



Finger Lakes Bed and Breakfast Association Introduction for New Members

Thank you for your interest in the Finger Lakes Bed and Breakfast Association—FLBBA. Membership in FLBBA currently includes the following benefits:

- Listing on our website, www.flbba.com, with a link to your website
- Optional Participation in the Gift Certificate Program at no cost to you
- Printed advertising venues, such as Life in the Finger Lakes Magazine
- Association Membership with the Finger Lakes Tourism Alliance (FLTA)
- Member referrals
- Associate Tourism Partner Network
- Support from fellow FLBBA members
- Annual membership meeting to report FLBBA activities, get member input and share ideas for the coming year.

FLBBA has developed a series of recommended standards to ensure members provide the highest quality Bed and Breakfast accommodations in the Finger Lakes Region. These guidelines are designed to assist innkeepers in providing a high level of safety, comfort, cleanliness, and hospitality.

While FLBBA members are not regularly inspected, we do require that members be in compliance with our Association's Recommended Member Standards, sign a pledge to uphold these standards, and have our Membership Chair visit new B&B's to welcome you to FLBBA and answer any questions.

Members are required to send copies of their DBA Certificate or Incorporation Documentation, New York State Tax Certificate of Authority, a copy of your Homeowner's/Bed and Breakfast Insurance Policy cover page showing a minimum liability rider of \$1,000,000 (one million) coverage, and town/village or county permits where applicable. You will be asked to provide information about your inn, including a brief description with your application. This information will be used to set up your FLBBA page on our website.

Dues are \$150.00 per year. There is an additional **\$50** one-time only fee to set up a new member on the FLBBA Website.

If you are interested in joining simply complete the application, standards form and attach necessary documents online or return by mail including copies of your DBA, Tax Certificate of Authority, Insurance Liability coverage, permits, the FLBBA Website Listing Information, and a check made payable to **FLBBA** for total dues to:

Christine Pyanoe
Aubergine
311 Clinton St
Penn Yan, NY 14527

Contact Christine Pyanoe at 315-694-7218 or email: Christinepyanoe@gmail.com.

Finger Lakes Bed and Breakfast Association Recommended Member Standards

Business Credentials and Requirements

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

Safety Requirements

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

Cleanliness

Rooms, room furnishings and draperies regularly cleaned, free of wear and well maintained
Bed linens changed after every guest stay
For extended guest stays bed linens are usually changed every third day or as requested.
Bed linens stain-free and in good condition; all beds have clean mattress pads in good condition
DAILY: Beds made up; wastebaskets emptied, towels and bathmats 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.
Shared Baths: clean floor, mirror, sink, shower/bathtub, and toilet and freshen towels on a daily basis.

Furnishings-Guest Rooms and Baths

Privacy window covering for each window
Privacy door locks on all guest bedrooms and shared baths (need to be secure, but not necessarily keyed)
Sturdy beds with comfortable mattress
Bed covering, blanket and two covered sleeping pillows per guest; extra pillows and blankets available for request
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
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 the guest room as well for smaller baths.
Wastebasket and facial tissue provided in guest bedroom. Additional wastebasket provided in guest bathroom
Comfortable seating provided in each room where possible
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
Adequate hanging and drawer storage space for each guest, 10 hangers and 2 drawers each recommended
Luggage rack or appropriate flat surface for luggage required
Absolutely no personal belongings of owners should be stored in guest rooms
Screens should be on all windows that open

(Over to Page 2)

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 always, 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 is always included in the room rate. Times of service should be clear. Determine diet restrictions/allergies before breakfast
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: _____



***Finger Lakes Bed and Breakfast Association
New Membership Application Form***

Full legal name of B&B/Inn: _____

Host(s) Name: _____

Address: _____

City: _____ Zip Code: _____

County: _____

Phone(s): _____ Fax: _____

Email: _____

Are you open for business? _____ If not, planned date of start-up? _____

How many guest rooms do you have? _____

Finger Lakes Bed and Breakfast Association Website Information:

Your B&B/Inn and website will be listed on the www.flbba.com website.

Your Website Address: _____

Once your listing is online you will receive a welcome email with your log in and password instructions. You will be asked to complete your listing by adding a 50-word description, photographs and to check the amenities you offer.

Please make check payable to FLBBA. Current membership dues are \$150.00.

Include with your check copies of the following:

- DBA Certificate or Incorporation or LLC Documentation of legal business name.
- NYS Certificate of Tax Authority
- Insurance rider showing minimum liability coverage of \$1,000,000 ➤ Town/Village or County permits where applicable.
- Signed recommended Standards Form.

I would like to participate in the Gift Certificate Program YES NO

I would be interested in becoming more active with FLBBA YES NO

If applying by mail: Check is payable to **FLBBA** and mail documents to:
Christine Pyanoe 311 Clinton St Penn Yan, NY 14527

Signature(s) _____ **Date:** _____