

Nebraska Association of Bed & Breakfasts

STANDARDS

PURPOSE: The purpose of these high standards is to serve the traveler to the State of Nebraska and to enhance the bed and breakfast industry statewide. The NABB assists members in maintaining these high standards through a monitoring system.

THE MONITORING SYSTEM – GUEST COMMENT CARDS: The primary method of maintaining these standards among member B&B's is the guest comment card. The NABB shall provide its members with guest comment cards to be given to each guest. Members will encourage their guests to fill out the cards and return them to the Association. The NABB will maintain a record of comment cards and/or letters received from guests and will pass all comments on to the appropriate member.

FAILURE TO MAINTAIN STANDARDS: The NABB shall deal with any failure to maintain these standards in accordance with the Association's by-laws.

STANDARDS FOR MEMBERS

MANAGEMENT:

1. Management and staff shall be courteous, present a good appearance and operate on an ethical, business-like basis. Management and staff shall maintain hospitable attention to guest service at all times.
2. B&B owners or innkeepers shall keep up-to-date and accurate reservation booking records and financial accounting and are responsible for all appropriate taxes and fees.
3. B&B owners or innkeepers shall maintain adequate liability insurance above and beyond the normal homeowners policy with an appropriate insurer and affirm that fact annually when renewing membership.
4. The B&B shall have a deposit and cancellation policy and shall make that policy known to prospective guests. It is recommended that a reservation confirmation should be sent to prospective guests (if time permits) and that these policies be printed on the confirmation forms along with other house rules and regulations concerning children, smoking, etc.

PHYSICAL PLANT:

1. The exterior of each B&B property shall be attractive, well maintained, and well illuminated. The entry area and house numbers shall be well lighted. The signage shall be clearly visible (if allowed by local ordinance).
2. All B&B's shall meet the state requirements for fire, ADA and food inspection and shall furnish proof that they have met required inspections, etc. Any B&B located within an area of zoning requiring use permits, licensing, inspection or similar forms of

use/occupancy control for a B&B shall comply with the local jurisdiction's definitions and requirements.

3. Owners or innkeepers shall take all reasonable measures to ensure the safety of guests both indoors and out. Each room shall have written instructions for emergency exits and any other safety requirements of their local or state jurisdiction.
4. B&B owners or innkeepers shall advise guests of any local parking regulations and shall assist guests in locating suitable parking for vehicles when not provided on the premises.
5. Each guest room shall have adequate ventilation and heating in consideration of local climatic conditions. Guest bedrooms shall be well lighted, with special thought given to bedside reading lamps and lighting for mirrors.
6. B&B owners or innkeepers shall maintain the bedrooms, common rooms and food preparation areas in a high standard of cleanliness at all times and insure that they provide a pleasant atmosphere.
 - a. Bedrooms:
 - i. Each bedroom shall have adequate space for hanging clothes and storing personal items. Luggage racks, hooks on doors, clothes trees and dresser drawers are suggested.
 - ii. Bedroom window treatment will provide for privacy and shut out offensive light from outside sources.
 - iii. Bedroom doors shall have locks or latches to ensure the occupant privacy.
 - iv. Guest room beds shall be comfortable with good, firm, clean mattresses. Bedding shall include, as a minimum, a good mattress pad, two sheets, one pillow for each guest with covers and cases, adequate blankets and an attractive comforter or bedspread. All bedding shall be free of wear, soil and stain. Extra pillows and blankets should be easily accessible.
 - v. For guest stays of more than night, linen shall be changed at least after the third night's use. The bed shall be made, the waste basket(s) emptied, and the room vacuumed daily.
 - b. Bathrooms:
 - i. The B&B shall provide at least one full bathroom for every three bedrooms. Guests will be advised if they are to use a shared bath at the time the guest makes the reservation.
 - ii. The B&B shall provide adequate hot water and water pressure to support all guest bathrooms.
 - iii. Each bathroom shall be equipped with the following fixtures of high quality and at least standard size: a commode, a tub or shower with non-skid surface, a sink, adequate shelf space for guest toiletries (not including the toilet tank-top or medicine cabinet), a well illuminated mirror at the sink with a near-by safe electric outlet, and adequate fixtures for hanging towels and clothing. A ventilation exhaust fan is recommended.
 - iv. B&B owners or innkeepers shall maintain the highest standards of cleanliness in the bathroom. Bathrooms shall be cleaned daily during a guest's stay.
 - v. B&B owners or innkeepers will supply each guest with at least one large bath towel and wash cloth to be changed daily. Additional supplies shall include a bath mat, waste basket, toilet tissue, drinking glass or paper cup, and

individually wrapped guest soaps or liquid soap in a dispenser. Extra towels should be readily available.

- vi. Doors to shared bathrooms will have a privacy latch or lock.
- c. Common Room: Since hospitality is the hallmark of B&B accommodations, a common room or parlor is desirable to encourage guest and host interaction. A large breakfast area where several guests may eat at one time will also serve this purpose. (Establishments which also serve as restaurants, taverns, etc. should have a separate, private common area for the use of B&B guests.)
- d. Breakfast: The B&B shall comply with all appropriate regulations regarding food handling and service.
 - i. The kitchen area shall be clean, well maintained and comply with the highest standards of sanitation and hygiene.
 - ii. Food quality, preparation and presentation shall be of the highest standards.
 - iii. The B&B shall offer a full or continental breakfast for each day of a guest's stay. The breakfast shall be included in the room rate. The type of breakfast served shall be specified when the reservation is made.