



Safe, Clean & Legal

This accreditation is designed for entry level hospitality accommodation products offering confidence and reassurance to your customers when making buying decisions.

The accreditation is suitable for entry level hospitality products, when quality (star) ratings may not be relevant or applicable. The accreditation works for **home stay type** of accommodation and the private rental sector, the object being to reassure potential guests that simple checks ensuring the viability of your product (and reliability of the information provided) has been carried out by an independent 3rd party.

Safe and Legal requirements

Do you comply with the Regulatory Reform (Fire Safety) Order October 2005?

Fire Risk Assessments are required to comply with the Regulatory Reform (Fire Safety) Order 2005. We recommended this is written and reviewed annually.

Does all your furniture and furnishings comply with the Furniture and Furnishings (Fire Safety) Regulations?

Have you undertaken a Health & Safety Assessment of your property?

Health & Safety, relating to your guests, staff and general practices, including electrical safety from initial safe wiring through to small appliance testing (PAT)

Check the small print on your mortgage and insurance documents, many insurers may state that if there is a fire as a result of an electrical fault your policy is null and void if this has not been carried out.

Has your mortgage lender approved the change of use for the property?

Does your leasehold or Tenancy Agreement allow you to rent out your property?

Are appropriate checks and tests carried out as required for private water supplies?

Provide a carbon monoxide detector in every room where gas or oil burn, in rooms where there is an open fire or wood burner. A detector should always be placed in a kitchen, when used by the guest, unless all appliances are electric and in rooms where central heating boilers are housed. Gas safety certificates will also be required where applicable

Do you have public liability insurance?

Public Liability Insurance – *Please note* prior to assessment you will be asked to upload a copy of your certificate of insurance as evidence.

Do you have House and Contents insurance, covering you for damage by paying guests?

Do you provide food/drinks for guests?

Food Safety/Hygiene – If you produce and serve food (regulations include the term “food” as service of drinks too) to your guests you must register with your local authority.

It is also highly recommended that food handlers should also have a basic food hygiene certificate.

Allergies and Food Labelling – When serving food, including pre-packaged or special recipe foods purchased from trade such as butchers, bakers etc. you must be able to show a list of ingredients highlighting the 14 allergen groups if contained.

Licenses for serving alcohol to the public, special events etc. – This includes complimentary drinks, bottles of wine and any alcohol served. However there is some leniency within the law for small businesses, including alcohol within an accommodation package or selling small quantities.

Other Safe and Legal considerations

Change of Use Planning – Have you clarified with your local authority as to whether “change of use” planning permission is required? If so, has it been granted?

Data Protection Act 1988 (DPA) – Holding and use of personal information soon to be replaced by the new EU **General Data Protection Regulations (GDPR)** effective **from 25th May 2018**, review and take advice on storage of any data that you collect.

Equality Act 2010, please consider an access statement.

Consumer Protection from Unfair Trading Regulations 2008 - Ensure descriptions of your product / property are accurate.

TV Licences are required for Self-Catering, B&Bs and Hotels, if providing private lets it is advisable to include a note in your letting contract which clarifies that the tenant must provide their own TV licence

Other licenses which your business may require if playing pre-recorded music, movies, live music and entertainment to the public are **PRS (Performing Rights Society)**, **PPL (Phonographic Performance Ltd)** and **MPLC (Motion Picture Licensing Company)**

Furniture, Facilities and Equipment

Are garden ponds fenced, if you take children and pets?

Any additional equipment offered for children including cots, highchairs, bunk beds and temporary beds should comply with British Safety Standards.

Do you have a handrail fitted to staircases?

Cleanliness and hygiene

Guests will forgive a little wear and tear, but poor cleanliness is unacceptable.

Attention must be given to all areas and items involving direct contact with guests, such as bedding, linen, towels, baths, showers, washbasins, WCs, flooring, seating, crockery, cutlery and glassware. All should be cleaned and checked thoroughly between lets. Guests don't want any reminders of other guests!

Ensure that all properties are thoroughly cleaned throughout, before each new let, irrespective of whether the previous guests have left it looking spotless prior to departure. Broken or damaged items should be replaced.

The assessor will thoroughly check all areas that a guest may use and subsequent complaints from guests could result in a (paid) revisit for reassessment or a withdrawal of accreditation.

Communication with guests

All advertising and pre-booking information must make clear to guests exactly what is included in the prices quoted for the property including service charge, taxes and other surcharges, e.g. electricity, fuel, towels, cots, pets etc.

Full details of accommodation, including sleeping arrangements (double, twin, bunk beds, sofa beds) and bathrooms (bath or shower, shared, private, en-suite) provided in all communications.

Any in-house policies, e.g. no smoking, no pets etc. must be communicated at the time of booking.

Inform guests prior to booking, of charges for additional services or facilities available, including cancellation terms, housekeeping and/or breakage deposits.

Scoring for Safe, Clean and legal assessment

Safe, Clean and Legal is a pass or fail scheme. Operators can subscribe online or over the telephone. You will be asked to upload your Fire Risk assessment and Public Liability insurance certification on application in order to qualify for a visit. Once certification has been uploaded, an assessor will arrange to visit in order to accredit the property.

A checklist to work through before applying for assessment

- Do you have public liability insurance?
- Do you have building and contents insurance that covers damage by paying guests?
- Has your mortgage lender approved the change of use for the property?
- Does your Leasehold or Tenancy Agreement allow you to rent out your property?
- Have you clarified with your local authority as to whether “change of use” planning permission is required?
- If you provide food and/or drinks for guests, have you registered with your local authority?
- Do you have a hotel TV licence?
- Do you comply with the Regulatory Reform (Fire Safety) Order 2005?
- Have you undertaken a Health and Safety Assessment of your property?
- If you have gas, has the boiler, and all gas appliances, been checked by a registered “gas safe” engineer within the last 12 months?
- Do all Furniture and Furnishings comply with the Furniture and Furnishings (Fire Safety) Regulations?