

Guest accommodation

In England we assess almost 10,000 guest accommodation establishments every year. You will find accommodation in the following categories.

Guest accommodation encompasses anything from one-room bed and breakfasts to the larger places found in our coastal resorts, which may offer dinner and may be licensed.

Bed and breakfasts accommodate no more than six people. It's like staying as a special guest in someone's home.

Farmhouses also offer bed and breakfast and sometimes dinner, always on a farm.

Guest houses tend to have more than three rooms and may offer dinner to their guests. Some may be licensed.

Restaurants with rooms are just that. The restaurant is the main business and they will be licensed.

Inns are pubs with rooms which serve food in the evenings, as well as breakfast.

The style of operation will vary across these categories, but there are some common features:

- Personally run by the owners or managers
- Possibly less public areas than you may expect in a hotel, and the establishment may or may not have a guest lounge
- Sometimes access to the accommodation may be restricted during the day, but you will be advised on booking



Guest accommodation

Guest accommodation owners have to provide certain additional facilities and services at the higher star levels. These include:

- ★★★ Bathroom/shower rooms for the sole use of guests
If bedroom not en-suite, then wash basin in bedroom
- ★★★★ At least 50% of bedrooms en-suite or private bathroom
- ★★★★★ All bedrooms en-suite or private bathroom

Of course, you will find accommodation with 100% en-suite bathrooms at all the star ratings, so refer to the descriptions on enjoyEngland.com/quality to help you make your choice.

Sometimes a bed and breakfast or guest house has exceptional bedrooms and bathrooms and offers guests a very special welcome, but cannot achieve a higher star rating because, for example, they do not have any en-suite bedrooms, nor can they easily put wash basins in the bedrooms (three star). This is sometimes the case with historic properties. They might not have the minimum 50% of bathrooms with bath and shower (four star). Quality that exceeds the star rating may be recognised by a Gold or Silver Award.

Our ratings made easy:

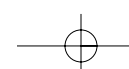
- ★ Simple, practical, no frills
- ★★ Well presented and well run
- ★★★ Good level of quality and comfort
- ★★★★ Excellent standard throughout
- ★★★★★ Exceptional with a degree of luxury

If you choose to stay in Enjoy England's quality-assessed guest accommodation, you can be confident that it has been checked out before you check in.

Find all of England's quality-assessed accommodation in one place. Look no further, enjoyEngland.com

*VisitBritain is the national tourism agency, marketing Britain worldwide and England in Britain, France, Germany, Ireland and the Netherlands. Quality is a major element of VisitBritain's strategy to improve tourism products and services and the standard of welcome visitors receive. VisitBritain assesses more than 23,000 accommodation businesses across nine different Enjoy England schemes. These assessments are provided by Quality in Tourism on VisitBritain's behalf. Please note that all web addresses used in this leaflet are shown without the prefix www.

TICQUELEA



Guest accommodation



Your guide to England's official nationwide quality assessment scheme



star quality

Guest accommodation, bed and breakfasts, farmhouses, guest houses, restaurants with rooms, inn, campuses and hostels

 enjoyEngland.com

Guest accommodation

Guest accommodation - bed and breakfasts, guest houses, farmhouses, restaurants with rooms, inns, campuses and hostels. When choosing your guest accommodation, look for the Quality Rose, the mark of England's *official*, nationwide quality assessment scheme.

All the national assessing bodies (VisitBritain*, VisitScotland, Visit Wales and the AA) now assess guest accommodation to the same criteria and award one to five stars. The star ratings** reflect the overall quality of the experience.

Our Enjoy England team of professional assessors visit each property every year, either carrying out a routine day visit or an overnight stay. On these occasions they book in, as you would, as a normal guest and test all the facilities and services. A quality score is awarded for every aspect of the experience including the comfort of the bed, the quality of the breakfast, the warmth of welcome and most importantly the cleanliness. Places that 'go the extra mile' to make your stay a special one, may be rewarded with a Gold or Silver Award from Enjoy England. Higher star-rated guest accommodation tends to have more spacious bedrooms and bathrooms and you may be offered a more lavish breakfast. At five star you can really expect a luxurious experience!

All guest accommodation awarded star ratings will meet minimum standards - you can be confident you will find:

- Establishment meets all statutory obligations
- Clear explanation when booking on charges, services offered and cancellation policies
- Full cooked breakfast or substantial continental breakfast
- At least one bathroom or shower room for every six guests
- Rooms cleaned and beds made daily

**The diamond ratings previously awarded to guest accommodation are gradually being replaced by stars. The new star ratings reflect the greater expectations of consumers with regards to quality and facilities and higher ratings are now more difficult to achieve than under the old scheme.



Campus and hostel accommodation

Looking for budget accommodation? Then consider campus or hostel accommodation.

Campus

Enjoy England's campus scheme covers the universities and colleges that are able to accommodate visitors during the vacation periods on a bed and breakfast basis. Generally the rooms are en-suite and there will be plenty of single rooms, ideal for large groups.

Hostels

Enjoy England's hostel scheme covers safe, budget-priced accommodation for young people, families and larger groups and are star rated. Higher rated accommodation often provides en-suite rooms.

star quality