



# Bed & Breakfast and Farmstay

Association of NSW & ACT Incorporated

ABN: 23 730 643 618

PO Box R1372 Royal Exchange NSW 1225 - Telephone: 1300 888 862  
www.bedandbreakfast.org.au - www.bedandbreakfastnsw.com.au

## BBFNSW-ACT Members - Code of Practice

*The Association is required, under its Rules, to develop a Code of Practice for members of the Association. It is this Code that forms the basis of a minimum standard for the industry. Each member of the Association is required to abide by these standards.*

Bed & Breakfast and Farmstay NSW & ACT represents a wide variety of “unique” small accommodation businesses to the travelling public. It assures a consistently high quality in the way properties are presented and in their Customer Care for guests.

A basic expectation is that all members will act with integrity, honesty and sobriety and ensure their guests receive courteous, genuine hospitality as part of an enjoyable accommodation experience. There are a number of other essential prerequisites to membership as well as indicators of Quality and Customer Care for guests.

Applications and renewals for full membership of the Association are to be accompanied by evidence that the applicant has fulfilled the *Essential Prerequisites to Membership*, made a formal commitment to the *Standards of Customer Care* and the minimum standards of the *Quality Checklist*.

## Essential Prerequisites to Membership

To ensure that special element of personal attention that characterises the very best of accommodation experiences, all operators ...

- provide a personal on-site welcome to guests either as the owners of the property or as managers acting on the owners behalf.
- provide breakfast in their tariff except for those properties clearly identified as “fully self catering”. Breakfast may be supplied by the host as a full [cooked] breakfast or generous “continental breakfast” in the “traditional” Homestay, Farmstay Homestead, Guesthouse, Inn or Country Home, or, in the case of self contained (cottage, cabin, apartment or suite) accommodation, the supply of adequate breakfast provisions.
- operate under the guidelines provided by the local government authority in the area in which they operate. *A statement from the operator that they comply with any applicable local authority requirements in relation to their business is required.*
- ensure that relevant fire protection systems meet local government regulations and the Building Code of Australia. *A statement from the operator that they comply with any applicable local authority requirements in relation to fire protection systems is required.*
- have adequate insurance cover (public and product liability) against loss or injury by the operator or guests. *A “certificate of currency of insurance” from the insurer is required.*
- have an operating name that is registered with the New South Wales Office of Fair Trading or the Registrar-General’s Office in the ACT. *A current certificate from the Office is required.*
- have adequate bathroom facilities that are **not** shared with the host.
- abide by the Rules of the Association and any other relevant standards issued by the board of the Association.
- comply with the *minimum* standards set out in the Association’s Quality Checklist. *A signed statement to the effect that the operator complies with the elements of the Quality Checklist is required.*

In the case of online application or renewal a tick box is provided for a Member Declaration to cover all these points and scanned copies of the documents required may be sent separately to the office after application.



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## Standards of Customer Care

To ensure the safety of the operator and guests, Bed & Breakfast and Farmstay operators must be aware of the requirements of the following legislation in the construction and operation of their business:

- the NSW Occupational Health and Safety legislation, related regulations and standards.
- the NSW Food Regulation 2001 and the Food Safety Standards ANZ.
- the NSW Anti Discrimination Act.
- the ACT equivalents of above.
- the appropriate Australian Standard where access for guests with a disability is provided.

To provide a high standard of presentation and customer care for each business ensures that:

- the level of hospitality offered enhances the guests' comfort, convenience and experience of the local area.
- the guest areas – such as bedrooms, bathrooms and any guest lounge or dining areas and their associated accessories - are presented in a professional manner: clean, hygienic and well maintained.
- offers car parking with low risk to guests' vehicles and minimal inconvenience to neighbours.
- its operation does not adversely affect the privacy of neighbours.
- its signage is in keeping with the visual character of the locality and, where appropriate, is approved by the local government authority.
- the advertising accurately describes the business.
- a telephone is available to guests in the event of an emergency.

## Quality Checklist

The following is integral to the Association's Code of Practice and, as such, is a checklist of the *minimum* standards that apply to all properties of [full] members of the Association.

### Housekeeping

- The property is well maintained internally and externally.
- All areas used by the guests are spotlessly clean.
- Kitchen, refrigerator and all food storage areas are spotlessly clean.
- All interior rooms are non-smoking and any external "smoking" areas are identified.
- A fire extinguisher and fire blanket are located in the kitchen.
- Fire alarms are fitted to meet the relevant Building Code.

### Hospitality

- The host is present to welcome and farewell guests unless special and equivalent arrangements are in place in respect of self-contained accommodation.
- Arrangements are in place for guests to be given contact details for those occasions when hosts leave the premises.
- Procedures are in place to ensure that room rates, together with booking and cancellation policy are advised to guests prior to arrival and preferably prior to payment of any deposit.
- Local tourism and transport information is available for guests



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## Bedrooms

Each guest bedroom is equipped with:

- Heating and cooling appropriate to the climate
- Bedside lighting and tables for each guest.
- Wardrobe space with at least three hangers for each occupant.
- Adequate storage space.
- Good quality floor coverings in good condition.
- An adequately sized mirror
- Bedside alarm clock or clock radio
- Waste paper basket
- Drinking water and glasses.
- A torch in the event of power failure unless some other suitable arrangements such as automatic lighting in the event of power failure is in place.
- Adequate covering for windows and doors appropriate to the location.
- Quality mattresses in clean and sound condition on a sound base.
- Quality bedding appropriate to the climate with additional bedding available.
- Clean pillows – two per sleep position with additional pillows available.

## Bathrooms

- Sufficient in size for the number of guests with adequate shelf, drawer or cupboard space and effectively ventilated.
- Equipped with bath or shower; hand basin and mirror; wastebasket; extra toilet rolls; lock on bathroom door; adequate number of power points; and towel rail/hooks sufficient for the number of guests.
- Equipped with soap, towels, bathmat and face cloths sufficient for the number of guests.
- Procedures are in place to provide for the towels to be changed or dried daily.

## Meals

- Procedures are in place to ensure that clean drinking water, tea and coffee are accessible to guests at all times during their stay.
- A generous breakfast is provided for all hosted accommodation and generous breakfast provisions are available in self contained accommodation unless a cottage or cabin is promoted as “fully self contained”.

## General

- Roadside identification is adequate for the location.
- A First Aid Kit of suitable standard is available to owners if living on the premises or to guests if owners do not live on the premises.