

AAA's Classification Definitions

Bed and Breakfast: Small-scale properties emphasizing a high degree of personal touches that provide guests with an “at home” feeling. Guest units tend to be individually decorated. Rooms may not include some amenities such as televisions and telephones, and may have a shared bathroom. Usually owner-operated, with a common room or parlor separate from the innkeeper’s living quarters, where guests and operators can interact during evening and breakfast hours. Evening closures are normal. A continental or full, hot breakfast is served and is included in the room rate.

Country Inn: Although similar in definition to a bed and breakfast, country inns are usually larger in scale, with spacious public areas and a dining facility that serves at least breakfast and dinner.

Diamond Rating Requirements for Bed & Breakfasts/Country Inns

DIAMOND RATING REQUIREMENTS REFLECT THE BASIC EXPECTATIONS OF AAA/CAA MEMBERS AS ESTABLISHED THROUGH SURVEYS AND CONTINUOUS FEEDBACK. *Prior to the assignment of a diamond rating, an establishment must be able to meet the following requirements:*

Management Style of Operation

1. The establishment must be a primarily transient operation.
2. Minimum of four rental units. *(These units must be dedicated to guest use and should not be family member rooms occasionally rented out for overnight guests)*
3. The establishment must be in compliance with all local, state, and federal codes.
4. If the establishment is not open all year, an accurate operating schedule must be provided and continually updated for AAA publications.
5. 24-hour access to incoming phone calls, when there are guests.
 - Management must ensure prompt delivery of guests’ incoming phone call messages 24 hours a day. If a telephone answering machine is used, an alternate phone number must be included so that emergency messages can be immediately relayed to guests.
6. 24-hour access to outgoing phone service.
7. 24-hour guest access to a property management representative, in person or by telephone.
 - If a management representative is absent for long periods or overnight when there are guests, the property must provide telephones in the guest rooms.
8. The establishment must assist AAA in resolution of all member complaints.
9. The establishment must accommodate unannounced AAA property evaluations within a reasonable period of time.
10. The establishment must provide AAA rates and discounts upon request and must honor AAA published rates and discounts as last contracted.

11. All property staff must conduct business in a professional and ethical manner providing attentive, conscientious service to guests.
 - A guest's key must not be left unsecured for a guest's pending arrival.

Exterior and Public Areas

12. All property signage must be legible and visible as appropriate.
13. All facilities directly associated with a property must meet all appropriate AAA Diamond Rating Requirements.
14. Adequate illumination is required in all public areas. This includes sufficient lighting in all corridors, stairways, landings, and parking areas.
15. A common room with good illumination must be available for guest use at all times. This area must be separate from the innkeeper's living quarters.

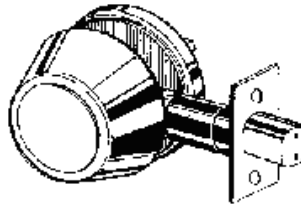
Guest Unit Security

16. **LOCKS** - *AAA's Lodging Guest Room Security requirements apply.*
Each guest room door must be equipped with a lock that permits a guest to enter the unit using some form of key that allows the door to be locked while the unit is occupied and when the guest leaves the unit.



If a skeleton style key is being used, it must be a working lock that is unique to that individual door lock.

In addition to this keyed locking device: AAA also requires that each guest unit, or other door leading from a guest unit, be equipped with a mortised, deadbolt locking device. The deadbolt lock is required to have a throw that extends at least one inch from the edge of the door into the door frame. The purpose of this lock is for guest security. If a keyed deadbolt style lock is used, only top management and security should have access to the key in the event of an emergency. ***It is not acceptable for guest room keys to operate this privacy lock.***



(Example of a standard, mortised deadbolt lock)

Secondary Lock Variances

In certain instances, the requirement for secondary locks may be modified to meet a variety of exceptions. The most common are noted below. AAA claims the right of final arbitrator in all decisions of this nature.

Sliding Glass Doors – Each sliding door must be equipped with an effective locking device. A secondary security lock is required on all ground floor doors and those which are accessible from common walkways and adjoining balconies.

French Doors – In addition to the deadbolt lock requirements, surface-mounted slide bolts must be provided at the top and bottom to secure the stationary/auxiliary door. These bolts must extend into the upper doorframe and the lower doorframe or floor and must be strong and sturdy mechanisms.

Pocket Doors – A mortised deadbolt is expected, and should be mounted in such a fashion as to extend into the upper or lower doorframe. There are sturdy locking mechanisms available that can be mounted on the door with a locking pin that completely wraps around a separately mounted post. These will be considered on a case-by-case basis.

Historic Doors – If a door is considered integral to an establishment’s historic integrity and/or a historic door is too thin to accommodate a standard, mortised deadbolt lock, a surface-mounted deadbolt locking device will be considered on a case-by-case basis. If a property has been built in stages where one section meets the “historic” criteria and a newer section has been added that is not “historic,” the newer rooms must meet the deadbolt lock requirements.

17. Each door to connecting guest units or maintenance corridors must be equipped with a deadbolt lock. Doors to shared bathrooms outside the guest unit must be equipped with a privacy lock.
18. Each guest unit door that opens to the outdoors must have a viewport or window convenient to the door.
19. **Windows** - Each window overlooking a common walkway or in a ground floor unit must be equipped with a functional lock.

Fire Protection

20. An operational, single station smoke detector is required in each guest unit. Hard-wired smoke detectors are preferred. When battery-operated detectors are used, there must be an adequate maintenance program to routinely test and replace batteries. ***Properties must meet all federal, state, and local fire codes.***

Housekeeping and Maintenance

21. All facilities directly associated with a property must be clean and well-maintained throughout.

22. At a minimum, each guest unit must be thoroughly cleaned with complete bed and bath linens changed between guest stays. ***Fresh linens, maid services, and bathroom supplies must be available upon request.***

Room Décor and Ambiance

23. Each guest unit must have adequate shades, drapes, or blinds to cover all windows or other glass areas to provide the guest with privacy.
24. The level of soundproofing must be adequate to muffle outside noises and normal sounds in adjacent units and public areas.

Furnishings

25. Each guest unit must contain a comfortable bed with one mattress pad, two sheets, a blanket, a suitable bedspread, pillows, and pillowcases.
26. Each guest unit must have a nightstand or equivalent by each bed, a functional chair, clothes-hanging facilities, hangers and drawer space for two guests, and a wastepaper basket.

Illumination

27. Each guest unit must have an active light switch at the main entry. In addition, each guest unit must have good illumination at a writing surface, a sitting area, and at each bed. ***Illumination is a very important guest need. Overall unit brightness is considered. Dark shades or dark walls may impact unit brightness.***

Bathrooms

28. Bed & Breakfasts, Country Inns and Historic properties may have shared baths, not exceeding a ratio of two guest units to one bath.
Note: For properties approved prior to March 1, 1999, this requirement is waived.
29. All bathrooms must contain a commode, a sink with a well-lighted mirror and convenient electrical outlet, adequate shelf space, a tub or a shower with a non-slip surface.
30. All bathroom floor surfaces must be easily cleaned. Carpeting is not acceptable in the commode area.
31. Each bathroom must be equipped with toilet tissue, a cloth bath mat and two soaps. Each guest must be provided a large bath towel, hand towel, face cloth and a drinking tumbler.
 - When guest rooms share a bath, each guest unit's bath linens, bath mat, glasses, and soaps must be placed in the guest units.

HOW ARE BED AND BREAKFASTS/COUNTRY INNS RATED?

Establishments are considered as a whole, with the overall picture determining the listing acceptability and the rating. A property that has a few units of higher quality will not receive a higher rating based solely on those few units. However, if a property has a few weaker units (in quality, condition or maintenance), they could affect the property's listing or overall rating. AAA will use judgment in assigning ratings when properties have diverse units that are individually decorated and are of varying quality. As a general rule, properties are rated based on their weakest units.








When considering a property for a four or five diamond rating, guest service and physical facilities have equal weight. For example, if the physical attributes of the property are deemed to be four diamond and guest services is three diamond, the property will be rated three diamond. Both the physical facilities and guest services must meet the respective diamond rating expectations to achieve the four or five diamond rating.






Guest Service Expectations for Bed & Breakfasts and Country Inns

Personal guest attention, together with the unique charm and ambiance of a property, combine to make the Bed & Breakfast/Country Inn experience one unlike any other. Warm, friendly camaraderie and interaction with the host and other guests, as well as the desire of the host to meet guests' needs, are the hallmarks of the experience.




The guest should find available a variety of services and amenities. While the levels, types, numbers, and quality of services may vary, the host and staff involvement with the guest should reflect a genuine interest and regard for enhancement of the guest's stay.

Country Inns may have high ratios of staff to guest rooms. B&Bs generally have limited staff that performs many service functions. An important aspect in providing guest service at any rating level is to ensure the expected services/functions are performed in a high quality manner, commensurate with the property's overall rating. As diamond ratings increase, the types of services/assistance available to the guest and the expected levels of sustained quality performance also increase. *See **Four and Five Diamond service expectations in the Lodging Requirements & Diamond Rating Guidelines for more detail.***

EXTERIOR	    				
	ONE DIAMOND	TWO DIAMOND	THREE DIAMOND	FOUR DIAMOND	FIVE DIAMOND
Curb Appeal	The combination of all exterior elements provides a basic, unadorned curb appeal Basic, simple variety of landscaping Basic building structure and design	The combination of all exterior elements provides a modestly enhanced, good curb appeal Good variety of landscaping, including professionally maintained shrubs and flowers Good building structure and design Porch, deck or patio with good quality furniture	The combination of obvious design enhancements and all exterior elements provides a very good level of curb appeal Very good variety of landscaping, with noticeable enhancement to layout and design Contemporary or classic building structure with noticeable design element enhancements 2D plus: Very good quality outdoor furniture	The combination of all exterior elements provides an impressive, well-integrated, and excellent level of curb appeal Excellent variety of landscaping, professionally planned and manicured Impressive architectural features well-integrated into the surrounding area 3D plus: Excellent quality outdoor furniture	The combination of all exterior elements provides a stunning, unique, and outstanding level of curb appeal Extensive variety of landscaping, with meticulous attention to detail in placement and care Stunning and unique architectural features 4D plus: Ample, top quality outdoor furniture
Parking	Varied parking surface	Gravel driveway; good-size parking area	Blacktop or concrete; very good-size parking area	3D plus: Excellent-size parking area, easily accessible to building entrance	4D plus: Ample-size parking area
PUBLIC AREAS	    				
	ONE DIAMOND	TWO DIAMOND	THREE DIAMOND	FOUR DIAMOND	FIVE DIAMOND
Furnishings and Décor	Basic, functional décor with limited coordination of furniture, fixtures, and equipment	Good, comfortable décor with evidence of increased coordination of furniture, fixtures, and equipment that reflect the theme of the property; some silk, live plants or knickknacks	Furniture, fixtures, equipment, and décor are well-coordinated, attractive, and offer an enhanced degree of comfort; antiques or reproductions are of very good quality; a very good variety of live plants or very good quality artificial floral arrangements	Upscale, well-appointed, and in the theme of the property; high degree of comfort, featuring professionally fitted coverings; antiques or reproductions are of excellent quality; an abundant variety of live plants or unique dried floral arrangements	Outstanding elegance and appeal with unique style, displaying fine antiques, paintings and artistic elements; an outstanding variety of live plants and fresh floral arrangements throughout
Floor Coverings	Basic quality of simple design	Good quality floor coverings coordinated with the overall décor	Very good quality carpet - and/or - wood or tile floors with area rugs accenting the overall décor	Excellent quality carpet -and/or - wood, marble, or granite floors with unique area rugs	Outstanding quality of carpet or tile with a distinctive design pattern; highly-polished wood, marble, granite, or high-grade stone floors with custom area rugs
Illumination	Functional lighting fixtures that provide adequate illumination	Enhanced lighting fixtures are appropriately positioned to provide good overall illumination	Decorative lighting fixtures are well-positioned to provide very good overall illumination	Light fixtures are well-appointed and of an upscale design, e.g., chandeliers or gas jet-style lights that complement the overall theme of the property; multi-placement provides overall excellent illumination	4D plus: Custom lighting fixtures of outstanding quality, providing a unique effect
Corridors	Walls and ceilings are of basic, simple quality and design	Walls are plasterboard or have vinyl coverings; ceilings are suspended or painted plasterboard; climate controlled	Walls are painted, stuccoed, or have vinyl wall coverings with carpeted or wood baseboard; ceilings are painted plasterboard or have an enhanced, textured finish	Walls have excellent quality wall coverings or treatments with ceiling trim or decorative border and carpeted or wood baseboard; ceilings are painted plasterboard or have an enhanced, textured finish; carpet runners	Walls have outstanding quality, decorative wall coverings or treatments that are enhanced by wainscot or chair rails with ceiling trim or decorative border and wood baseboard; ceilings are unique, with enhanced architectural design; staircases with trimmed carpet runners
Signage (Directional signage not typically seen at B&Bs)	Adequate, legible directional signs in limited locations throughout the property	Professionally manufactured directional signs in many locations throughout the property	2D plus: Noticeably enhanced detail in design	3D plus: Design is well-defined in harmony with the theme of the property. Location of signage is extensive	4D plus: Signage is of outstanding quality and unique design

Registration Area	Adequate size registration area	Clearly defined, good-size registration area with desk	2D plus: Very good size registration area with wood desk; inviting foyer	Spacious registration area located away from main traffic areas; excellent quality registration desk in keeping with the theme of the property	4D plus: Very spacious registration area with outstanding quality registration desk
Common Areas	Limited common area with a writing surface, a library of reading materials, and a variety of puzzles and games	1D plus: Good-size common room; well illuminated; information available on area restaurants; menus available	2D plus: Very good-size common area with television and telephone access available; limited refreshments available; very good quality/variety of games/reading materials; guest comment books	3D plus: Multiple common areas; refreshments available; excellent variety of information about area, restaurants and menus	4D plus: Ample seating in a variety of common areas; background music; outstanding array of local and area information, restaurants and menus, recreational opportunities, etc.
Breakfast Area	Simple continental breakfast is offered	Dining area with good quality tableware; expanded continental or limited full breakfast is offered; hours are preset	2D plus: Separate dining area with appropriate seating for the size of the establishment; very good quality tableware; full breakfast is offered	3D plus: Excellent quality tableware; full breakfast is offered with flexibility in times	4D plus: Outstanding quality tableware
GUESTROOM	 ONE DIAMOND  TWO DIAMOND  THREE DIAMOND  FOUR DIAMOND  FIVE DIAMOND				
Furnishings and Décor	Basic, functional décor with limited coordination of furniture, fixtures, and equipment	Good, comfortable décor with evidence of increased coordination of furniture, fixtures, and equipment that reflect the theme of the property	Furniture, fixtures, equipment, and décor are well-coordinated, well-fitted, attractive, and offer an enhanced degree of comfort; antiques or reproductions are of very good quality	Upscale, decorative, and well-appointed, keeping with the theme of the property; high degree of comfort, featuring professionally fitted coverings; antiques or reproductions are of excellent quality	Outstanding elegance and appeal with unique style, displaying luxurious furnishings and artistic elements; additional furnishings such as end tables, coffee tables, or occasional tables are common
Free Floor Space <i>(Room size and free floor space may be limited at all rating levels for historic properties)</i>	Sufficient space to allow guests freedom of movement throughout the guestroom without restriction	Good-size rooms with limited seating area	Very good-size, well-proportioned rooms with comfortable seating area	3D plus: Obvious degree of spaciousness, allowing increased ease of movement for guests	4D plus: Generous ease of movement, comfort and relaxation for guests
Wall Coverings	Basic quality of simple design	Walls are plasterboard or have vinyl coverings; baseboard coving	Walls are painted, stuccoed, or have vinyl wall coverings; baseboard coving	Walls have excellent quality wall coverings/treatments with ceiling trim or decorative border and wood baseboard coving	Walls have outstanding quality, decorative wall coverings/treatments with ceiling trim or decorative border and wood baseboard coving
Wall Hangings	Posters or commercial artwork with wood or metal frames	Good quality framed artwork	Very good quality matted and framed artwork	Upscale, matted and framed artwork	Sophisticated prints or lithographs with enhanced matting and frames
Floor Coverings	Basic quality of simple design	Good quality floor coverings, coordinated with the overall décor	Very good quality carpet -OR- wood or tile floors with area rugs accenting the overall décor	Excellent quality carpet -OR- wood, marble, granite, or other high-end stone floors with unique area rugs	Outstanding quality of carpet with distinctive design pattern -OR- highly polished wood, marble, granite or other high-end stone floors with elegant area rugs
Window Coverings	Basic drapes, blinds, or shades	1D plus: Good quality; lined or backed	Very good quality blackout drapes; enhanced shades or blinds with side drapes	3D plus: Excellent quality with sheers and valance	4D plus: Outstanding quality and design
Bedding	Adequate quality mattress and box springs	1D plus: Good quality and comfort	2D plus: Very good quality and comfort	3D plus: Excellent quality with obvious comfort enhancements	4D plus: Outstanding quality and comfort
	Various style bedspreads and bed linens	Good quality bed linens, including semi-quilted, cotton/poly or heirloom spreads	Very good quality bed linens, including filled and quilted bedspreads, dust ruffles, shams and accent pillows	3D plus: Excellent quality, high thread count linens; triple sheeting and choice of pillow fills	4D plus: Outstanding quality

Clothes Hanging Space <i>(style may vary at historic properties due to space limitations)</i>	Variety of styles	Variety of styles	Fully-enclosed clothes hanging space or wardrobe/armoie in keeping with the theme of the property; at least six wood removable, matching hangers	3D plus: At least eight open-hook wood hangers	4D plus: At least ten hangers; illuminated closets
	Clothes Storage Space Open clothes storage space or drawers	Enclosed clothes storage space	2D plus: Ample space for one piece of luggage	3D plus: Sufficient space for two pieces of luggage; upgraded racks or benches	4D plus: Ample space
Illumination	Adequate overall illumination; variety of style lamps	Good quality lamps, providing good overall illumination	2D plus: Very good quality lamps	Excellent overall illumination; freestanding fixtures of excellent quality, appropriately placed	Outstanding level of illumination, providing the highest degree of guest comfort
Furniture	Basic, functional furniture of mixed style and construction	Good quality; sturdy furniture with limited style enhancements and a limited degree of coordination	Very good quality; may have antiques or reproductions	Excellent quality furnishings	Evidence of custom design and workmanship in style of furnishings
Seating	Limited seating; simple and functional	Comfortable seating; variety of styles	2D plus: Coordinated fabric coverings and upscale design for sustainable comfort	Two comfortable upholstered chairs, one with arms; a desk chair; comfortable chair may be combined with a love seat or sofa in a conversational grouping	Two comfortable upholstered arm chairs; comfortable chair may be combined with a sofa or easy chair with ottoman; conversational arrangement includes a desk chair; high quality fabric coverings on all seating
Writing Surface	None; typically provided in the common area	None; typically provided in the common area	Small table or desk	Average to good size desk or table, convenient to an electrical outlet	4D plus: Desktop enhancements, such as desk blotter, pen/pencil set, etc.
Ventilation	Central control heating; adequate ventilation	1D plus: Central or window A/C	2D plus: Ceiling fans, if appropriate	Quiet units with temperature controls in each guestroom	Quiet units with temperature controls in each guestroom
GUESTROOM AMENITIES					
	ONE DIAMOND	TWO DIAMOND	THREE DIAMOND	FOUR DIAMOND	FIVE DIAMOND
	Plastic or glass tumblers	1D plus: Clock Full-length mirror Magazines	2D plus: Television with portable remote control in some rooms Channel directory Ice buckets with lids Guest-service directory Stationery Clock and radio Note pads Books and current magazines Iron and ironing board available on request	3D plus: Television with portable remote control that does not detract from room's ambiance Channel directory and TV program guide VCR; limited movie selection Phones Data ports in some rooms Selection of glassware Insulated and padded vinyl ice bucket with lid Welcome item or refreshment Enhanced guest-service directory in folder Upgraded stationery Clock and radio at bedside Two robes Fresh cut flowers and/or well-tended house plants	4D plus: Multiple phones; message lights; voice mail; data ports Decorative, insulated ice bucket with lid Upscale guest-service directory in folder CD player with at least one selection VCR or DVD player with a variety of selections

BATHROOMS	    				
	ONE DIAMOND	TWO DIAMOND	THREE DIAMOND	FOUR DIAMOND	FIVE DIAMOND
Bath Type	Some units with shared bathrooms	Some units with shared bathrooms; close proximity to guestroom	Private bathrooms	Private bathrooms	Private bathrooms
General	Basic, functional décor with limited coordination of fixtures	Good décor with evidence of increased coordination of fixtures that reflect current industry trends	Fixtures and décor are well-coordinated and attractive, offering enhanced style	Upscale, decorative, well-appointed, and in keeping with the theme of the property; high degree of style; some artwork or wall enhancements	Outstanding elegance and appeal with unique style, displaying luxurious furnishings and artistic elements
Free Floor Space <i>(Bath size and free floor space may be limited at all rating levels for historic properties)</i>	Relatively compact yet sufficient space for unrestricted guest movement	Good-size bathrooms; exterior vanity areas are positioned in plain view of the guestroom	Very good-size bathrooms; exterior vanity areas are positioned in restricted view from the rest of the guestroom	Excellent-size bathrooms affording guests increased ease of movement and comfort	Spacious bathrooms allowing generous ease of movement, comfort, and relaxation
Wall and Floor Coverings	Wall and floor coverings are of basic quality and simple design	Good quality wall and floor covering, including painted or vinyl walls with vinyl, ceramic, or mosaic floor tiling	Very good quality, including vinyl or textured walls and ceramic tile flooring; reflects current industry trends	Excellent quality, including ceramic tile, marble, or granite flooring	Outstanding quality and design
Fixtures	Mixture of tub/shower and shower only combinations; fiberglass or adequate quality ceramic tile shower walls; adequate quality fixtures Wall-mounted sink with limited additional shelf space or small skirted vanity; small mirror or medicine cabinet	1D plus: Good quality ceramic tile, fiberglass or acrylic shower walls; good quality fixtures 1D plus: Good-size laminate or cultured marble skirted vanity; good-size mirror; fixtures reflect current industry trends	Tub/shower combinations; very good quality fixtures; very good quality ceramic tile or poured acrylic; nylon or vinyl shower curtain Very good-size poured acrylic, skirted vanity; very good-size beveled or framed mirror	3D plus: Excellent quality ceramic tile, marble or poured acrylic; enhanced faucets and fixtures; decorative double shower curtain; upgraded showerheads; tub- and shower-height soap dishes 3D plus: Excellent quality, including marble or other high-grade surface; large framed mirror	4D plus: Large separate shower stall in addition to the tub/shower combination; outstanding quality marble or outstanding quality ceramic tile shower walls; outstanding quality decorative double shower curtain with enhancements 4D plus: Separate or semi-separate enclosed commode area
Amenities	Adequate quality towels on caddies or bars Two small bars of soap, or equivalent Facial tissues	Good quality towels on bars Two medium-size bars of soap, or equivalent; one packet item; simple presentation Facial tissues with enhanced container Hair dryers and extra amenities available	Very good quality towels on bars or shelves Two large bars of soap, or equivalent; one bottled item; attractive presentation; additional amenities are available at the front desk Facial tissues in a very good quality decorative container Hair dryer Night-light	3D plus: Excellent quality, plush towels; oversized Five-piece amenity package of excellent quality; upscale presentation; upscale, decorative soap dish Facial tissues of excellent quality in a decorative container 3D plus: Bathroom area rug; makeup mirror	4D plus: Outstanding quality towels 4D plus: Seven-piece amenity package of outstanding quality Facial tissues in a custom-designed container 4D plus: Scale; illuminated makeup mirror