

# Accommodation Rating Schemes

## Guest Accommodation Rating

The Star Ratings reflect visitor expectations, whereby quality is seen as more important than facilities and services. Guest accommodation is required to meet progressively higher standards of quality and guest care as they move up the scale from one to five Stars.

### **★One Stars**

Clean and comfortable. A full cooked or continental breakfast. Other meals where provided must be freshly prepared. Clean bed linen, towels and fresh soap. Adequate heating, with hot water available at reasonable times for bathing or showers, at no extra cost. An acceptable overall level of quality and helpful service.

### **★★Two Stars**

All the above, plus a higher level of quality and comfort with greater emphasis on guest care in all areas.

### **★★★Three Stars**

All the above, plus a good overall level of quality. Well maintained, practical decor. A good choice of dishes for breakfast. All other meals where provided, will be freshly prepared using quality ingredients. A greater degree of comfort and guest care

### **★★★★Four Stars**

All the above, plus a very good level of quality and comfort. A very good degree of guest care, and extra attention given to cleanliness and warmth of welcome.

### **★★★★★Five Stars**

All the above, plus an excellent overall level of quality and comfort with ample space and a degree of luxury. A fine quality bed, high quality furniture and interior design. A high proportion of bedrooms with en-suite or private facilities. Other meals where available, made with fresh, seasonal local ingredients. Excellent levels of guest care.

## Hotel Accommodation

### **★One Star**

High standard of cleanliness. Limited range of facilities and services. Friendly and helpful staff. Restaurant/eating area open to you and your guest for breakfast and dinner. A bar or lounge serving alcohol. 75% of bedrooms with en-suite or private facilities

### **★★ Two Stars**

All the above plus, better equipped and more comfortable accommodation. All bedrooms with en-suite or private facilities and colour TV a straight forward range of services with a more personal touch. Food and drink is of a slightly higher

### **★★★Three Stars**

All the above, plus greater quality and a higher standard of services and facilities. Usually larger hotels with more spacious public areas and bedrooms. A more formal style of service. Room service of continental breakfast. Laundry service. Greater attention to quality of food

### **★★★★Four Stars**

All the above, plus superior comfort and quality. All bedrooms with en-suite facilities, both bath and shower and wc. More emphasis on quality food and drink. Skilled staff anticipating and responding to needs and requests. Room service of all meals. 24 hour drinks and snacks.

**★★★★★Five Stars**

All the above, plus luxurious and spacious surroundings. The highest international quality of accommodation, services and a range of extra facilities. Professional, attentive, highly trained staff. Superb cuisine. Striking decor. Exceptional comfort. Sophisticated ambience

**Self Catering Accommodation Rating**

**★One Star self catering**

Acceptable overall level of quality. Adequate provision of furniture, furnishing and fittings.

**★★Two Stars self catering**

All the above plus, good overall level of quality All units self-contained - two bathrooms where there are eight or more guests.

**★★★ Three Stars self catering**

All the above, plus good to very good overall level of quality. Good standard of maintenance and decoration. Ample space and good quality furniture. All double beds with access from both sides. Microwaves.

**★★★★Four Stars self catering**

All the above, plus excellent overall level of quality. Very good care and attention to detail is obvious throughout. Either access to washing machine and drier, if not provided in the unit or a 24 hour laundry service.

**★★★★★Five Stars self catering**

All the above, plus exceptional overall level of quality. High levels of decor, fixtures and fittings, together with excellent standards of management and guest services. Excellent range of accessories and personal touches.