

## MINIMUM STANDARDS FOR APPROVED ACCOMMODATIONS

These minimum standards apply to motels, motor hotels, apartment hotels, hotels, lodges & bungalows. The minimum standard requirements for safety, courtesy, cleanliness, comfort and state of repair must be maintained at all times.

### 1. AVAILABILITY

- i) At least 25% of the units or rooms are to be available to visitors as overnight accommodations from June to September inclusive.

### 2. COURTESY

- i) Courtesy is a minimum requirement in the Approved Accommodation program. It is as important as cleanliness, comfort and state of repair. Management and staff shall present a good appearance to the guest, operate on an ethical businesslike basis and provide conscientious attention to guest service. Rude, indifferent or ineffective service is unacceptable and can be cause for losing the Approved Accommodation status. Failure to respond appropriately to guest complaints may also result in loss of Approved Accommodation status.
- ii) The prime requisite shall be immediate availability of reception desk area and staff.
- iii) A responsible person shall be on-site during the period of operation and 24-hour access to a property representative, in person or by telephone, shall be available.
- iv) Reception and registration area must be separated from living quarters.
- v) A defined cancellation policy shall be in place.

### 3. EXTERIOR

- i) Establishments shall present a well-maintained exterior appearance in keeping with their nature and location.
- ii) Roofs, walls, windows and doors shall be maintained in water, wind and weatherproof conditions.
- iii) Outside stairs and landings shall be free of defects, and handrails shall be maintained in a safe and sound condition.
- iv) Signs & advertising on the property shall be well maintained, legible & accurate.
- v) Grounds, landscaping, grass, foliage and gardens shall be well kept and regularly maintained to present a neat and tidy appearance.
- vi) Garbage disposal areas, walkways and parking areas shall be uncluttered and free from litter and other debris.
- vii) Entrances, parking areas and walkways shall be well illuminated and free from hazards and obstructions.

### 4. INTERIOR

#### Public Areas:

- i) The lobby and all other public areas shall be clean, well-maintained and present a neat and pleasant appearance.
- ii) Stairs and landings shall be free of defects, and handrails shall be maintained in a safe and sound condition.

#### Guest Units:

- i) Daily housekeeping must be available.
- ii) A unit shall have adequate space for the number of guests who may occupy the unit.
- iii) Operators must avoid crowding units with too many beds, and/or poor arrangement of the furniture.
- iv) Guest rooms must be clearly identified with a name or number on or by the entrance door.
- v) Relevant sections of The Innkeepers Act must be posted in a prominent location in every guest room – back of the door recommended.

#### Security & Safety:

- i) Each room must be equipped with a primary lock. In addition, each room must have a secondary security device that prevents opening from the outside by the room key or normal master key. Deadbolts are recommended.
  - **Connecting Room Doors:** All connecting doors must be equipped with an effective keyed locking device to prevent opening from the other side.
  - **Sliding Patio Doors:** Each sliding door must be equipped with an effective locking device. A secondary security lock is required on all ground floor doors.
  - **Windows:** Each opening window in a ground floor unit must be equipped with an effective locking device.
- ii) An emergency exit diagram should be posted on the back of each unit door.
- iii) An approved and functioning smoke detector must be in each guest room.

#### Interior Walls:

- i) Walls shall be made of solid, soundproof construction void of holes, separations and protruding nails.
- ii) All interior walls shall be finished so they can be kept clean and free of stains and grease.

#### Floors:

- i) Solid sub-floors. Coverings shall be void of tears and excessive wear. Tiles and linoleum to be clean and polished. Coverings and carpets to be clean and free of stains and burns.

#### Furniture:

- i) All units shall be provided with an adequate amount of furniture. Minimum shall be:
  - 1 chair,
  - desk or dresser,
  - nightstand,
  - bed light,
  - proper clothes handling facilities and
  - one bed.

- ii) All furniture free of tears, stains, excessive wear and maintained in good repair.

**Furnishings:**

- i) Units shall be equipped with wastebaskets, a minimum of 6 clothes hangers, and provide luggage rack or bench space.

**Bed/Linens:**

- i) Mattresses, mattress cover pads, pillows, pillow protectors and pillowcases shall be provided, clean and free of stains and in good repair.
- ii) Guests shall be provided with clean bedding, which has been laundered or dry-cleaned. Fresh, clean bedding and towelings shall be provided at frequent intervals. Bedding must be changed for each new occupant.

**Lighting:**

- i) Units shall be well illuminated with good lighting provided at bedside, over desk or writing surface and adjacent to mirror.
- ii) Light fixtures shall be shaded, clean and in good repair.

**Bathrooms:**

- i) All private bathrooms shall have washbasins with hot and cold running water, toilet and bathtub and/or shower.
- ii) All units shall have washbasins with hot & cold running water, toilets and bathtub and/or shower. The exception are older establishments where toilet and bathtub are not part of the unit; they must then be provided on the same floor. A separate toilet must also be provided for each sex. A separate bath is acceptable if it is in a separate room.
- iii) All plumbing fixtures shall be clean and free of stains and grease. They shall be maintained in good order and free from leaks and defects. Exposed piping shall present a neat outward appearance.

- iv) Bathrooms shall be equipped with the following:
  - Adequate shelf or counter space for toilet articles
  - A good, well-lighted mirror above or adjacent to the sink
  - Adequate towel hanging facilities
  - Good general lighting
  - At least one large bath towel, one hand towel & one facecloth per guest
  - At least one new, individual soap bar for each new occupant, or equivalent
  - Adequate quantities of toilet tissue in a suitable & convenient dispenser
  - A wastebasket
  - One drinking glass per guest (plastic disposable acceptable)
  - One bath mat and a non-skid device for the bathtub
- v) Bathroom floors shall be constructed of impervious material, preferably finished in ceramic tile and well sealed along bathtub, toilet and walls. Carpet is not permitted.
- vi) Each bathroom shall be provided with ventilation in accordance with regulations governing plumbing and drainage pursuant to Department of Labour Act.

**Environment:**

- i) Rooms to be odor and pest-free and maintained at a comfortable temperature; individual room heaters to be automatically fired.

**Ventilation:**

- i) All units shall have at least one operable window or an effective powered ventilation system that introduces fresh air into the units.

**Privacy:**

- i) Units shall be equipped with adequate shades, drapes or blinds to cover all windows and provide the guest with complete privacy.

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**OTHER REQUIREMENTS**

Approval is also conditional upon facility complying with regulations under The Health Act, Alberta Building Code and other existing provincial government regulations related to the construction of visitor accommodation. *Cabins may be exempt from some requirements under Furniture and Bathrooms. However, a central toilet and bath/shower facilities must be provided. Cabins must have running water in all units.*

**APPROVED**

Means the establishment has met Alberta's Minimum Standards for tourist accommodation and qualifies for a listing in the following year's Alberta Accommodation Guide. This also entitles them to exhibit an exterior "Approved Accommodation" sign until, for cause, the privilege is revoked.

**PROVISIONAL APPROVAL**

Means the establishment has been accepted on the basis that deficiencies found will be corrected within a time specified by the Quality Assurance Advisor. The establishment is entitled to a listing as if it had been approved. Evidence of failure to comply with the recommended improvements will be cause for revoking this entitlement.

**NOT APPROVED**

Means the establishment has failed to meet the Minimum Standards as indicated above. It is not entitled to a listing in the Alberta Accommodation Guide or to exhibit an exterior "Approved Accommodation" sign. If a listing had been previously granted, the privilege is revoked. If an exterior sign had been issued, the sign must be removed from display and returned. Owners/operators of an establishment "Not Approved" as a tourist accommodation may appeal the ruling. A written appeal must be submitted to the Manager of Quality Assurance within thirty (30) days of the inspection. The AHLA reserves the right to either to accept the Quality Assurance Advisor's recommendations or to grant the establishment a re-inspection.