

# Basic quality standards for ECEAT accommodation

## INTRODUCTION

- *These standards are worked out for those „ECEAT“ countries, where the official national system used for this type of quality measurement doesn't exist or cannot be implemented.*
- *It is up to the country to use either these standards or national ones. Without reaching the basic quality standards, the ECEAT certificate for sustainable quality must not be granted.*
- *Both methods can be implemented for evaluation –either a self-evaluation or external inspection; the exact method depends on a country and is in line with local method - for details please refer to [www.eceat.org](http://www.eceat.org)*
- *In order to obtain an ECEAT- basic quality certificate it is necessary to fully comply with:*
  - *basic standards for all types of accommodation*
  - *basic standards for rooms (if present in accommodation)*
  - *basic standards per type of accommodation (in case of campsites, accommodations serving meals and self-catering accommodations)*

## 1. **BASIC STANDARDS FOR ALL TYPES OF ACCOMMODATION**

### **1.1 Basic legal conditions**

*The accommodation holder has to operate according to national laws in the following points;*

- a. guests registration in case of legal obligation
- b. act according to law of fire prevention or safety (smoke detectors, fire extinguishers), safety in building/construction and food safety and hygiene
- c. safe drinking water
- d. ECEAT national certifying authority certifies only legal businesses = registered at the Tax Authority in the country
- e. accommodation holder provides safety measures against spread of animal diseases through tourists

*(describe: .....)*

### **1.2 Basic quality standards**

#### 1.2.1 GOOD ACCESSIBILITY

- a. the accommodation must be reachable by road map with additional information supplied by the accommodation

#### 1.2.2 HOSPITALITY

- a. the owner/provider is hospitable and friendly with his/her guests and is able to create a pleasant atmosphere
- b. the owner/provider must not show any prejudices against the guest's religion, colour or sexual orientation
- c. accommodation holder takes action in case guests are notifying that they are bothered by other guests or by intrusive sources of pollution and noise.
- d. the accommodation holder is not hosting more guests than he/she can handle
- e. accommodation holder takes care that the accommodation and its immediate surroundings are kept clean

#### 1.3 RELEVANT INFORMATION FOR THE GUESTS SUPPLIED

*The following information for the guest should be placed in a clearly visible place:*

- a. all prices clearly indicated in the local currency and in Euros
- b. list of extra services and activities offered
- c. the house rules
- d. information about the surroundings, including a map
- e. public transport in the region

- f. list of emergency phone numbers (medical centre, police, fire station)
- g. the ECEAT basic comfort quality certificate
- h. copy of the ECEAT basic criteria (available for the guests on request)

#### 1.4 PROVISION OF SAFETY

- a. a first aid kit must be easily reachable for the guests
- b. accommodation holder informs the guests about possible dangers in the house and surroundings, especially for children (dogs, holes, ditches, etc)
- c. accommodation holder takes measures to avoid attacks by his animals
- d. accommodation holder provides appropriate safety measures for properties of guests (f.e room locks, safe parking place for cars/bicycles, etc.)

## 2. **BASIC STANDARDS FOR ROOMS - if present in type of accommodation**

### *Room*

- a. rooms must be dry, not mould, contain fresh air, with day light
- b. room must be heatable if needed
- c. rooms have lights (if no electric light it should be communicated to the guests)

### *Living room*

- a. no permanent beds are placed in a living room
- b. a table + chairs and seats according to the number of beds

### *Bedroom*

- a. good beds, sheets, blankets and pillows
- b. minimum dimension 190 x 80 (single) and 190 x 140 (double)
- c. 20 cm above the floor level
- d. mattress must be of one piece, flat and solid
- e. folding beds, sofas, etc. must not serve as permanent beds
- f. extra blankets available in case of cold weather
- g. *in case a room is smaller than the following dimensions it should be communicated to the guests:*  
  - 5 m<sup>2</sup> per bed, height 2,20 m
  - 7 m<sup>2</sup> per double bed, height 2,20 m
  - 7 m<sup>2</sup> per bunk bed, height 2,20 m
- h. bedlight available
- i. a wardrobe or shelves and a place for hanging clothes, including coat hangers
- j. the bedroom must have curtains or blinds
- k. changing of linings after every new guest
- l. there are no passageways between bedrooms

## 3. **BASIC STANDARDS PER TYPE OF ACCOMMODATION**

### 3.1 BASIC STANDARDS FOR CAMPSITES

#### 3.1.1 SUITABLE TERRAIN

- a. places for tents should be flat and without stones
- b. no domestic animals or farm animals are permitted in the campsites (if permitted, it must be clearly stated and measures have to be taken to avoid possible dangers)
- c. place for emptying waste and waste water is clearly designated
- d. if the space available is less than minimum it should be clearly communicated to the guests (minimum space for a family tent, caravan or trailer is 50 m<sup>2</sup>, for a small tent 25 m<sup>2</sup>)

#### 3.1.2 ACCEPTABLE SANITARY CONDITIONS

- a. the use of the sanitary facilities do not disturb other guests
- b. the sanitary facilities are within easy reach 24 hours

- c. showers and toilets are closable

### **3.2 BASIC STANDARDS FOR ACCOMMODATION SERVING MEALS**

#### **3.2.1 AGREEABLE DINING ROOM**

- a. a suitable dining room must be available before, during and after meals. A club/living room can be used for this purpose
- b. special attention is paid to cleanness (tables, table clothes etc.)

#### **3.2.2 GOOD QUALITY CATERING**

- a. meals are of good quality, enough quantity and contain fresh products
- b. if available, local (farm)produce is used

### **3.3 BASIC STANDARDS FOR SELF-CATERING ACCOMMODATION**

#### **3.3.1 PROVISION OF EQUIPMENT**

- a. a set of cutlery (a knife, a spoon, a fork, a tea spoon), a plate (soup-plate, a regular plate), a glass and a cup per guest
- b. a cool food storage, stove, water kettle or electric water cooker, a sink with cold water, pots with lids, a frying pan, a bowl, a sharp cutting knife, a ladle, a bottle opener, a cutting board, a strainer, a brush, dish clothe, a bin for waste
- c. appropriate equipment for cleaning is provided
- d. an earthed power-point available (if no electricity, it should be communicated to the guests)