

Bed & Breakfast Inns of Utah STANDARDS

for Inspection of Prospective Member Inns and renewal of Member Inns

PURPOSE:

The major purpose of the corporation is to set and maintain high standards of quality for a Bed and Breakfast Inn in the State of Utah, develop cooperation among inns that will support quality professional innkeeping and facilities, design collaborative ventures that will promote bed and breakfast inn travel, educate the traveling public about the bed and breakfast alternatives, and facilitate or provide benefits to members more easily obtainable on a group basis.

The Bed and Breakfast Inns of Utah, Inc. (BBIU) defines and sets the Professional Standards of a Bed and Breakfast Inn as follows:

GENERAL REQUIREMENTS

1. Primary use is as a Bed and Breakfast Inn, providing nightly lodging.
 - a. All guest rooms available for bed and breakfast must meet any specific BBIU requirements set out in this or other corporate documents and must be available on a consistent basis.
2. There must be at least four (4), but no more than eighteen (18) guest rooms. Inns of other sizes may be considered for membership on an individual basis.
3. The inn must be open on a regular year-round basis or as follows:
 - a. Short term closures for maintenance and vacations are acceptable.
 - b. Seasonal closures may be acceptable if:
 1. Closures are less than four months in duration.
 2. Closure dates are adequately publicized.
 3. A telephone answering device or service is in place to advise the traveling public and for future reservation callbacks.
4. Breakfast service (included in room rate) is provided to guests each morning.
 - a. May be Continental, Continental-Plus or a Full Breakfast.
 - b. Self-service (i.e. guests prepare their own) is unacceptable.
5. Individualized policies, procedures and price ranges, which provide for a unique lodging experience
 - a. Room rate, deposit and cancellation policies must be made known to guests at the time of reservation.
 - b. If arrival date allows, a confirmation must be sent to guests, reiterating appropriate policies and any significant rules (e.g. no smoking, no pets, age limit on children, etc.)
6. Must carry and provide annual proof of, adequate commercial premises and liability insurance.
7. Owner, manager and/or staff must be available on premises
 - a. Short absences to attend to off premises duties are acceptable.
 - b. Information for emergencies must be made available to guests (even during short staff absences).
8. There must be compliance with all applicable federal, state, and local laws and regulations, which may include:
 - a. State, county and/or city health regulations.
 - b. Fire code.
 - c. Building code.
 - d. Zoning regulations.
 - e. Licensing regulations (Proof of business license required annually.)
 - f. Tax commission.
9. Attendance at at least one BBIU general membership meeting per year.
10. Primary referrals to BBIU member inns.
11. An agreement to participate in BBIU programs, such as, but not limited to:
 - a. Guest Report Card review program
 - b. Initial inn inspections and subsequent inspections as required.
 - c. Cooperation in resolving any complaints in a timely manner.

Professionalism and Administration

Safety Requirements

1. Telephone:
 - a. available at ALL times for guest use (either in room or in public area)
 - b. emergency numbers are posted on or next to every phone.
 - c. Guests can receive emergency calls at all times.
2. Guests are informed how they can locate and communicate with innkeeper at all times.

Basic Requirements

1. A telephone answering machine or service is in use when Innkeepers are unavailable.
2. Telephone calls are handled in a courteous and businesslike manner and provide accurate information.
3. Innkeepers use an effective reservation system to prevent over booking or other problems.
4. Brochures and advertising reflects an accurate description of the B & B and services currently offered. An accurate description of the location and directions to the property are included. All text is original to the B & B.
5. Resident pets allowed inside the B & B are restricted to nonpublic areas of the building, or noted in the brochure and discussed when reservations are made.
6. "House Rules" are written and are provided for each guest and/or are verbalized when a guest checks in.
7. Breakfast is included in the room rate, and the type of offering is clearly identified to the guest.

Exterior Features & Maintenance

Safety requirements

1. The following areas are well-lit, in safe condition, and free of debris:
 - a. Parking area
 - b. Hallways
 - c. Entry way
 - d. Stairways
 - e. Porches and elevated decks
2. There is a locking mechanism in use on the main entry door, and any other delivery or other access door.
3. Stairs have handrails if more than 2 steps.
4. Hot tubs, spas, or swimming pools are clean, in good repair, protected, and licensed and inspected, if required. Appropriate warning signs and instructions for their use are clearly identified.

Basic Requirements

1. B & B signage, street numbers, or other identification is clearly visible from the street.
2. All outside doors other than the guest entrance are clearly marked PRIVATE.
3. Buildings are visually well-maintained.
4. Lawn & surrounding grounds are groomed and free of debris.
5. Outdoor furniture is clean and well-maintained.
6. Parking is available on the premises or identified nearby
7. Porches, decks, and patios are clean and well-maintained

Interior Maintenance and Features

Safety Requirements

1. All local and State Fire & Safety regulations are being met.
 - a. A fire extinguisher is available on every floor (or additionally, if required), in working order, and inspected yearly.
 - b. Establishments with more than 1 floor must have exterior fire escapes.
2. All public rooms, stairs and hallways are lit at all times when guests are in the B & B.
3. Emergency lighting is available in all stairs and hallways.
4. Hand rails are provided for stairs with 3 or more steps.
5. Hot tubs, spas, or swimming pools are clean, in good repair, protected, and licensed and inspected, if required. Appropriate warning signs and instructions for their use are clearly identified.

Basic Public Area Requirements

1. Area is identified and available to guests
2. There is adequate heating and ventilation in all public spaces.
3. All of the following must be clean, free of dust, cobwebs, stains, spots or holes and in general good repair:
 - a. Floors
 - b. Walls
 - c. Windows
 - d. Tables/Chairs (adequate for occupancy)
 - e. Upholstered furniture
 - f. Lamps (good for reading) and fixtures
 - g. Pictures and art objects
 - h. Window sills, baseboards and other trim
 - i. Curtains, drapes or window treatments
9. Private areas are noted with appropriate signage.

Guest Rooms Maintenance & Features

A minimum number of rooms will be inspected, depending on the size of the B & B, the variety of decor, or accommodation configuration (eg separate cottage)

Safety Requirements

1. Each room must have a working smoke detector.
2. Cleaning supplies must be locked in child proof storage areas.
3. All guest rooms must have dead bolt locks for guest safety.
4. All guest rooms must have emergency lighting available.

Basic Requirements

All rooms must have the following furnishings and equipment that are in good repair, clean, free of dust, stains, spots or holes:

1. Curtains, drapes or other window dressing, adequate for privacy.
2. Additional chair.
3. Night stand (preferably on each side of the bed).
4. Bedside lamp with 75w bulb or more.
5. Reading lamp next to additional chair.
6. Adequate heating/cooling and ventilation.
7. Closet, storage, or hanging area for guest clothes.
8. Hangers provided should be of similar type (wood, plastic, or wire), and be in good condition.
9. Bed in top condition.
10. Bed linens free of spots, holes, and in good repair.
11. Each bed must have at least the following: mattress pad, top and bottom sheet, pillow cases (and pillow covers, if possible), at least one pillow per person, blanket, quilt/ bedspread and/or comforter/duvet, two extra pillows, one extra blanket.
12. Guest rooms sharing a bath must also have in the room:
 - a. towel bar or rack
 - b. bath linens and supplies (including amenities)

Bath Maintenance and Features

There must be a minimum of one guest bath provided for every three (3) guest rooms available for rent, which should be shared by no more than six (6) people. Cleanliness, good repair, and sanitation are a must!

Safety Requirements

1. Cleaning supplies must be locked in child proof storage areas.
2. Tubs and showers must have a non-slip surface or mat provided.
3. A grounded outlet must be provided near the sink.

Basic Requirements

1. Bath fixtures must be drip/leak-free, with good water pressure and should include at least:
 - a. commode
 - b. combination tub/shower, tub with separate shower, or shower
 - c. sink .
2. Adequate shelf space (NOT including the back of the toilet) for toiletries.
3. Well illuminated mirror at sink.
4. Adequate and convenient fixtures for hanging towels.
5. Convenient electrical outlets.
6. Clothes/robe hook.
7. Wastebasket (preferably lined), emptied daily.
8. Adequate heating/cooling, and ventilation.
9. Each guest must be supplied with at least one large bath towel, hand towel and washcloth that are free of spots, frays, holes, and are changed daily, or in accordance with environmental choices.
10. Additional bath supplies must include:
 - a. toilet tissue (with extra readily available)
 - b. drinking glasses: glass or (wrapped) plastic-one per person-
 - c. liquid or wrapped soap
 - d. facial tissue.
11. Floors, shower/tub surrounds and surfaces must be in good repair and well-cleaned.
12. Hot water must be adequate for maximum capacity with adequate pressure and flow.

Kitchen/Breakfast

Safety Requirements

1. Food handlers permits and Health Dept. Inspections must be current if required.
2. Kitchen is visually clean and well-maintained.
3. All health and food safety practices are used.
4. All trash, garbage, and recycle containers are emptied on a regular basis.

Basic Requirements

1. All food is served in noncommercial, good quality serving containers.
2. Food quality, preparation and presentation must be a consistent high quality
3. A full, continental-plus or continental breakfast must be offered for each day of the guest's stay.
 - a. Full breakfast: a complete breakfast to include hot beverage(s), juice, fruit, hot entree (i.e. eggs, pancakes, etc.) and other items as appropriate, such as toast, cereal, pastry, breakfast meats, etc.
 - b. Continental-Plus: an expanded continental breakfast of hot beverage(s), pastry, juice, plus additional cereals, breads and fruits.
 - c. Continental: a minimum breakfast to include a hot beverage(s), cereal or pastry or bread and juice.