

What Does “Inspected & Approved” Mean?



When an inn becomes a member of the Bed & Breakfast Association of Virginia, they must meet specific required standards. We also set forth recommendations for them to follow as well. In order to remain a member, the Inn must undergo inspection every two years. Below are some of the items which are checked during inspections.

Please Note: The BBAV has no control over the way individual innkeepers conduct the business operations of their inns. We do however encourage the best in hospitality, quality assurance, and guest satisfaction. We do require individual inn policies be clearly stated on their printed materials and on the inn’s personal web site.

Guests are encouraged to fill out and send in the BBAV Comment Cards after a stay at one of our member inns. For your information, the following are the some of the standards and recommendations which BBAV members must meet.

What is Required?

- Innkeeper or staff must be present on site from 11PM to 7 AM, or inn must be connected to emergency services
- Inn has BBAV Comment Cards available to guests
- Fire extinguisher available on each floor, and in any room with open flame.
- Emergency lighting available in all guest rooms.
- All exits are clearly identifiable.
- Stairs must be kept free of any items on which guests could trip
- Stair rails on all interior and exterior stairs; must be securely mounted
- Stairs and hallways have adequate lighting
- Adequate lighting for parking area, porches and walkways
- Doors and ground floor windows have locks appropriate to the security risk of the area
- Smoke detectors in hallways and in all guest rooms
- Emergency exit diagram, procedures, and location of fire extinguishers readily available in guest rooms
- Emergency numbers posted at all phones to which guests have access
- Guests informed in writing how to contact innkeepers when innkeepers are off property
- No peeling paint, loose shingles or siding, uneven walkways, etc. on the exterior
- No major stains or scuffs on interior paint
- Landscape and grounds are kept in good order
- Tools, trash containers, recycling bins, and other inn equipment are stored out of sight of guests
- Identifying sign in a location where it can be easily seen and of a size where it can be easily read by arriving and in good condition
- Guest rooms, bathrooms, and common areas are clean and neat and furnished with items in good repair
- Bed frame, box springs, and mattress in good condition
- Bed linens are clean, in good repair, and consistent with the style of the inn
- At least two sets of towels are provided per room, with more available on request
- Written information is available to guests on inn policies
- At least one parking space is provided per room, with guest parking clearly identified
- Adequate heating and cooling
- Privacy for windows which face public areas or other dwellings

Recommended:

- Innkeeper/staff present greet guests unless arrangements have been made
- 24 hour phone coverage for incoming calls
- Onsite pets disclosed to guests on web site and in confirmation letters or e-mails
- Information available on area attractions, restaurants and other services
- Iron and ironing board available for guest use
- Reading materials, games, cards, etc. available for guest use
- Snacks or refreshments offered
- Adequate seating in common rooms for guests
- Adequate lighting in reading areas
- Rooms free of odors from deodorizers, cleaning agents, or fragrant items such as potpourri
- Two luggage racks or equivalent bench space provided
- Lighting on both sides of primary bed at an appropriate height for reading while propped up in bed
- Bedside table on each side of primary bed; adequate shelf space and lighting if table is not provided
- Minimum of 8 hangers (wood, cloth covered, or plastic, not wire) in each closet
- Bedrooms which share bathrooms have racks or hooks for guests to hang used and wet towels

Thank you for choosing to stay at one of our over 200 BBAV members inns.

Should you have a concern, please contact our BBAV office at: 1-888-660-2228

President
Bed & Breakfast Association of Virginia
www.InnVirginia.com