

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 star or 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 but must be registered annually with the PEMBBA secretariat. Membership is subject to executive committee approval, annual audits/assessments and compliance to this standard.

General Requirements:

Whilst the lists below focus 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' 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 installations etc.
- Where applicable, documentary proof of Commercial Television license/s
- Appropriately placed tea/coffee/refreshment trays or facilities
- Cutlery/Crockery - stainless steel, earthenware and glassware, No plastic.
- Reservations and invoicing system in place
- Appropriately placed and approved Fire Protection
- Independent on site 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 after max. 3 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, or
Communal – maximum of two guest rooms per bathroom
En-suite
Magazines available for guests
Rooms to have wall-to-wall carpets, or rugs and mats particularly at bed-sides
A full-length mirror in each room
Headboards or continental pillows on each bed

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
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

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