

Criteria for exclusive use venue quality grading



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1.0 General Overview

1.1 Introduction

The following criteria will have to be met by establishments wishing to use the classification EXCLUSIVE USE VENUE.

The definition of EXCLUSIVE USE VENUE is as follows:

An Exclusive Use Venue will provide accommodation exclusively for one customer or party with a minimum let of one day.

It will normally have a minimum of three letting bedrooms, will hold a liquor licence and provide a full range of services to guests including all meals.

2.0 General Requirements

2.1 General

1. **STATUTORY OBLIGATIONS**

All statutory obligations (and amendments) where applicable must be met.

2. **SAFETY AND SECURITY**

A high degree of general safety should be maintained including information on emergency procedures.

3. **CLEANLINESS**

A high standard of cleanliness should be maintained throughout the house.

4. **MAINTENANCE**

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

5. **ANNEXES**

Where an establishment has an annexe, the facilities provided will be taken into account in the assessment and should be of the same standard as the main building.

6. **RESERVATIONS**

Establishments should have an easy and efficient booking service.

All enquiries, requests, reservations, correspondence and complaints from guests should be handled promptly and courteously. It should be clear to customers exactly what is included in the price quoted for accommodation. The price agreed at the time of booking must not be exceeded and all prices must include VAT. The amenities, facilities and services provided by the establishment, whether by advertisement, brochure, word of mouth or any other means, should be described fairly to all guests and potential guests.

7. **ACCESS**

Establishments may be open as appropriate to the business and should provide appropriate level of service and facilities on all days open.

2.0 General Requirements

2.2 Bedrooms

8. **MINIMUM NUMBER OF BEDROOMS**

There should normally be a minimum of 3 letting bedrooms.

9. **HOUSEKEEPING**

The offer of daily housekeeping service should be included in any weekly or daily rental. A turn-down service in the evening should be offered at a 5* level.

10. **BEDROOM SIZE**

All bedrooms should have sufficient space to allow freedom of movement to guests. Minimum sizes as Single 5.6sq m, Double 8.4sq m, Twin 10.2sq m It is expected that bedrooms will exceed these minimum dimensions but account will be taken of limitations in older and historic buildings.

11. **BEDS**

Minimum bed sizes: Single 190x90cm, Double 190x137cm. All beds to be in sound condition and should have a secure headboard or equivalent where appropriate to the type of bed. Allowance will be made for any original sized beds. All mattresses should be of sprung interior or similar quality, comfortable and with mattress protectors.

12. **BEDDING**

All bedding should be clean and in sufficient quantity. Two blankets per bed or a quilt or third blanket and bedspread should be the minimum provision. Duvets are an acceptable provision. Two pillows per person are required. All bed linen should be well laundered.

13. **ACCESS TO BEDS, BEDSIDE TABLES**

All double beds must have access from both sides. A bedside table or shelf should be provided for each occupant although twin beds may share.

14. **WINDOWS**

There should be at least one window to allow for natural light and adequate ventilation. Ground floor windows should provide security even when open.

15. **CURTAINS**

Curtains, blinds or shutters should be provided on all windows to afford privacy and the exclusion of light.

16. **HEATING**

Adequate, controllable fixed heating should be provided at no extra cost. Supplementary heating to be available on request at no extra charge.

17. **LIGHTING**

Bedrooms should be well lit with the main light controlled from the door. In addition there should be a bedside or bed-head light for each occupant. All bulbs should have a shade or cover and minimum lighting levels are 160W for single and 220W for double or low energy equivalents. Lighting intensity should be adequate for use.

2.0 General Requirements

18. **FLOORING**

There should be appropriate flooring which may be fully fitted carpets. If alternative flooring is provided, slip resistant rugs or mats should be at the bedside.

19. **CLOTHES STORAGE**

There must be a wardrobe or clothes hanging space with sufficient good quality hangers per person. There should be adequate drawer or shelf space.

20. **DRESSING TABLE**

There should be a dressing/writing table with sufficient free space for practical use and mirror adjacent.

21. **SEATING**

Single one chair, Double/twin two chairs, one of which should be an easy chair.

22. **MIRROR**

There should be a full length mirror of a size and position to enable guests to see themselves from head to toe.

23. **TEA/COFFEE MAKING FACILITIES**

Optional depending on business.

24. **TV, RADIO, TELEPHONE, MODEM PROVISION**

Optional depending on business.

25. **MISCELLANEOUS**

- A waste paper container .
- A drinking tumbler per guest.
- Sufficient accessible power sockets for safe use of electrical equipment.

2.0 General Requirements

2.3 Bathrooms

26. GENERAL

Every bedroom without an en-suite or private bathroom should have a washbasin in the bedroom. There must be at least one bathroom for every four guests and a maximum of two non-en-suite bedrooms per bathroom.

27. FIXTURES AND FITTINGS

- A bath or shower to be provided in all en-suite, private or public bathrooms. If shower provided it should have a shower screen or curtain.
- A non-slip bath mat
- Washbasin with mirror and light adjacent.
- Soap dish, towel rail.
- A lidded WC, toilet roll holder, a covered bin.
- Light with shade or cover, a hook for clothes.
- Adequate ventilation and heating.
- Hot water for bathing available at all times.
- Bath linen should be provided as appropriate and a full range of toiletries provided in each bathroom.

2.4 Public Areas

28. GENERAL

Corridors and stairs should be in good repair and free from obstruction. There should be adequate levels of lighting for safety and comfort in all public areas and adequate heating.

29. SEATING AREA

A seating area should be provided which is available throughout the day and evening with sufficient comfortable seating relative to the size of the party.

30. DINING ROOM

At least one designated eating area should be available for all meals. Table provision should be dependant on customer needs and group size.

31. PUBLIC TOILETS

A separate toilet facility conveniently situated for public areas should be provided.

32. TELEPHONE

A telephone/internet access should be available for guests use.

2.0 General Requirements

2.5 Services

33. **GENERAL**

All guests should be greeted and acknowledged in a friendly, efficient and courteous manner. Management and staff should be well informed about the establishment, local attractions and events.

34. **ARRIVAL/DEPARTURE**

There should be appropriate systems to handle arrival and departure of guests and orientation.

35. **FOOD AND BEVERAGE**

Staff should demonstrate appropriate levels of product knowledge and provide efficient service. The range of food provision will depend on the guests' needs but full service would normally be available.

36. **LICENCE**

A relevant alcohol license should be in place. If not then serious consideration should be given with regard to guest expectation and investment in the business.

2.6 Food

37. **GENERAL**

All food should be carefully prepared, presented and properly cooked. Meals available as appropriate to customers needs and a full range available if required.

2.7 Additional Facilities

38. **CONFERENCE /MEETING ROOMS**

Provision of meeting rooms and appropriate equipment. 39. **Leisure Activities** A range of additional sporting facilities.

40. **UNIQUE FEATURES**

Provision of any additional features or accommodation which are available to guests but are not covered in the standard areas.