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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:

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- 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

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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

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.

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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