

Federation of Ontario Bed and Breakfast Accommodation STANDARD POLICIES AND PROCEDURES

The FOBBA Constitution defines a Bed & Breakfast as:

“An owner-occupied private residential dwelling that is the owner’s principal residence, and in which the owner has control of the environment. It provides temporary accommodation not exceeding 28 consecutive days, and amenities and services auxiliary to guest accommodation, including the preparation and service of breakfast for an all-inclusive fee.”

The standards set forth below are designed to ensure that a high level of safety, comfort, cleanliness, hospitality and ethics is provided by member B&Bs of the Federation of Ontario Bed and Breakfast Accommodation. They are intended to recognize and respect the diversity and the variety of styles of B&B accommodations, and to meet the expectations of B&B travelers.

GENERAL COMPLIANCE WITH PREVAILING LAWS

FOBBA members agree to adhere to the laws of Ontario, and to regulations relevant to operating a small business.

THE EXTERIOR

Local Environment: The area in which the B&B is located must be attractive, desirable and safe. The establishment and surrounding grounds must be attractive and consistently well maintained. Parking areas, walkways and entrances must be safe and well illuminated.

Parking: Convenient parking must be available on or near the premises; alternatively, the lack of same must be clearly advertised.

THE INTERIOR

Cleanliness: All interior space including public areas, guest rooms, bathrooms, and dining areas must demonstrate a high standard of cleanliness, be consistently well maintained and provide a pleasant atmosphere. Excellence in housekeeping and maintenance throughout are of primary importance and lack thereof will disqualify a B&B for FOBBA membership regardless of other fine features or amenities offered to guests. Daily refreshing of rooms and private bathrooms is considered required standard procedure. Shared bathrooms should be refreshed more frequently, as required.

Fire and Carbon Monoxide Protection: The B&B premises should comply with all local, provincial and federal fire regulations. There shall be a minimum of one smoke detector on each floor or more as per code, fire extinguishers on each floor and in the kitchen. An emergency evacuation plan should be posted in each guest room which should be pointed out to guests, along with emergency exits. A working flashlight should be visible and available in each room in the event of a power failure. A carbon monoxide detector is required in all new homes according to the Ontario Building Code is strongly recommended in all B&Bs.

Drinking Water: B&Bs with private drinking water systems (i.e. who obtain their drinking water from a non-municipal source) must comply with provincial regulations governing drinking water systems in effect while in operation.

Climate Control: Each guest room must have adequate heating and ventilation equipment in consideration of the local climate and this equipment must meet current safety codes. FOBBA recommends adequate heating to ensure comfortable temperatures that conform to provincial regulations. Extra blankets should be available.

Maintenance: Guest beds must be made every day unless specifically refused by the guest, or clearly stated in advance that this service will not be provided unless requested. Bathrooms must be cleaned daily or more frequently if necessary. Towels and linens should be changed at least every third day; all trash containers must be emptied daily. Additional housekeeping should be provided as needed.

Guest Rooms: Each guest room must have a pleasant decor and quality furnishings. Adequate space must be provided for guests to move freely about the room and comfortably store their personal effects. Windows must be equipped with suitable coverings. A lock from inside the room is required. Hosts' personal belongings must not be stored in guest rooms.

Beds: Good quality, comfortable beds in top condition are a must. Sofa beds or cots cannot be used as primary beds in a guest room. Bedding must include mattress pad, top and bottom sheet, pillow, pillow case and adequate coverings, all of which must be in top condition and free from soil. Linens must be changed after departure of each guest.

Furnishings: Furnishings must include a chair, a nightstand or shelf conveniently located next to each bed, storage for clothing and a waste basket. Good illumination is required.

Bathroom: There must be an adequate number of bathrooms. In the case of shared bathrooms, no more than three bedrooms may share one bathroom. Floors, walls and fixtures must be kept to a high standard of cleanliness. Ample amounts of hot water must be available at all times. Good illumination is essential. Shared or private bathroom doors must have an inside lock or latch. Each guest must be supplied with at least one large bath towel, hand towel and wash-cloth. A waste basket, toilet paper, tissues, a water glass or paper cup and individually wrapped soap or a container of liquid soap must also be available. Each bathroom must be equipped with the following fixtures of high quality and standard size:

1. Sink
2. Toilet
3. Tub, shower or both, with non-skid device
4. Well illuminated mirror
5. Convenient electrical outlet (ground-fault as per code)
6. Adequate space for guest toiletries
7. Fixtures for hanging towels and bath robe

Guest bathrooms may not be shared with hosts.

Common Room: A common room (parlour, lounge or similar, either for dedicated guest use or shared with hosts) must be available to guests.

BREAKFAST

The kitchen/breakfast area must be kept clean, well maintained and comply with high standards of sanitation and hygiene (according to local Health Unit standards). Food quality, preparation and presentation must be at a consistent high quality level. A full or continental breakfast must be offered for each day of a guest's stay and be included in the room rate. The type of breakfast must be established when reservations are placed. Unless by prior agreement, breakfast will be prepared for the guest(s).

Continental Breakfast: A minimum breakfast to consist of hot beverage, cereal/bread/pastry and juice.

Full Breakfast: A complete breakfast to include all of the above plus a hot entree (i.e. eggs, pancakes etc.)

GENERAL

All guest rooms available for Bed & Breakfast use must meet all specific FOBBA requirements for guest rooms and must be available consistently for B&B guests and not for general boarders or members of the family. Un-hosted facilities or those for permanent boarders are not considered bed and breakfast accommodation and are not eligible for membership in FOBBA. Bed & Breakfasts are considered private, principal residences, and hosts must live at the premise.

Owner/operators must permit periodic inspections by FOBBA representatives with proper notice. Membership will not be extended to establishments that refuse to be inspected.

Guest Policy: Members of FOBBA are expected to welcome all guests without discrimination. Individual policies such as adult-oriented or pet-free are acceptable.

Rates: FOBBA will not list any B&B which refuses to declare accurate rates. Rates and taxes must be made known to guests at the time of reservation.

Deposits and Cancellation: Deposit and cancellation policies must be made known to guests at the time of reservation. Deposits and cancellation policies must be reasonable. Establishments that do not have a cancellation policy will not be eligible for listings in media produced or maintained by FOBBA.

Guest Services: Owner/operators or staff must be available on the premises. They must be courteous, present a good appearance and operate on an ethical, business-like basis while providing conscientious attention to guest service.

Insurance: B&Bs must carry insurance to cover their premises and business, and public liability consistent with accepted business practices. (Please note: regular home ownership insurance does not cover B&B guests! Specific policy provisions must be included so verify with your insurer.)

Guest Security: All reasonable precautions must be employed to secure the personal safety of guests and the protection of their possessions from damage and/or theft.

Complaints: Complaints from guests must be handled quickly and in the spirit of cooperation. If the complaint cannot be dealt with satisfactorily the guest must be given contact information for the FOBBA complaints committee. Lack of cooperation with FOBBA in resolving complaints will be cause for membership disqualification.

Cancellation of Membership and Refund Policy: Should an applicant decide not to proceed with FOBBA membership prior to completion of the peer inspection, FOBBA will refund 50% of the membership fee paid at time of application. Refunds or credits do not apply for members of FOBBA who close their operations or otherwise withdraw or are asked to withdraw from the organization during a membership term. FOBBA membership is not transferable. Membership certificates remain the property of FOBBA and must be returned on request, or upon the sale or close of the business.