PEMBBA STANDARD DOCUMENT

Schedule of Minimum Quality Standards  Last Update: Nov. 2015

Our Cornerstone to Credibility

This schedule of minimum requirements is just that: – It is not a grading scheme but represents the minimum standard to qualify for PEMBBA membership. Alternative recognized grading schemes in addition to or at a higher quality level to that of the PEMBBA Minimum Standards Schedule are naturally acceptable and encouraged. Such additional grading qualifications advertised or on display must, however, be current. Membership is subject to executive committee approval, annual audits and compliance to the minimum standard.

General Requirements:

Whilst the lists below focus on specific items and areas, the quality of these need clear definition as follows: -

- Buildings, walls, wall coverings, paintwork and tiled surfaces must be clean and in good repair.
- Furniture, fixtures and fittings must be of a sound quality, clean and in good repair.
- Plumbing of all kind and sanitary ware of all kind shall be serviceable, clean and in good repair.
- All exterior areas; woodwork, gardens, fixtures, fencing, gates, swimming pools and guest facilities must be clean, in good repair and where applicable, appropriately surface coated.

Must Have General Items:
Public Liability Insurance/Disclaimer policy/Business insurance
Where applicable, Appropriate documentary proof of Local/Regional Authority Approval: E.G. Consent/Clearances certification to operate/Health-Hygiene/Gas/Fire installations etc.
Appropriately placed tea/coffee/refreshment trays or facilities
Cutlery/Crockery - stainless steel, earthenware and glassware, No plastic.
Reservations and invoicing system in place
Independent onsite parking per guest
Independent and secure access per guest/party
Brochures and maps on display/available

BEDROOMS:

For each Bedroom:

Access to bedrooms and bathrooms at all times
Single beds at least 90cm wide
Double beds at least 137cm wide
Mattresses at least 120mm thick
2 pillows per single bed
4 pillows per double bed
2 blankets or a duvet per bed with spare blanket
1 under-blanket or mattress saver/protector per bed
Bed bases must be skirted or appropriately covered
Bed linen – including duvet covers - replaced with fresh linen after each let
Bed linen changed, with discretion, after max. 3 to 4 nights during longer lets
Where duvet used, include 2 bed sheets per bed
Room service each day
Sufficient and adequate bedside lighting
Each room to have additional light
A 15-amp plug socket
A 2-pin plug or adapter
Appropriate vanity table/shelf/desk mirror facility
An extra chair or stool (where no lounge area provided)
A cupboard or wardrobe
10 hangers, with trouser-bars, provided
Shelving and or drawer space
A waste paper basket
One external window - that opens
Heating available for each room
Air-con or a fan available for each room
A torch, automatic rechargeable emergency light or candle for use during power-outages. (Candles should be a last resort due to the obvious fire risk)

Adequate Blinds/Curtains for each window

A private-use bathroom
  • communal – maximum of two guest rooms per bathroom or
  • en-suite

Magazines available for guests

Rooms to have wall-to-wall carpets, or rugs and mats particularly at bedsides

An appropriate vertical mirror affording a person full length reflection in each room

Headboards or continental pillows on each bed

Hair Dryer available

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**BATHROOMS:**

**For each Bathroom:**

A suitable mirror
A Vanity slab / shelf
Towel rails/hooks
A clothes hook
A lidded sanitary bin
1 bath and 1 hand towel per guest
Fresh towels supplied daily on demand
Fresh towels supplied with each new let
A washable bath mat
A waterborne sewage system (Inc. septic tanks)
All toilets to have seats and lids
A toilet paper roll dispenser and spare rolls
Fresh, new soaps, for each new let
A drinking glass & water provided for each guest
Adequate Air Ventilation
Air freshener provided in each bathroom/toilet
Good Quality ‘material’ shower curtain – well maintained (no plastic)
A range of toiletries, shower-caps, shampoo, etc.
THE FOLLOWING FACILITIES ARE NOT ESSENTIAL, BUT WILL ADD QUALITY TO YOUR ESTABLISHMENT!

Bedrooms/units to have private access
TV’s / TV room available (Commercial License)
Radio and or audio facilities
An area in each room/unit where a guest may read or write – with a lamp
Fresh flowers in each bedroom
A bowl of fresh fruit, with knife and plate
Aftershave, razor blades, toothpaste, available on request
Bath towels extra large, with large face clothes
Additional swimming pool towels available
En-suite telephone system with metered calls
Wi-Fi, Internet connection, credit card & fax facilities
Hair dryer in each room
Laundry and ironing facilities
An alarm clock