

Finger Lakes Bed and Breakfast Association Recommended Member Standards

The Finger Lakes Bed and Breakfast Association has developed a series of standards to insure the highest quality B&B accommodations in the Finger Lakes Region. These guidelines are designed to assist innkeepers in providing a high level of safety, comfort, cleanliness and hospitality.

Business Credentials and Requirements

<input type="checkbox"/> Taxing Certificates of Authority for county and state visibly displayed in guest welcome area
<input type="checkbox"/> DBA (County Doing Business As) Certificate and Zoning Certificate if required, visibly displayed in guest welcome area
<input type="checkbox"/> State, local and federal fire regulation compliance; Certificate of inspection obtained from local fire inspector
<input type="checkbox"/> Guest Register recommended. Formal guest registration system such as computer program or card system may be accepted
<input type="checkbox"/> Business (separate) Checking Account with legal business name on account
<input type="checkbox"/> Bookkeeping System
<input type="checkbox"/> Bed and Breakfast insurance in place with a minimum of \$1,000,000 liability rider
<input type="checkbox"/> Town or County Permits where required by law

Safety Requirements

<input type="checkbox"/> One working smoke detector in each guest room and one smoke detector in each main hallway per floor
<input type="checkbox"/> One fire extinguisher in each guest room or fire sprinkler system
<input type="checkbox"/> One fire extinguisher in kitchen or fire sprinkler system
<input type="checkbox"/> Fire ladders in accordance with NYS and local zoning fire regulations
<input type="checkbox"/> Carbon Monoxide Detector required for any room having a vent-free gas fireplace
<input type="checkbox"/> One working flashlight or removable outlet emergency light in each guest room
<input type="checkbox"/> Emergency evacuation plan including closest exit route posted clearly in each guest room
<input type="checkbox"/> Emergency phone numbers clearly posted in guest rooms or at main guest phone
<input type="checkbox"/> Ground Fault Interrupter (GFI) safety outlets provided in all guest bathrooms and near any source of water
<input type="checkbox"/> Night lights in guest rooms and common areas for nighttime safety
<input type="checkbox"/> Rugs secured or with non-slip backing to prevent slipping, especially on or near stairways
<input type="checkbox"/> Adequate on site parking; outdoor guest areas, steps and walkways well lit and free of debris, snow or ice

Cleanliness

<input type="checkbox"/> Rooms, room furnishings and draperies regularly cleaned, free of wear and well maintained
<input type="checkbox"/> Bed linens changed after every guest stay
<input type="checkbox"/> For extended guest stays bed linens are usually changed every third day or as requested.
<input type="checkbox"/> Bed linens stain-free and in good condition; all beds have clean mattress pads in good condition
<input type="checkbox"/> DAILY: Beds made up; wastebaskets emptied, towels and bath mats changed, drinking glasses replaced, baths freshened as necessary. Exceptions would be for guests who decline daily service and where "green" towel rules are clearly posted.
<input type="checkbox"/> Shared Baths: clean floor, mirror, sink, shower/bathtub and toilet and freshen towels on a daily basis.

Furnishings-Guest Rooms and Baths

<input type="checkbox"/> Privacy window covering for each window
<input type="checkbox"/> Privacy door locks on all guest bedrooms and shared baths (need to be secure, but not necessarily keyed)
<input type="checkbox"/> Sturdy beds with comfortable mattress
<input type="checkbox"/> Bed covering, blanket and two covered sleeping pillows per guest; extra pillows and blankets available for request
<input type="checkbox"/> Private Guest Bath: 1 each-washcloth, hand towel and bath towel per guest; extra toilet paper roll, sanitary needs bags, fresh soap. Bathmat or nonskid shower strips recommended. Safety grab bars recommended where guests enter/exit tubs
<input type="checkbox"/> Shared Guest Bath: Provide adequate hanging area for each guest for their bath linens and adequate space for toiletry use. Guest hamper provided for wet linens. Fresh towels may be provided in guest's room as well for smaller baths.
<input type="checkbox"/> Wastebasket and facial tissue provided in guest bedroom. Additional wastebasket provided in guest bathroom
<input type="checkbox"/> Comfortable seating provided in each room where possible
<input type="checkbox"/> Lamps in task/seating/reading areas as appropriate. Bedside reading lamps minimum 60 watts on each side of bed (or equivalent), adequate bedside tables-one for each guest where possible
<input type="checkbox"/> Adequate hanging and drawer storage space for each guest, 10 hangers and 2 drawers each recommended
<input type="checkbox"/> Luggage rack or appropriate flat surface for luggage required
<input type="checkbox"/> Absolutely no personal belongings of owners should be stored in guest rooms
<input type="checkbox"/> Screens should be on all windows that open

Common Areas

	Reception/office area (clean and neat) for guest's check-in/out with seating available for guest's comfort available
	Common area(s) available for guest's use at all times, or hours when available clearly posted. These areas should be clean, neat and well lit with reading lamps provided, etc. There should be comfortable seating to accommodate guests
	A guest information center providing local maps, names and numbers of local restaurants, churches, museums and information about local events and shopping should be readily available to guests in common areas or in each guest room
	Telephone with writing surface should be available on premises for guest's convenience
	House policies/Rules should be visibly posted and clearly pointed out to guests at check-in. Very Important

Kitchen Area +

	Dishwasher available for thorough high temperature cleaning of dishes
	Counter and work surfaces should be cleaned and disinfected regularly. Appliances and cabinets clean and in good working order. Refrigerator temperature monitored about 38-40 degrees for food safety. Proper safe food handling practices adhered to.
	Guest's use of or limited use of any kitchen or refrigeration areas (guest ice) should be clearly indicated to guest

Exterior

	Establishment should be well maintained and in good repair and visually appealing
	Grounds, walkways and steps should be consistently well maintained and well illuminated for safe night use
	Clear signage for guest's entrance and/or parking visible
	Lighted business sign easily visible from the road

Food and Beverage

	Breakfast always provided in room rate. Times of service should be clear. Determine diet restrictions/allergies before bkfst
	If continental breakfast only is served, guests should be made aware of this in advance of arrival
	Serving of Alcohol is prohibited in New York State without a license. It cannot legally be served, sold, shared, gifted, advertised, or given away to a paying guest in your establishment without a valid NYS Liquor License. A Bed and Breakfast Liquor License is available in NYS for a reasonable fee; please contact the state liquor authority.

Hospitality Plus

	Provide on Website or in Brochure: phone, fax, email, website address, directions to establishment, pets on premises, if pets are allowed, if children are allowed and what age, smoking policies, meals served, owner's names
	Cancellation policies made clear in brochure/website and told to guests when making reservation or in written confirmation
	Parking locations or parking space restrictions discussed in advance of visit if necessary
	Check in/out times and flexibility of times discussed in advance of visit, instructions given to guest for late arrivals
	Information on methods of payment and credit cards accepted discussed in advance of visit
	Reservations confirmed in advance of visit by mail or email when required
	Provide a warm, friendly welcome and a tour of the establishment including guest information areas, refreshment areas, breakfast times, emergency exit plans, fire equipment, phone or computer usage and other house policies
	How the innkeepers/managers can be reached at all hours, whether on or off the premises must be visibly posted. Forwarding phone number should be available when going off the premises.

Name of Property _____

Address of Property: _____

Property Owner(s) Name(s): _____

Innkeeper, please sign and date below that you have reviewed the standards listed herein and are to the best of your knowledge in accordance with these standards to join the Finger Lakes Bed & Breakfast Association. Please send together with the required documents and your check as listed on the membership application form. Please contact membership with any questions

Signature: _____ **Date:** _____