

# **Port Elizabeth Metro Bed and Breakfast** **Association** **Nelson Mandela Bay**

## **PEMBBA MINIMUM STANDARDS SCHEDULE** **Our Cornerstone to Credibility**

This schedule of minimum requirements is just that: – It is not a grading scheme but represents the minimum standard to qualify for PEMBBA membership. Alternative recognized grading schemes in addition to or at a higher quality level to that of the PEMBBA Minimum Standards Schedule are naturally acceptable and encouraged. Such additional grading qualifications advertised or on display must, however, be current. Membership is subject to executive committee approval, annual audits and compliance to the minimum standard.

### **General Requirements:**

**Whilst the list below focuses on specific items and areas, the quality of 'these' need clear definition as follows: -**

- Buildings, walls, wall coverings, paintwork and tiled surfaces must be clean and in good repair.
- Furniture, fixtures and fittings must be of a sound quality, clean and in good repair.
- Beds, bedding and linen of all kind must be 'spotless', changed, with discretion, at least every 3 to 4 days and freshly provided with each new guest.
- Plumbing of all kind and sanitary ware of all kind shall be serviceable, clean and in good repair.
- All exterior area's; woodwork, gardens, fixtures, fencing, gates, swimming pools and guest facilities must be clean, in good repair and where applicable, appropriately surface coated.

### **Must Have General Items:**

- Public Liability Insurance/Disclaimer policy/Business insurance
- Appropriate documentary proof of Local Authority Approval: Consent/Clearances certification to operate/Health-Hygiene/Gas/Fire installations etc.
- Appropriately placed tea/coffee/refreshment trays or facilities
- Cutlery/Crockery - stainless steel, earthenware and glassware, No plastic.
- Reservations and invoicing system in place
- Independent onsite parking per guest
- Independent and secure access per guest/party
- Brochures and maps on display/available

## **BEDROOMS:**

### **For each Bedroom:**

**Access to bedrooms and bathrooms at all times**  
**Single beds at least 90cm wide**  
**Double beds at least 137cm wide**  
**Mattresses at least 120mm thick**  
**2 pillows per single bed**  
**4 pillows per double bed**  
**2 blankets or a duvet per bed with spare blanket**  
**1 under-blanket or mattress saver/protector per bed**  
**Bed bases must be skirted or appropriately covered**  
**Bed linen – including duvet covers - replaced with fresh linen after each let**  
**Bed linen changed, with discretion, after max. 3 to 4 nights during longer lets**  
**Where duvet used, include 2 bed sheets per bed**  
**Room service each day**  
**Sufficient and adequate bedside lighting**  
**Each room to have additional light**  
**A 15-amp plug socket**  
**A 2-pin plug or adapter**  
**Appropriate vanity table/shelf/desk mirror facility**  
**An extra chair or stool (where no lounge area provided)**  
**A cupboard or wardrobe**  
**10 hangers, with trouser-bars, provided**  
**Shelving and or drawer space**  
**A waste paper basket**  
**One external window - that opens**  
**Heating available for each room**  
**Air-con or a fan available for each room**  
**A torch, automatic rechargeable emergency light or candle for power-outages**  
**Adequate Blinds/Curtains for each window**  
**A private-use bathroom**

- communal – maximum of two guest rooms per bathroom or
- en-suite

**Magazines available for guests**  
**Rooms to have wall-to-wall carpets, or rugs and mats particularly at bedsides**  
**An appropriate vertical mirror affording a person full length reflection in each room**  
**Headboards or continental pillows on each bed**  
**Hair Dryer available**

## **BATHROOMS:**

### **For each Bathroom:**

A suitable mirror  
A Vanity slab / shelf  
Towel rails/hooks  
A clothes hook  
A lidded sanitary bin  
1 bath and 1 hand towel per guest  
Fresh towels supplied daily on demand  
Fresh towels supplied with each new let  
A washable bath mat  
A waterborne (Inc. septic tanks) sewage system  
All toilets to have seats and lids  
A toilet paper roll dispenser and spare rolls  
Fresh, new soaps, for each new let  
A drinking glass & water provided for each guest  
Adequate Air Ventilation  
Air freshener provided in each bathroom/toilet  
Good Quality 'material' shower curtain – well maintained (no plastic)  
A range of toiletries, shower-caps, shampoo, etc.

### **THE FOLLOWING FACILITIES ARE NOT ESSENTIAL, BUT WILL ADD QUALITY TO YOUR ESTABLISHMENT!**

Bedrooms/units to have private access  
TV's / TV room available (Commercial License)  
Radio and or audio facilities  
An area in each room/unit where a guest may read or write – with a lamp  
Fresh flowers in each bedroom  
A bowl of fresh fruit, with knife and plate  
Aftershave, razor blades, toothpaste, available on request  
Bath towels extra large, with large face clothes  
Additional swimming pool towels  
En-suite telephone system with metered calls  
Internet connection, credit card & fax facilities  
Hair dryer in each room  
Laundry and ironing facilities  
An alarm clock