

CABBI Membership Standards and Criteria

The following standards are for membership in the California Association of Boutique & Breakfast Inns (CABBI). Upon meeting these standards, your property will be accepted as a provisional member, until a CABBI certifier visits your property to verify the accuracy of this information. Please provide an explanation on page 3 for all "No" answers, using the item number as a reference.

INN NAME: _____

Type of Membership:

- Bed & Breakfast Inn
- Boutique Inn/Hotel

Food Service (check all that apply)

- Breakfast is included in the room rate.
- Breakfast is presented by innkeeper or staff.
- Breakfast is not provided to guests

Hospitality & Policies

- | | <u>Yes</u> | <u>No</u> | |
|----|--------------------------|--------------------------|--|
| 1 | <input type="checkbox"/> | <input type="checkbox"/> | Guests are personally greeted upon arrival to ensure host and guest interaction. |
| 2 | <input type="checkbox"/> | <input type="checkbox"/> | Innkeepers, managers and staff are friendly in manner as well as professional in appearance. |
| 3 | <input type="checkbox"/> | <input type="checkbox"/> | During normal check-in time, a short tour or briefing on your inn is offered upon arrival. |
| 4 | <input type="checkbox"/> | <input type="checkbox"/> | There is 24-hour phone coverage (answering machine or service is acceptable). |
| 5 | <input type="checkbox"/> | <input type="checkbox"/> | Guests are informed on how to contact staff when an innkeeper is not available. |
| 6 | <input type="checkbox"/> | <input type="checkbox"/> | Promotional material and website are of professional quality & accurately describe your inn. |
| 7 | <input type="checkbox"/> | <input type="checkbox"/> | Reservation, cancellation and refund policies are listed on promotional material and website. |
| 8 | <input type="checkbox"/> | <input type="checkbox"/> | Reservation, cancellation and refund policies are clearly communicated upon taking of a reservation and on written confirmation. |
| 9 | <input type="checkbox"/> | <input type="checkbox"/> | Master guest room keys are kept in a secure place by the manager. |
| 10 | <input type="checkbox"/> | <input type="checkbox"/> | You refer guests to other CABBI inns in your area, and you encourage other inns in your area refer back to you. |
| 11 | <input type="checkbox"/> | <input type="checkbox"/> | The owner and/or manager is actively involved in the operation or management of inn. |
| 12 | <input type="checkbox"/> | <input type="checkbox"/> | Inn meets all state and local codes. |
| 13 | <input type="checkbox"/> | <input type="checkbox"/> | You possess a business/lodging establishment license for your inn, where required. |
| 14 | <input type="checkbox"/> | <input type="checkbox"/> | You pay Transient Occupancy Tax (TOT), where required. |
| 15 | <input type="checkbox"/> | <input type="checkbox"/> | You have a minimum of a \$1 million commercial insurance policy in place on your inn |

Safety & Comfort

- | | | | |
|----|--------------------------|--------------------------|--|
| 16 | <input type="checkbox"/> | <input type="checkbox"/> | Front or main door is locked at night or secured with 24-hour staff. |
| 17 | <input type="checkbox"/> | <input type="checkbox"/> | Guests are given a key to their room that can be locked from the inside and outside. |

Safety & Comfort (cont.)

	Yes	No	
18	<input type="checkbox"/>	<input type="checkbox"/>	A Safety Plan is posted informing guests of any and all emergency plans.
19	<input type="checkbox"/>	<input type="checkbox"/>	All rooms have adequate heating and air.
20	<input type="checkbox"/>	<input type="checkbox"/>	Air conditioning or fans are available for areas with extreme heat.
21	<input type="checkbox"/>	<input type="checkbox"/>	All entrances, corridors, stairways, parking areas and walkways are well lit and free of clutter.
22	<input type="checkbox"/>	<input type="checkbox"/>	Address and phone numbers are visibly posted for guests to access in case of an emergency.
23	<input type="checkbox"/>	<input type="checkbox"/>	Official California rates are posted in the room (provided by CABBI).
24	<input type="checkbox"/>	<input type="checkbox"/>	Property is compliant with the Americans with Disabilities Act (ADA).
25	<input type="checkbox"/>	<input type="checkbox"/>	Carbon Monoxide detectors are installed where required.

Exterior & Maintenance

26	<input type="checkbox"/>	<input type="checkbox"/>	A sign identifying your property is visible.
27	<input type="checkbox"/>	<input type="checkbox"/>	Buildings are well maintained.
28	<input type="checkbox"/>	<input type="checkbox"/>	Landscaping is well tended displaying attractive curb appeal.
29	<input type="checkbox"/>	<input type="checkbox"/>	Handrails are provided where needed and appropriate.
30	<input type="checkbox"/>	<input type="checkbox"/>	Porches and decks are clean with ample seating and lighting.
31	<input type="checkbox"/>	<input type="checkbox"/>	Appropriate parking facilities are available and in good condition, where required.

Interior & Amenities

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

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

51	<input type="checkbox"/>	<input type="checkbox"/>	All facilities and equipment offered to guests are functioning properly and meet safety and health regulations.
52	<input type="checkbox"/>	<input type="checkbox"/>	Proper safety signs are posted, where required.

EXPERIENCE A ROOM WITH A DIFFERENT VIEW

Defining Characteristics (Recommended Options)

A combination of the following characteristics make up the personality of a bed & breakfast or boutique inn. 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"/>	Concierge-type service with suggestions about favorite local attractions and dining establishments including making reservations is provided.
3	<input type="checkbox"/>	<input type="checkbox"/>	A welcome letter with informational material is provided.
4	<input type="checkbox"/>	<input type="checkbox"/>	Comfort and convenience amenities such as robes, blow dryers and irons are provided.
5	<input type="checkbox"/>	<input type="checkbox"/>	Complimentary beverages (wine, tea, soft drinks, waters) are available.
6	<input type="checkbox"/>	<input type="checkbox"/>	TV's are available in the rooms.
7	<input type="checkbox"/>	<input type="checkbox"/>	Wireless Internet access for guest use.
8	<input type="checkbox"/>	<input type="checkbox"/>	Reading materials and/or games are available and attractively displayed for guest use.
9	<input type="checkbox"/>	<input type="checkbox"/>	Fresh flowers or potted plants enhance guest rooms and common areas.
10	<input type="checkbox"/>	<input type="checkbox"/>	Refrigerator is available for guest use.
11	<input type="checkbox"/>	<input type="checkbox"/>	Ice machines and/or buckets for ice are available for your guests.
12	<input type="checkbox"/>	<input type="checkbox"/>	Comment cards or guest journals are offered to guests.
13	<input type="checkbox"/>	<input type="checkbox"/>	Fruit, candy or some type of snack are provided.
14	<input type="checkbox"/>	<input type="checkbox"/>	Complimentary personal items are available upon request.
15	<input type="checkbox"/>	<input type="checkbox"/>	Building has architectural merit, historic significance, and/or a unique setting.
16	<input type="checkbox"/>	<input type="checkbox"/>	There is a secondary lock on each guest room door to ensure safety.
17	<input type="checkbox"/>	<input type="checkbox"/>	Afternoon and/or evening refreshments are available.
18	<input type="checkbox"/>	<input type="checkbox"/>	A check-out policy is in place.

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

CABBI MEMBERSHIP REQUIREMENTS (please sign and date below)

- ✓ I agree to participate in the CABBI Gift Certificate Program
- ✓ I agree to offer 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

Signature: _____ **Date:** _____

EXPERIENCE A ROOM WITH A DIFFERENT VIEW