



Normy pre hodnotenie kvality vidieckeho ubytovania

QUALITY ASSESSMENT STANDARDS

Rural Accommodation

Version **1.0** approved at EuroGites General Assembly 2005

Block 1 Equipments

No.	Description	minimum domestic	international market
1.1	Local style of building	with elements that are typical for the region (2) ¹	architecture in local building style (3)
1.2	Local style decoration	compatible to local style (2)	compatible to local style (2)
1.3	State of conservation	high level (3)	very high level (4)
1.4	Traditional / authentic equipment	basic (1)	medium (2)
1.5	Overall cleanliness	very high level (4)	very high level (4)
1.6	Size of bedrooms single	as requested by local law	10 m ² (rooms / B&B) 8 m ² (self-catering)
1.7	" double / twin	as requested by local law	15 m ² (rooms / B&B) 12 m ² (self-catering)
1.8	+ for every extra bed	as requested by local law	+3 m ²
1.9	Equipment of bedrooms	functional	functional, own storage space
1.10	Size of beds ²	Sgl 90 / 180 Dbi 135 / 180	Sgl 90 / 190 Dbi 150 / 190
1.11	Quality of beds	High (3) - spring mattress or equivalent, no light foam	<i>idem</i>
1.12	Size of common areas	adequate (2) for number of clients	<i>idem</i>
1.13	Lighting / windows in rooms	Yes / required	Yes / required
1.14	Bathroom – minimum equipment	closed place with privacy, shower with curtain, ventilation, heating	shower, WC, wash-basin, storage space, mirror. WC in separate room is recommended
1.15	1 Bathroom per X clients	1 per accommodation (house), serving max. 8 clients	1 per every 2 rooms / 4 clients; ensuite recommended for B&B
1.16	Running water supply	required	required
1.17	Hot water supply	required, with quantity of hot water sufficient for all clients	<i>idem</i> , continuous supply is recommended
1.18	Room heating	Y (where applicable)	Y (where applicable)
1.19	Climatisation	no	Y (where applicable)

¹ Scores from 1 to 4 are used in several items of this list. The values always indicate as follows

- 1 Basic, sufficient minimum
- 2 normal or medium level, adequate
- 3 good, high level, clearly above normal
- 4 very good, very high, excellent level

² The rule of percentage deviation (*see at the end of the document*) does not apply to this criteria, it is substituted by an absolute possible variation of 10 cms .

Block 2 Surroundings

No.	Description	minimum domestic	international market
2.1	Rural surrounding of accommodation.	required at high level (see product specification)	required at high level
2.2	impacts or nuisance (<i>smell, noise, visual, ...</i>)	as regulated by local law	few (3) (recommended: none)
2.3a	resources1: <i>nature, landscape, scenery, ...</i>	medium (2)	high (3)
2.3b	resources2: <i>etnografic, culture, tradition, arquitecure, ...</i>	medium (2)	high (3)
2.4	State of Environmental conservation	medium (2)	good (3)
2.5	Contribution to local development / local production	at basic level (1)	at medium level (2)
2.6	Social and cultural responsibility	very high (4)	very high (4)
2.7	Local stakeholder consultation	as by local laws and regulations	<i>idem</i>
2.8	Environmental responsibility	as by law	high (3)

Block 3 Services at the accommodation and in surroundings (<15 km)

No.	Description	minimum domestic	international market
3.1	Cleaning service	Not required	Not required. Availability recommended (not necessarily done the owner)
3.2	Meals provided at accommodation	Not required	Not required Recommended for rooms/B&B
3.3	Local Gastronomy / Eating places	Yes	Yes
3.4a	Choice of leisure activities at <u>accommodation</u>	Not required	Not required
3.4b	<i>Idem</i> in the surroundings	Yes	Yes
3.5	Access / signposting	Basic access with some problems / yes	Good access by normal private car / yes
3.6	Breakfast facilities provided	Not required	Yes (rooms / B&B) No (self catering)
3.7	Tourist Information provided	Yes	Yes + target market language, EN is recommended
3.8	Information / instructions about the house provided	Yes in local language	Yes + target market language, EN is recommended

Block 4 Personal attention, privacy, and ambience

No.	Description	minimum domestic	international market
4.1	Professional / Vocational Qualification	Health and Security	Idem + "Welcome" training
4.2	Client receives a personal welcome	Yes	Yes
4.3	Personal information and introduction to local offers	recommended	Yes
4.4	Personal attention is available during stay if required	Yes	Yes
4.5	Foreign Language capacity	No	Language of target market, EN recommended. Owner, member of family, or close persons

4.6	Personalized Information about accommodation and surroundings / Guestbook	No / recommended	Yes / Yes
4.7	Privacy of areas used by clients	Only bedrooms; exclusive guest use of bathroom is recommended	Bedrooms, bathrooms, some common areas for exclusive clients' use

Block 5 Security

No.	Description	minimum domestic	international market
5.1	Public Liability Insurance	Yes	Yes
5.2	Fire and Accident protection	Statutory of each country	Yes
5.3	Complies Touristic Statutory Requirements & Registration where required	Yes	Yes
5.4	Control of adequate technical state of equipments etc.	For each new occupancy	<i>idem</i>
5.5	Health (<i>hygiene – health services available – etc.)</i>	First aid box, hygiene of building and guest area. Information sheet about health services.	Comprehensive information about health services in 15 minutes reach, available on request before booking; in any case, available at the accommodation during the stay
5.6	Guarantee of correct information before booking	Updated veracity (responsibility of the owner)	Third-party guarantee is involved (<i>association, certification body, ...</i>)
5.7	Consumer protection (<i>complaints, defined procedure, ...</i>)	Statutory requirements observed	+ Customer Satisfaction Sheet
5.8	Documents of booking (<i>confirmation, standard conditions, receipt, etc.</i>)	Booking conditions must exist and be available	+ written confirmation of booking, conditions, and specification of contracted service
5.9	Price List exposed	Yes	Yes

Rules of Application

The above Standards are a “strong recommendation” for members, but they are not compulsory. Nevertheless, they shall be respected in the case of marketing of specific accommodation units under the brand name of EuroGites.

The Standards complement already existing classification, statutory regulations, or quality systems. Their formal incorporation in such existing proprietary, regional, or national standards is strongly encouraged where possible, as this would also allow for a more straightforward international homologation and transparency on the market.

Each member organisation is responsible to define the extent and way of application of the above standards in the area of its responsibility. Inspection and control of compliance is entrusted to the respective member organisations, but EuroGites reserves the right for own controls.

To compensate for regional and national differences, an equilibrium is needed between flexible application of specific criteria, and the overall guarantee of common minimum standards to the international customer. This will be achieved as follows:

- Deviation under the minimum standards is possible by 25%³ if it can be compensated by over-compliance in other items of the same criteria group.
- Absolute minimums that are not reached, can **not** be compensated⁴ and are exclusive.
- After applying compensation – if any – all criteria in each of the 5 groups must be fulfilled. No compensation is possible between criteria groups for the final result.

³ This is equivalent to one level of the scales (1-4). In the case of absolute values (room size, relation bathrooms/bedplaces, etc.) it is applied on these values.

⁴ This applies to all requirements scaled at (1), and for minimums that by common sense cannot be under-cumpled because this would mean their non-existence (for example, heating facilities).