

## Membership Standards and Criteria for B&Bs and Inns

INN NAME: \_\_\_\_\_

The following standards are required for inn membership in the California Association of Bed & Breakfast Inns (CABBI). Upon meeting these standards, your inn will be accepted as a Provisional Member for one year. Within that year, a CABBI certifier will visit your inn to verify the accuracy of this information. Please provide an explanation for all "NO" answers using the item # as a reference.

### Food Service

- |   | <u>Yes</u>               | <u>No</u>                |   |
|---|--------------------------|--------------------------|---|
| 1 | <input type="checkbox"/> | <input type="checkbox"/> | Breakfast (expanded continental or full) is included in the room rate. A continental breakfast of juice, coffee and pastry is not acceptable. |
| 2 | <input type="checkbox"/> | <input type="checkbox"/> | Breakfast is presented by innkeeper and does not require guests to do their own preparation.  |

### Hospitality & Policies

- |    |                          |                          |  |
|----|--------------------------|--------------------------|--|
| 3  | <input type="checkbox"/> | <input type="checkbox"/> | Guests are personally greeted upon arrival to ensure host and guest interaction.   |
| 4  | <input type="checkbox"/> | <input type="checkbox"/> | Innkeepers, managers and staff are friendly in manner as well as professional in appearance.                                     |
| 5  | <input type="checkbox"/> | <input type="checkbox"/> | During normal check-in time, a short tour or briefing on your inn is offered upon arrival.                                       |
| 6  | <input type="checkbox"/> | <input type="checkbox"/> | There is 24-hour phone coverage (answering machine or service is acceptable).  |
| 7  | <input type="checkbox"/> | <input type="checkbox"/> | Guests are informed on how to contact staff when an innkeeper is not available.  |
| 8  | <input type="checkbox"/> | <input type="checkbox"/> | Promotional material and website are of professional quality and accurately describe your inn.                                   |
| 9  | <input type="checkbox"/> | <input type="checkbox"/> | Reservation, cancellation and refund policies are listed on promotional material and website.                                    |
| 10 | <input type="checkbox"/> | <input type="checkbox"/> | Reservation, cancellation and refund policies are clearly communicated upon taking of a reservation and on written confirmation. |
| 11 | <input type="checkbox"/> | <input type="checkbox"/> | Master guest room keys are kept in a secure place by the manager.  |
| 12 | <input type="checkbox"/> | <input type="checkbox"/> | You refer guests to other CABBI inns in your area, and other inns in your area refer back to you.                                |
| 13 | <input type="checkbox"/> | <input type="checkbox"/> | The owner and/or manager is actively involved in the operation or management of inn.   |
| 14 | <input type="checkbox"/> | <input type="checkbox"/> | Inn meets all state and local codes.   |
| 15 | <input type="checkbox"/> | <input type="checkbox"/> | You possess a business license for your inn  |
| 16 | <input type="checkbox"/> | <input type="checkbox"/> | You pay Transient Occupancy Tax (TOT)  |
| 17 | <input type="checkbox"/> | <input type="checkbox"/> | You have a minimum of a \$1 million commercial insurance policy in place on your inn   |

### Safety & Comfort

- |    |                          |                          |   |
|----|--------------------------|--------------------------|---|
| 18 | <input type="checkbox"/> | <input type="checkbox"/> | Do you belong to an organization that has inspected your inn?<br>AAA   Mobil   Select Registry   Others _____ |
| 19 | <input type="checkbox"/> | <input type="checkbox"/> | Front or main door is locked at night.  |
| 20 | <input type="checkbox"/> | <input type="checkbox"/> | Guests are given a key to their room that can be locked from the inside and outside.                          |
| 21 | <input type="checkbox"/> | <input type="checkbox"/> | A Safety Plan is posted informing guests of any and all emergency plans.                                      |

- 22            All rooms have adequate heating.
- 23            Air conditioning or fans are available for areas with extreme heat.
- 24            All entrances, corridors, stairways, parking areas and walkways are well lit and free of clutter.
- 25            Address and phone numbers are visibly posted for guests to access in case of an emergency.
- 26            Official California rates are posted in the room on the wall.

### **Exterior & Maintenance**

- |    | <u>Yes</u>               | <u>No</u>                |   |
|----|--------------------------|--------------------------|---|
| 27 | <input type="checkbox"/> | <input type="checkbox"/> | A sign identifying your bed & breakfast inn is visible.             |
| 28 | <input type="checkbox"/> | <input type="checkbox"/> | Buildings are well maintained.                                      |
| 29 | <input type="checkbox"/> | <input type="checkbox"/> | Landscaping is well tended displaying attractive curb appeal.       |
| 30 | <input type="checkbox"/> | <input type="checkbox"/> | Handrails are provided where needed and appropriate.                |
| 31 | <input type="checkbox"/> | <input type="checkbox"/> | Porches and decks are clean with ample seating and lighting.        |
| 32 | <input type="checkbox"/> | <input type="checkbox"/> | Appropriate parking facilities are available and in good condition. |

### **Interior & Amenities**

- |    |                          |                          |   |
|----|--------------------------|--------------------------|---|
| 33 | <input type="checkbox"/> | <input type="checkbox"/> | A common area is available for guest use (cottages are exempt).   |
| 34 | <input type="checkbox"/> | <input type="checkbox"/> | Public area is well maintained with evidence of attention to detail and to guests' comfort.   |
| 35 | <input type="checkbox"/> | <input type="checkbox"/> | Housekeeping is impeccable (free of dust, dirt, lint, mildew, stains and rust).   |
| 36 | <input type="checkbox"/> | <input type="checkbox"/> | There is access to a telephone in the guest room or in the common area for private use.   |
| 37 | <input type="checkbox"/> | <input type="checkbox"/> | All furnishing are in good condition.   |
| 38 | <input type="checkbox"/> | <input type="checkbox"/> | Guest rooms are individually decorated or have merit in design.   |
| 39 | <input type="checkbox"/> | <input type="checkbox"/> | Guest rooms are furnished with appropriately-sized furniture and arranged so that guest can move freely about the bed and to windows and doors. |
| 40 | <input type="checkbox"/> | <input type="checkbox"/> | Each guest room has a source of ventilation (such as windows that open).  |
| 41 | <input type="checkbox"/> | <input type="checkbox"/> | Guest rooms have keyed lock on door as well as locks on all windows and sliding glass doors.  |
| 42 | <input type="checkbox"/> | <input type="checkbox"/> | Guest rooms have shades, drapes or blinds for windows and doors for complete privacy.   |
| 43 | <input type="checkbox"/> | <input type="checkbox"/> | Guest rooms have area for reading or writing.   |
| 44 | <input type="checkbox"/> | <input type="checkbox"/> | Bed and bath linens are in good condition and pillows have pillow protectors.   |
| 45 | <input type="checkbox"/> | <input type="checkbox"/> | Bedding is tasteful, elegant and extra blankets and pillows are provided.   |
| 46 | <input type="checkbox"/> | <input type="checkbox"/> | Fixtures in the bathroom are in good working order and well maintained.   |
| 47 | <input type="checkbox"/> | <input type="checkbox"/> | Informational materials on the area (ex: attractions, restaurants and day trips) are available.   |
| 48 | <input type="checkbox"/> | <input type="checkbox"/> | There is an ample supply of hot water available at all times.   |
| 49 | <input type="checkbox"/> | <input type="checkbox"/> | Guests are given the option to have towels changed daily.   |
| 50 | <input type="checkbox"/> | <input type="checkbox"/> | Housekeeping services are offered daily.  |
| 51 | <input type="checkbox"/> | <input type="checkbox"/> | Guest rooms and bathrooms are equipped with personal amenities, drinking glasses and towels.  |

### **Other Facilities (recreational areas, pools, spas, equipment)**

- |    |                          |                          |   |
|----|--------------------------|--------------------------|---|
| 52 | <input type="checkbox"/> | <input type="checkbox"/> | All facilities and equipment offered to guests are functioning properly and meet safety and health regulations. |
| 53 | <input type="checkbox"/> | <input type="checkbox"/> | Proper safety signs are posted.   |

## Defining Characteristics of a B&B (Recommended Options)

*A combination of the following characteristics make up the personality of a bed & breakfast. Although you are only required to meet 70 percent of this list, we recommend that you consider adopting the entire list.*

- |    | <u>Yes</u>               | <u>No</u>                |   |
|----|--------------------------|--------------------------|---|
| 1  | <input type="checkbox"/> | <input type="checkbox"/> | Check-in time is flexible.  |
| 2  | <input type="checkbox"/> | <input type="checkbox"/> | Expanded continental or full breakfast is prepared on premises.   |
| 3  | <input type="checkbox"/> | <input type="checkbox"/> | Concierge-type service with suggestions about favorite local attractions and dining establishments including making reservations is provided. |
| 4  | <input type="checkbox"/> | <input type="checkbox"/> | A welcome letter with informational material is provided.   |
| 5  | <input type="checkbox"/> | <input type="checkbox"/> | Comfort and convenience amenities such as robes, blow dryers and irons are provided.  |
| 6  | <input type="checkbox"/> | <input type="checkbox"/> | Complimentary beverages (wine, tea, soft drinks, waters) are available.   |
| 7  | <input type="checkbox"/> | <input type="checkbox"/> | TV's with remote control and VCR/DVD players are available in the rooms.  |
| 8  | <input type="checkbox"/> | <input type="checkbox"/> | Wireless Internet access and/or modem ports are complimentary for guest use.  |
| 9  | <input type="checkbox"/> | <input type="checkbox"/> | Reading materials and/or games are available and attractively displayed for guest use.  |
| 10 | <input type="checkbox"/> | <input type="checkbox"/> | Fresh flowers or potted plants enhance guest rooms and common areas.  |
| 11 | <input type="checkbox"/> | <input type="checkbox"/> | Refrigerator is available for guest use.  |
| 12 | <input type="checkbox"/> | <input type="checkbox"/> | Ice machines and/or buckets for ice are available for your guests.  |
| 13 | <input type="checkbox"/> | <input type="checkbox"/> | Comment cards and guest journals are offered to guests.   |
| 14 | <input type="checkbox"/> | <input type="checkbox"/> | Fruit, candy or some type of snack are provided.  |
| 15 | <input type="checkbox"/> | <input type="checkbox"/> | Complimentary personal items are available upon request.  |
| 16 | <input type="checkbox"/> | <input type="checkbox"/> | Building has architectural merit, historic significance, and/or a unique setting.   |
| 17 | <input type="checkbox"/> | <input type="checkbox"/> | There is a secondary lock on each guest room door to ensure safety.   |
| 18 | <input type="checkbox"/> | <input type="checkbox"/> | Afternoon and/or evening refreshments are available.  |
| 19 | <input type="checkbox"/> | <input type="checkbox"/> | A check-out policy is in place.   |
| 20 | <input type="checkbox"/> | <input type="checkbox"/> | A policy for guests with ADA or special needs is in place.  |

If you have marked any boxes "NO," please refer to the item number and provide an explanation:

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### **CABBI MEMBERSHIP REQUIREMENTS** (please sign and date below)

- ✓ I agree to participate in the CABBI Gift Certificate Program
- ✓ I agree to hand out the CABBI Travel Guide to each departing guest
- ✓ I agree to post the CABBI.com logo on my website and have it link to [www.cabbi.com](http://www.cabbi.com)

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_