

The Nebraska Association of Bed and Breakfast (NABB)

STANDARDS (Adopted 2013)

- Standards that are not marked with a star were adopted in 1995 and have not been revised.
- Standards marked with one star(*) were adopted in 1995 and have been edited or revised.
- Standards marked with two stars (***) are entirely new standards and will be implemented in January 2015.
- Many of the section headings have also been reworded.

PURPOSE: The purpose of these 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 standards through a monitoring system.

THE MONITORING SYSTEM: There are three primary methods of monitoring Standards compliance:

1. Guests use a variety of review procedures to rate and provide feedback on NABB member establishments. Members are required to advise the NABB Board or its designated committee of any negative guest reviews. Members must describe their responses/actions to the reviews or reports.
2. Concerns from guests and the general public may also be shared directly with NABB Board.
3. Innkeepers/owners conduct a Standard Compliance Self-evaluation every three (3) years and submit with annual membership dues.

FAILURE TO MAINTAIN STANDARDS: The NABB Board shall deal with any failure to maintain these Standards in accordance with the Association's bylaws.

STANDARDS FOR MEMBERS

A. BUSINESS/ PROFESSIONALISM

1. **The B&B is expected to meet all local, federal, and state laws or regulations. These standards do not and shall not supersede any laws or regulations that may govern an individual B&B. 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.
2. *Innkeeping staff shall be courteous, present a good appearance and operate on an ethical, business-like basis. Innkeeping staff shall maintain hospitable attention to guest service at all times and shall provide concierge resources and network with local resources.
3. **Innkeeping staff shall be continuously evaluating their skills, and seeking training and education to improve their guest services and profitability. This could include areas such as new technologies, tourism trends, marketing practices, food service, health and safety procedures.
4. *Innkeeping staff shall keep up-to-date and accurate reservation booking records and financial accounting and are responsible for all appropriate taxes and fees.
5. *Innkeeping staff shall maintain adequate liability insurance above and beyond the normal homeowners policy with an appropriate insurer and affirm that annually when renewing membership.

6. *The B&B shall have written policies addressing such issues as cancellations, children, pets, smoking, alcohol, etc. and these shall be made known to prospective guests via the website, email, or regular mail. It is recommended that a reservation confirmation be communicated to prospective guests.
7. **The B&B marketing materials, website presence, pictures and videos must accurately portray the B&B.
8. **Innkeeping staff shall keep NABB web site up to date.
9. **Innkeeping staff shall demonstrate effective business communication skills when responding verbally and in writing to the traveling public and the community.

B. PROPERTY

1. The exterior of each B&B property shall be attractive, well maintained, and well illuminated. The entry area and house number shall be well lighted. The signage shall be clearly visible (if allowed by local ordinance).
2. **The decks, patios, and outdoor seating shall be properly maintained. Walkways and paths shall be in good condition. Lawns, gardens, and ponds shall be well maintained, if applicable.
3. **The innkeeping staff 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. The B&B shall have a first aid kit and provide telephone access.
4. *Innkeeping staff 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. **Innkeeping staff shall maintain the guest rooms, common areas and food preparation areas in a high standard of cleanliness and safety at all times and insure that such areas provide a pleasant atmosphere. This includes pest management, disinfectant and sanitation procedures, allergy prevention, and air and water quality.
7. **There shall be plans for severe weather, power outages, accidents, and other emergencies.
8. **There shall be procedures for guest security.

C. GUEST ROOMS

1. *Each guest room shall have adequate space for hanging clothes and storing personal items. Luggage racks, hooks on doors, clothes trees and dresser drawers are suggested.
2. *Guest room window treatments shall provide for privacy and light blocking as appropriate.
3. *Guest room doors shall have locks or latches to ensure the occupant privacy.
4. *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 both cover and case, 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.
5. *Guest rooms should be free of clutter and decorative items that interfere with guest activities. Guests should have adequate surface space for personal items. There should be easily accessible and adequate outlets or power strips for guest use.

6. *For guest stays of more than one night, linen shall be changed at least after the third night's use or as requested by guests. The bed shall be made, the waste basket(s) emptied and the room vacuumed daily, or as requested by guests.

D. GUEST BATHROOMS

1. **Guest bathrooms shall be defined as follows:
 - a. private bathroom within the room,
 - b. private bathroom outside the room,
 - c. shared bathroom outside the room.Guest bathrooms shall be clearly described in this manner in all B&B marketing materials.
2. *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 bathroom or a private bathroom outside of the room at the time the guest makes the reservation.
3. The B&B shall provide adequate hot water and water pressure to support all guest bathrooms.
4. 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 nearby safe electric outlet, and adequate fixtures for hanging towels and clothing. A ventilation exhaust fan is recommended.
5. **If a bathroom is shared, guests shall be provided with sanitizing supplies. Bathrobes shall be supplied to guests using a shared bathroom or a private bathroom outside the guest room.
6. *Innkeeping staff shall maintain the highest standards of cleanliness in the bathroom. Bathrooms shall be cleaned daily during a guest's stay, or as requested by guest.
7. *Innkeeping staff will supply each guest with at least one large bath towel and wash cloth to be changed daily, or as requested by guest. Additional supplies shall include a bath mat, wastebasket, toilet tissue, drinking glass or paper cup, and individually wrapped guest soaps or liquid soap in a dispenser. Extra towels shall be readily available.
8. Doors to shared bathrooms will have a privacy latch or lock.

E. COMMON AREAS

1. *There shall be common areas to encourage guest and innkeeper interaction both inside and outside. Establishments which also operate restaurants, wineries, etc., should have a separate, private common area for the use of B&B guests.
2. **Common areas shall include appropriate decor, ambiance and amenities to provide a comfortable atmosphere for guests. Good quality reading material and guest activity items shall be provided.

F. FOOD SERVICE

1. The B&B shall comply with all appropriate regulations regarding food handling and service.
2. The kitchen area shall be clean, well maintained and comply with the highest standards of sanitation and hygiene.
3. Food quality, preparation and presentation shall be of the highest standards.
4. *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 unless a guest requests separate pricing.
5. *The type of breakfast served, the time of service, and guest allergies shall be discussed when the reservation is made.