 10 Smoke detectors must be installed in accordance with the manufacturer's instructions and recommendations. They must be of a type which can be readily tested, and must be maintained in working order. The manufacturer's instruction and recommendation leaflet or booklet must be kept, and made available to the Quality in Cornwall inspector on request.
- 11 All electrical, and gas and oil-fired equipment should be in good working order and safely maintained according to current legislation.
- 12 A telephone should on request be made available for outgoing calls, and for incoming calls in case of emergency. Where facilities are provided, all charges must be clearly indicated, including the duration of the unit.
- 13 Adequate measures must be provided for the security of guests and their property. There should be a means of securing bedroom doors from inside and out, and a key available unless guests are advised in advance that because of the nature of the building, their bedroom door can be secured only from the inside. In this case there must be a facility for guests to secure their valuables.
- 14 Car parking, if provided, should be adequately lit, to ensure guest safety. This also applies to pathways or passageways between annexes.
- 15 The entrance to the property should be identifiable and adequately lit.
- 16 Local tourist information must be provided.

CONDITION OF APPROVAL

Registration is subject to the observance by the proprietor of the letter and spirit of this document and any breach of the Code of Conduct or Minimum Standards may lead to the withdrawal of the award.