



# **Boat Grading Scheme Standard**

## **Aim**

To create a fair and modern assessment scheme that ensures quality standards and a safe and legal operating environment for customers.

## **Rationale**

Both VisitEngland (VE) and British Marine need to ensure that each boatyard participating within the assessment scheme is operating in a legal and safe manner, in so far as this can be guaranteed within a quality assessment process. It is proposed, therefore, that a dual assessment strategy be adopted.

### **1. Quality Accredited Boatyard. (QAB)**

In order to participate within the assessment scheme, all boatyards/boat operators must pass and hold a current certificate for this part of the assessment scheme. QAB will include:

- Health and safety issues.
- Legal requirements.
- The Hire Boat Handover scheme.
- Assessment of the website and brochure.
- Arrival and departure procedures.
- Customer service procedures – onshore and when customers are away from the boatyard.
- Boatyard facilities; car parking, reception, toilets, etc.

QAB will not carry a star rating, but will be an accreditation, endorsed by VE and British Marine, that offers reassurances of safe and legal practices together with good customer services. The QAB assessments are to be carried out every three years.

### **2. Boat Grading**

The second part of the assessment process will be the assessment of individual narrowboats and cruisers. This will be a star rating, one to five. A boatyard/operator will only be able to have boats star rated if a valid QAB rating is held. However, a boatyard/operator with a QAB rating may choose not to have boats star rated and might operate their own boat rating scheme. If this is the case the QAB assessment will look at the in-house assessment process to ensure that it is transparent and does not mislead potential customers.

The star rating for boats will have minimal criteria requirements and will be based largely on the quality and condition of the individual boat and also the comfort and ease of use for the maximum number of occupants.

Boats need to be graded annually.

## **Boat Assessment**

### **Star Rating**

#### **Achieving a Star Rating**

In order to achieve a star rating each boat needs to firstly provide all of the equipment and facilities listed in the Criteria section below. It then needs to meet the minimum quality standards at 1 star.

In order to achieve a higher star rating, then the boat must provide the enhanced list of equipment and services required in the higher level and also meet the quality standards of that level.

The quality assessment will operate using 'Sectional Consistency'. This is to ensure that at whatever star level, the quality standards are to a consistent minimal level throughout. For example, a boat with 4 star qualities in all areas apart from the 2 star galley, will only make a 2 star rating. For a boat to achieve a 4 star rating then it needs to meet the 4 star level or higher in **all** of the key scoring areas.

- Overall Score.
- Cleanliness.
- Saloon.
- Galley.
- Bedrooms/Sleeping Cabins.
- Bathrooms.

The scoring levels are:

#### **Overall Score, Saloon, Galley, Bedrooms/Sleeping Cabins & Bathrooms**

1 Star	22% - 40%
2 Star	41% - 54%
3 Star	55% - 69%
4 Star	70% - 83%
5 Star	84% +

#### **Cleanliness**

1 Star	40%
2 Star	50%
3 Star	65%
4 Star	80%
5 Star	90%

## **The Criteria**

### **Minimum Requirements**

#### **Outside**

- Boarding plank (narrowboats only and subject to navigation authority regulations)
- Boat pole (narrowboats only)
- Lifebelt
- Three mooring stakes and hammer/mallet (or equivalent mooring equipment)
- Three knot free ropes of appropriate length and in good condition
- Two lock windlasses (crushers only and only where appropriate to the cruising area)
- Drinking water hose (where appropriate to the cruising area)
- Cruiser on Norfolk Broads only – rond anchor with chain and line or mud weight with line.
- Any cruiser or narrowboat navigating a river, other than the Broads, will need to carry an anchor with chain and line.
- Clean and tidy engine room.

#### **Information**

- Each boat should have information (folder) to contain all important and relevant information about the operation and safe running of the boat.
- Canal and river maps and other local information should be provided on the boat or available to be purchased at reception.

#### **Saloon, Dining Area and Corridors, plus Cockpit and Deck for Cruisers**

- All aspects of this area to be maintained in clean and sound condition and fit for the purpose intended.
- Reasonable space for movement in the saloon, with reasonable access to doors and drawers.
- At least one window opening directly into the open air. All windows to have opaque curtains or blinds.
- Adequate lighting and heating.
- Adequate seating and dining space for the maximum number of occupants.
- TV and radio supplied or available on request and advertised as such.
- Where sleeping berths are made up in the saloon, suitable out of sight storage needs to be provided for bedding.

#### **Cruisers Only**

- Windscreen wiper to be fitted where the boat is steered from inside.
- Instrumentation should include a working speedometer or tachometer adequately marked.

## **Additional qualifiers at higher star levels.**

### **2 Star**

- Seat cushions/mattresses to be a minimum of 10cm deep; foam or sprung.

### **3 Star**

- Heating by radiator or blown warm air.
- TV provided on all boats at no extra cost.
- Ability to provide a 230V AC supply and to provide an accompanying socket for guest use.

### **4 Star**

- All seat cushions upholstered in fabric – no rubber or plastic coverings.
- DVD player provided.
- 230V AC supply minimum 150 watt.

### **Cruisers only**

- Wheelhouse/cockpit: there should be a permanent, appropriate and upholstered helmsman's seat and adequate additional seating.
- Windscreen wipers electrically operated.

### **5 Star**

- Saloon to provide easy chair and/or sofa seat for each person.
- Ideally the saloon will not double as a sleeping area.
- 230V AC supply minimum 1500 watt.

## **Galley**

### **Inventory Requirements**

- Crockery: minimum of dinner plate, side plate, mug, bowl, egg cup per person. Sets should be matching.
- Glassware: minimum of wine glass and tumbler per person. Sets should be matching.
- Cutlery: minimum of table knife and fork, dessert spoon and teaspoon per person. Set should be matching.
- Cutlery box or divided drawer.
- Corkscrew/bottle opener/tin opener.
- Chopping board.
- Kitchen knives; carving, bread, vegetable.
- Kettle
- Tea tray, teapot, container for sugar.
- Milk jug.
- Condiment set.
- Measuring jug.
- Kitchen utensil set.
- Kitchen scissors.
- Potato peeler.
- Mixing bowl.
- Roasting/baking tin.

- Saucepans (small, medium and large).
- Frying pan.
- Colander.
- Grater.
- Oven cloth/mitt.
- Waste bin with lid.
- Washing-up bowl with brush or sponge and cloth.
- Broom/mop, bucket, floor cloth.
- Dustpan and brush.
- Duster.
- Cleaning agents.
- Tea towels.

### **Galley**

- All aspects of this area to be maintained in clean and sound condition and fit for the purpose intended.
- Adequate space for access too and safe operation of all kitchen equipment.
- Adequate lighting.
- At least two cooking rings.
- A refrigerator, adequate for the maximum number of occupants.
- Sink and draining board.
- At least one hygienic work surface.
- Hot and cold water supply.
- Adequate storage space for all kitchen equipment and guests own supplies.

### **Galley additional qualifiers at higher star levels**

#### **3 Star**

- Cooker with oven grill and four rings. Two rings acceptable for two berths.
- Hot water source from engine calorifier or gas/diesel boiler of adequate capacity.
- A fridge with icebox (or separate freezer)

#### **4 Star**

- Cooker with oven, grill and four rings. A microwave oven can be substituted for two of the rings.

#### **5 Star**

- Hot water. The expectation for new or refurbished boats is that there would be a supply of hot water in addition to any that is engine heated.
- Microwave oven.

## **Bedrooms/Sleeping Cabins Inventory Requirements**

### **Per berth**

- One under blanket or mattress protector
- One pillow and case. Additional pillows and cases should be available on request.

- Two blankets, two sheets and a bedspread or one quilt and cover with one sheet.
- Additional blankets should be available on request.
- A second set of bed linen should be available for a two week hire.
- One sleeping bag, with liner, per person can be accepted in lieu of sheets and quilts (up to 3 star).

## **Bedrooms/Sleeping Cabins**

- All aspects of this area to be maintained in clean and sound condition and fit for the purpose intended.
- Adequate clothes storage space.
- At least one window, per room, opening directly into the open air. All windows to have opaque curtains or blinds.
- All rooms, passageways and steps to have a suitable floor finish or covering.
- Adequate heating and lighting in all rooms.
- Minimum berth sizes. Need to state clearly in advertising if less than:-

Single 6' 1" x 2'

Double 6' 1" x 3' 9"

N.B. Best practice for new craft would be to accommodate a berth length of at least 6' 2" where practical (narrowboats will be able to achieve this more easily than cruisers).

- Mattresses to be of adequate thickness and quality.
- Bedding clean and aired with fresh linen for each new guest.
- Linen provided free of charge.
- Mattress protectors provided for permanent beds (not Draylon upholstered beds on cruisers due to shape of mattresses).
- Safety rail must be provided for berth in a top bunk.

## **Additional qualifiers at higher star levels**

### **2 Star**

- Minimum berth sizes:

Upper bunk 6' 2" x 1' 8"

Lower bunk 6' 2" x 2'

Single 6' 2" x 2'

Double 6' 2" x 3' 9"

- Mattress minimum 10cm /4" deep.
- Light for each bed within reach from the bed space.

### **3 Star**

- Light for each berth within reach from the berth.

### **4 Star**

- Minimum berth sizes

Single/bunk 6' 3" x 2'

Double 6' 3" x 4'

- All mattresses upholstered in fabric material, no plastic or rubber coverings.

- Bedding to be quilts/blankets and sheets – not sleeping bags.
- Sufficient clothes hanging space.

### **5 Star**

- Permanent beds should be made up on arrival for guests.

### **Bathrooms, Shower Rooms, Washbasins and Toilets**

- All aspects of this area to be maintained in clean and sound condition and fit for the purpose intended.
- Adequate lighting.
- Shower and basin of adequate size.
- At least one flushable toilet equipped with toilet paper, holder and toilet brush.
- Hot and cold water supply.
- Curtain/blind for bathroom window.
- From 2015, all new boats should be fitted with a water thermostat in order to prevent scalding.

### **Additional qualifiers at higher star levels**

#### **2 Star**

- Pump out/re-circulatory toilets with water flush.
- At least one fixed washbasin and one fixed galley sink.

#### **3 Star**

- At least one pump out toilet to remote holding tank with water flush.
- Washbasin with mirror.
- One toilet, washbasin and mirror for every six people at lower recommended capacity (applicable to cruisers launched from 2004 onwards. Cruisers launched pre 2004 should have a minimum of 2 toilets per eight people on board).
- Hot water source from engine or additional gas/diesel water heater of adequate capacity.
- Fixed razor point in at least one bathroom or adaptor provided with ability to plug in close to a mirror.
- Bathroom/shower ratio to people should be no more than 1:10 (at lower end of recommended capacity).
- Hand and bath towel to be provided, if required, with or without charge.

#### **4 Star**

- All toilets to have water flush.
- Hot water to be available at all times and at an adequate temperature. This may mean starting the engine with a wait of no more than half an hour.
- One toilet and washbasin with mirror for every six people (at lower recommended capacity).
- Bathroom/shower ratio to people should be no more than 1:8 (at lower recommended capacity).
- Hand towels and bath towels to be provided per guest with or without charge.



## 5 Star

- Bath and hand towel per guest.
- Bath mat per bathroom.
- All toilets and WC pans must be of high quality, e.g. electric, electro mechanically operated, button or handle rather than a pedal; could be toilet as found in domestic premises, ceramic and discharge into a remote holding tank.
- Hot water available at all times (this can be available by starting the engine, but preferably a separate source).
- Bathroom/shower ratio to people should be no more than 1:6 (at lower recommended capacity).
- Heated towel rail.

## Quality Grading Guidance and Benchmarking

### Exterior of Boat

<p><b>Quality Benchmarking</b>  <i>The first impression of the boat. Looking at the quality and condition of paintwork, exterior deck areas and exterior seating, in particular for cruisers. Consideration should be given to the time of year that the assessment takes place.</i></p>	
1 Star	<p>Some signs of ageing to the boat and paintwork, but exterior maintained in sound, acceptable and clean condition, if rather dull.            There is likely to be evidence of knocks, scrapes, scratches and rust.</p>
2 Star	<p>Signs of ageing and damage should be limited to a smaller number of areas than at 1 star.</p>
3 Star	<p>Professionally applied, well maintained paintwork and signage; some weathering may be present.            Good quality decking in good condition.            Limited or no damage to seating. Where deck seating is provided on cruisers, this might have cushioned seating available.</p>
4 Star	<p>High quality maintenance of paintwork with limited damage.            Little or no visible rust.            Decking and seating is clean and well presented.            Good quality cushioned seating available on cruisers.</p>
5 Star	<p>Excellent standard of paintwork and livery – fresh and well maintained.            Decking is pristine, aside from seasonal wear and tear.            High quality and comfortable seating, where provided.            Provision to sit and dine outside.</p>

### Deck Equipment

<p><b>Quality Benchmarking</b>  <i>Looking at the quality and condition of the equipment provided on or for the exterior of the boat; ropes, hooks, deck mop, wet weather gear etc, side fenders for cruisers only.</i></p>	
1 Star	<p>All equipment to be sound and fit for purpose, but not necessarily new or in the best condition.</p>
2 Star	<p>Signs of wear and tear should be minimal.</p>
3 Star	<p>Good quality, well maintained equipment.</p>
4 Star	<p>Very good quality equipment, in very good condition and well presented.            For example ropes might be braid on braid.</p>
5 Star	<p>All equipment in excellent condition, to include umbrella, wet weather gear. (wet weather gear; narrowboats only)            Some items may be painted to match the boat livery.</p>

## Cleanliness

<p>Quality Benchmarking</p> <p><i>Housekeeping will be assessed throughout the boat. Not just the cleanliness, but the final standard of presentation. Taps and tiles might be clean, but have they had a final polish to ensure they look at their best? Is the glassware and cutlery all clean and polished etc</i></p>	
1 Star	The boat will be clean and well presented to guests on arrival. If scored at this level, then there will be some lapses in housekeeping noted and a lack of attention to detail in a number of areas.
2 Star	A good standard of housekeeping throughout. Some minor lapses in standard and a lack of attention to detail in some areas e.g. fridge door seal or shower hose, etc.
3 Star	A good standard of housekeeping throughout. No lapses and problems with the standard, but a lack of presentation; the final polish of the taps, the presentation of beds, etc.
4 Star	A very high standard of housekeeping a presentation throughout, but with just a few minor faults in the final presentation.
5 Star	Excellent and faultless standards of housekeeping throughout. All kitchen appliances will be spotless, including the interiors of ovens and fridge door seals, etc. Taps and sanitary ware will sparkle. All fabrics will be kept spotlessly clean. All exterior areas will receive equal attention in terms of cleaning and presentation.

## Saloon, Dining Area and Corridors

### Decoration

<p>Quality Benchmarking</p> <p><i>The quality, condition and finish of walls and ceiling. Will take account of any decorative enhancements such as pictures.</i></p>	
1 Star	Functional décor maintained to an acceptable standard. Perhaps once good décor that is now showing age and wear.
2 Star	Generally all areas will offer good quality, but there will be some blemishes and deterioration in places.
3 Star	Well finished, good quality wall and ceiling coverings. All paintwork and varnish to be in good order and well maintained in all areas.
4 Star	A professional standard of finish and obviously very well maintained in all aspects and areas.
5 Star	Excellent interior coordination and quality of finish. Great care will have been taken by the operator to ensure an excellent finish throughout the boat and for all customers.

### Flooring

<p>Quality Benchmarking</p> <p><i>This is about the quality of the flooring provided, whatever the type and style. Judgements are made on the quality and condition of the flooring, but will always be mindful of the operating environment and the practical nature of the floor coverings required.</i></p>	
1 Star	Adequate, well fitted flooring. Likely to show age and wear in a number of areas.
2 Star	Moderate quality, perhaps not professionally fitted. Maybe of very good intrinsic quality, but now aged and showing wear and

	damage.
3 Star	Good practical flooring, maintained in good condition.
4 Star	High quality flooring, but no longer in the very best condition in all areas.
5 Star	High quality flooring in excellent condition throughout.

### Furniture, Furnishings and Fittings

Quality Benchmarking <i>This will take into consideration lounge and dining furniture, all soft furnishings and fittings such as light fittings, TVs etc,</i>	
1 Star	All areas are likely to be adequate and fit for purpose, but basic. Perhaps minimal quality in good order or once good quality now showing age, wear and some damage.
2 Star	Better comfort and quality is expected than at the 1 star level, but there is likely to be wear and tear evident in a number of areas.
3 Star	It is unlikely that plastic seat covers (internally) will meet the 3 star rating. All furniture, soft furnishings and fittings good quality and will certainly be maintained in good condition.
4 Star	High quality in all areas and generally very well maintained. Good coordination for furniture and fabrics. No internal plastic seat coverings at this level. There may be some minor blemishes evident.
5 Star	Excellent intrinsic quality (to suit the operating environment) throughout to include all furniture, soft furnishings and fittings. All aspects of the room will be maintained in excellent order for all customers.

### Heat, Light and Ventilation

Quality Benchmarking <i>This will consider the type and effectiveness of heating. The positioning and usability of lighting – task lighting and general lighting and overall levels of ventilation</i>	
1 Star	Adequate levels of lighting. It might be as simple as a single light in each area. Adequate heating, not necessarily in all sections of the boat. A minimum of one opening window. Hot and cold water supply.
2 Star	Quite good levels of lighting might just be a main light and one other. Adequate heating to all parts.
3 Star	Good levels of lighting to include the saloon and corridors. Good effective heating system.
4 Star	Very good levels of light, with good lighting options for reading and general use. Heating in each of the rooms and a thermostat somewhere on the boat.
5 Star	Excellent light, that offers a range of options to the customer, with excellent reading light, etc. Heating will be controllable at all times and will include full thermostatically controlled central heating in all rooms.

### Comfort and Ease of Use

Quality Benchmarking <i>This takes into account the layout and usability of the room. The comfort for the number of guests accommodated. Positioning and usability of power sockets and appliances e.g. TV</i>	
1 Star	Ability to move up and down the boat without moving any furniture, although there may have been little thought given to layout.

	All furniture to offer reasonable levels of comfort.
2 Star	Comfort and space levels will be better than at 1 star, but might still lack comfortable seating for all and good ease of movement.
3 Star	Whatever the seating arrangements, the quality and comfort will be good for all guests. There will also be space for good free movement
4 Star	Well planned layout of furniture. Good comfortable seating for all. All guests are able to dine together and in comfort.
5 Star	Excellent range of comfortable seating for all. Easy and convenient use of all appliances, power points. TV is well positioned for ease of viewing by all. It is likely that there will be no sleeping in this room. Provision of WIFI. Provision of guide books/entertainment (board games, etc.).

## Galley

### Decoration

Quality Benchmarking <i>The quality, condition and finish of walls and ceiling.</i>	
1 Star	Functional décor maintained to an acceptable standard. Perhaps once good décor that is now showing age and wear.
2 Star	Generally all areas will offer good quality, but there will be some blemishes and deterioration in places.
3 Star	Well finished, good quality wall and ceiling coverings. All paintwork and varnish to be in good order and well maintained in all areas.
4 Star	A professional standard of finish and obviously very well maintained in all aspects and areas.
5 Star	Excellent interior coordination and quality of finish, e.g. granite and solid wood. Great care will have been taken by the operator to ensure an excellent finish throughout the boat and for all customers.

### Flooring

Quality Benchmarking <i>This is about the quality of the flooring provided, whatever the type and style. Judgements are made on the quality and condition of the flooring, but will always be mindful of the operating environment and the practical nature of the floor coverings required.</i>	
1 Star	Adequate, well fitted flooring. Likely to showing age and wear in a number of areas.
2 Star	Moderate quality, perhaps not professionally fitted. Maybe of very good intrinsic quality, but now aged and showing wear and damage.
3 Star	Good practical flooring, maintained in good condition.
4 Star	High quality flooring, but no longer in the very best condition in all areas.
5 Star	High quality flooring in excellent condition throughout.

### Heating, Lighting, Ventilation and Hot Water Supply.

Quality Benchmarking <i>This will consider the type and effectiveness of heating. The positioning and usability of lighting – task lighting and general lighting. Overall levels of ventilation and the control and provision of hot</i>	
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<i>water.</i>	
1 Star	Adequate levels of lighting; artificial and natural. Might be as simple as a single central light. Adequate heating, not necessarily provided in the galley. Hot and cold water supply.
2 Star	Quite good levels of lighting; might just be a main light and one other. Adequate heating, not necessarily provided in the galley. Hot and cold water supply.
3 Star	Good levels of lighting, ideally with some direct light for work surfaces. Good effective heating system, radiators or blown air. Hot and cold water supply.
4 Star	Very good levels of light, with good lighting, especially over work surfaces, the sink and cooker. Good heating provided and a thermostat somewhere on the boat. Hot water source from engine calorifier or gas/diesel boiler of adequate capacity.
5 Star	Excellent light in all areas with excellent task lighting for work surfaces, the sink and cooker. Heating will be controllable at all times and will include full thermostatically controlled central heating in all rooms. Hot water. The expectation for new or refurbished boats is that there would be a supply of hot water in addition to any that is engine heated.

### **Cooking and Electrical Equipment**

Quality Benchmarking <i>This looks at the age, range, quality and condition of all electric and gas appliances provided, both large and small.</i>	
1 Star	All appliances need to be in good and safe working order, but the range is likely to be minimal and items might be showing some age and deterioration.
2 Star	A better range, but again older items showing some wear and tear.
3 Star	A good range of items. Likely to have four cooking rings. All items to be in good condition, with no great signs of wear.
4 Star	Maybe an excellent range, but not quite all in pristine condition, of a smaller range of excellent equipment.
5 Star	A wide range of excellent quality items, offering much more than the basic inventory requirements.

### **Units, Worktops and Other Fittings**

Quality Benchmarking <i>This looks at the quality and condition of the units and worktops, also other fittings such as taps and light fittings.</i>	
1 Star	Basic provision of cupboard and shelf space for kitchenware and guests provisions. The finish and presentation may be just acceptable, but they do need to be in a serviceable condition.
2 Star	Provision might still be basic, but the quality and presentation will be better than expected at 1 star.
3 Star	All units and worktops to be of good quality and well presented. Doors and drawers should open and close correctly and easily. All other fixtures and fittings will also be in good condition.
4 Star	Very good and very well maintained units, with little or no sign of wear and tear.
5 Star	Excellent finish and presentation of all units, worktops and other fittings.

## Crockery, Cutlery, Glassware and Kitchenware

Quality Benchmarking <i>This looks and the range, quality and condition of the items provided in the galley</i>	
1 Star	Minimum range provided in each section. Set of crockery, cutlery and glassware should be matching, but items might be chipped, showing age and lightweight.
2 Star	Better quality will be provided than at 1 star either in terms of the range or quality of the items.
3 Star	Good quality items and all in good condition. Utensil sets might not be fully matching. Medium weight cutlery.
4 Star	A very good range of items and all in very good order. e.g.: dessert knife and fork. Not all items will be pristine, e.g. some wear and tear of saucepans and utensils.
5 Star	The range of items provided will be considerably more than the inventory requirements. There will be no chips or damage evident. Cutlery will be of a good weight. The range and quality of glasses will be excellent. All cookware and kitchenware will be of excellent quality.

## Comfort and Ease of Use

Quality Benchmarking <i>This looks at how easy and comfortable the kitchen is to use and to prepare meals for the maximum number of occupants.</i>	
1 Star	Limited workspace and limited storage space. Adequate for the preparation of meals, but little more.
2 Star	Units and worktops in sound condition, but likely to be showing some wear and tear. Workspace may still be limited.
3 Star	A good amount of space for equipment and the storage of provisions. Good space at the worktops and good access to power point.
4 Star	Very good space and food preparation area for the maximum number of occupants.
5 Star	Ample space and free movement to allow for easy access to all appliances, the sink and cupboards. Ample space for the storage of equipment and provisions and easy access to it. Excellent space at the work surface and easy access to power points.

## Bedrooms/Sleeping Cabins

### Decoration

Quality Benchmarking <i>The quality, condition and finish of walls and ceiling. Will take account of any decorative enhancements such as pictures.</i>	
1 Star	Functional décor maintained to an acceptable standard. Perhaps once good décor that is now showing age and wear.
2 Star	Generally all areas will offer good quality, but there will be some blemishes and deterioration in places.
3 Star	Well finished, good quality wall and ceiling coverings. All paintwork and varnish to be in good order and well maintained in all

	areas.
4 Star	A professional standard of finish and obviously very well maintained in all aspects and areas.
5 Star	Excellent interior coordination and quality of finish. Great care will have been taken by the operator to ensure an excellent finish throughout the boat and for all customers.

## Flooring

<b>Quality Benchmarking</b> <i>This is about the quality of the flooring provided, whatever the type and style. Judgements are made on the quality and condition of the flooring, but will always be mindful of the operating environment and the practical nature of the floor coverings required.</i>	
1 Star	Adequate, well fitted flooring. Likely to show age and wear in a number of areas.
2 Star	Moderate quality, perhaps not professionally fitted. Maybe of very good intrinsic quality, but now aged and showing wear and damage.
3 Star	Good practical flooring, maintained in good condition.
4 Star	High quality flooring, but no longer in the very best condition in all areas.
5 Star	High quality flooring in excellent condition throughout.

## Furniture, Furnishings and Fittings

<b>Quality Benchmarking</b> <i>This will take into consideration bedroom furniture, all soft furnishings and fittings such as light fittings, etc,</i>	
1 Star	All areas are likely to be adequate and fit for purpose, but basic. Perhaps minimal quality in good order or once good quality now showing age, wear and some damage.
2 Star	A better finish and quality is expected than at the 1 star rating, but there is likely to be wear and tear evident in a number of areas.
3 Star	All furniture, soft furnishings and fittings to be of good quality and will certainly be maintained in good condition. There will be good clothes hanging space with a wardrobe or designated open area.
4 Star	High quality in all areas and generally very well maintained. Good coordination of furniture and fabrics. There may be some minor blemishes evident, but good attention to detail such as good quality clothes hangers provided.
5 Star	Excellent intrinsic quality (to suit the operating environment) throughout to include all furniture, soft furnishings and fittings. All aspects of the room will be maintained in excellent order for all customers.

## Lighting, Heating and Ventilation

<b>Quality Benchmarking</b> <i>This will consider the type and effectiveness of heating. The positioning and usability of lighting – task lighting and general lighting and overall levels of ventilation.</i>	
1 Star	Adequate levels of lighting. It might be as simple as a single light in each area. Adequate heating, not necessarily in all sections of the boat. A minimum of one opening window.
2 Star	Quite good levels of lighting; might just be a main light and one other side

	light. Adequate heating to all parts.
3 Star	Good levels of lighting to both the main room and to the bedsides. Good effective heating system.
4 Star	Very good levels of light, with very good lighting options for reading and general use. Different styles of lighting might be used; wall light, picture lights, lamps. Heating in each of the rooms and a thermostat somewhere on the boat.
5 Star	Well positioned, high quality lighting giving excellent levels of illumination for reading in bed and at mirrors. Ideally a main light controlled from the door and bedside. There should be thermostatically controlled central heating in each room.

### **Beds and Bedding**

Quality Benchmarking <i>This looks at the quality and condition of bed bases, mattresses, headboards, pillows and bedding.</i>	
1 Star	All beds and bedding should be stain free, clean and fresh. Mattresses might be thin, but need to be adequately supportive. Duvets and other bedding should be adequate for the season. Pillows might be less than full and plump.
2 Star	Mattresses might still be thin, but must be at least 4"/10cm deep and offer good support. Bedding might be older and faded, but must be in good serviceable order.
3 Star	Mattresses might be covered in plastic, but ideally at this level the cover will be fabric. Headboard, if fitted, will be in good condition. All bedding will be of good quality, with good plump pillows. Ideally permanent beds will be made up for guests on arrival.
4 Star	Very good, firm mattresses – e.g. memory foam or sprung. Bed bases all in very good condition. Very good linen and well coordinated with other soft furnishings in the room. Full, plump pillows provided. Ideally permanent beds will be made up for guests on arrival.
5 Star	Excellent quality mattresses in excellent condition. High quality, very well laundered linen. Bedding should be correct for the season, of excellent quality and generous in terms of size. Excellent pillows with pillow protectors. Perhaps a selection of pillow types. Ideally, beds will be made up for guests on arrival.

### **Comfort and Ease of Use**

Quality Benchmarking <i>This looks at the amount of space there is in each sleeping area, the layout of the room and the general ease of use and comfort.</i>	
1 Star	Reasonable free movement with guests not unduly restricted by intrusive objects. Layout and design will not be the best or most comfortable.
2 Star	Perhaps less cluttered than at 1 star and with a larger range of furniture.
3 Star	Sufficient space to allow free movement and a good degree of comfort. Easy access to all beds and furniture, mirrors, etc.
4 Star	Well planned layout of furniture that maximises the use of space.
5 Star	Ideally sleeping will be in permanent beds only. Space will be sufficient to allow good and easy access to all wardrobes and



	storage areas. There will be good access to mirrors and all other facilities in the room.
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## Bathrooms

### Decoration

Quality Benchmarking <i>The quality, condition and finish of walls and ceiling. Will take account of any decorative enhancements such as pictures.</i>	
1 Star	Functional décor maintained to an acceptable standard. Perhaps once good décor that is now showing age and wear.
2 Star	Generally all areas will offer good quality, but there will be some blemishes and deterioration in places.
3 Star	Well finished, good quality wall and ceiling coverings. All paintwork and varnish to be in good order and well maintained in all areas.
4 Star	A professional standard of finish and obviously very well maintained in all aspects and areas.
5 Star	Excellent interior coordination and quality of finish. Great care will have been taken by the operator to ensure an excellent finish throughout the boat and for all customers.

### Flooring

Quality Benchmarking <i>This is about the quality of the flooring provided, whatever the type and style. Judgements are made on the quality and condition of the flooring, but will always be mindful of the operating environment and the practical nature of the floor coverings required.</i>	
1 Star	Adequate, well fitted flooring. Likely to show age and wear in a number of areas.
2 Star	Moderate quality, perhaps not professionally fitted. Maybe of very good intrinsic quality, but now aged and showing wear and damage.
3 Star	Good practical flooring, maintained in good condition.
4 Star	High quality flooring, but no longer in the very best condition in all areas.
5 Star	High quality flooring in excellent condition throughout.

### Fixtures, Fittings and Sanitary Ware

Quality Benchmarking <i>This includes all bathroom equipment; bath showers, washbasins, taps, towels rails, shower points and lights etc</i>	
1 Star	All fixtures and fittings need to be of acceptable quality and fit for purpose. It is likely that the rooms will be showing age as well as wear and tear.
2 Star	Fixtures and fittings might still be older, but maintained in good order and quite well presented.
3 Star	Good quality bathrooms, in good order throughout. Coordinated sanitary ware. More modern fixtures and fittings.
4 Star	Thermostatically controlled shower. Generally high quality fixtures and fittings throughout, with no more than limited signs of wear. Glass shower screen or very good quality shower curtain.
5 Star	High quality fixtures and fittings with excellent maintenance and presentation.

	There should be attention to detail in all areas to ensure high standards of quality such as no deterioration to tap and waste fittings, mirror silvering, in excellent condition, etc.
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### Light, Heat and Ventilation

<b>Quality Benchmarking</b> <i>This covers the provision and position of lighting. Levels of heating and the efficiency of the ventilation. *For hot water provision, please see Galley section.</i>	
1 Star	It is likely that there will only be one light, but this needs to be adequate for the room. One opening window. There might not be heating in the room, but there needs to be adequate heating for the boat overall.
2 Star	There will be higher quality than at one star, perhaps a second light and basic heating.
3 Star	Good ventilation might include forced extraction above the shower. Well positioned lighting giving good illumination to the face when using the mirror. Good natural light at daytime. Heating might still be provided from outside of the bathroom.
4 Star	Properly fitted, fixed heating. Ideally thermostatically controlled from the room – this will be the case on newer boats. Radiator or blown air. Normally opening windows and vent holes, Ideally forced extraction. Very good levels of lighting, especially over or adjacent to a mirror and shower.
5 Star	Heating levels are fully controllable at all times. Ideally a heated towel rail or a heated towel rail as an addition to the background heating. Well positioned and excellent lighting for each area, shower, bath, washbasin and mirror. Ventilation should include forced air extraction.

### Towels, Toiletries and Bathroom Accessories

<b>Quality Benchmarking</b> <i>This covers the provision and quality of towels, soap and toiletries, and any other bathroom accessories.</i>	
1 Star	Might be as little as just a toilet roll provided.
2 Star	Some added items such as soap; wrapped or in pump dispenser.
3 Star	An extended but still quite limited range of toiletries; soap, shampoo, shower gel. If towels are provided or hired, then need to be of good size and quality.
4 Star	A good range of well presented toiletries. Towels provided, (hand and bath towels) the size and quality to be very good.
5 Star	An excellent range of towels in terms of size and condition and bath accessories, e.g. flannels, hand towels, bath towels, bath robes and bath mats. There should be an efficient method of towel drying on board; good heated towel rail. An extensive range of good quality toiletries. There may be extra items provided such as, cotton wool pads, etc.

## Comfort and Ease of Use

### Quality Benchmarking

*This takes into account the ease of movement within the room and the comfort and ease of use when using the bathroom facilities. It also considers the maximum number of guests using the bathroom.*

1 Star	Adequate space and a practical layout of facilities. Minimal noise from plumbing.
2 Star	Quite good levels of comfort from a limited range of facilities. Reasonable access to each of the facilities. There is likely to be just one bathroom for a family boat at this level.
3 Star	Sufficient space to allow good easy access to all facilities. Ideally there would be more than one bathroom on larger boats.
4 Star	Well planned layout with good ease of use and extra bathrooms on larger boats. Ideally, more bathroom provision than the minimum requirement.
5 Star	Ample space with a good modern layout. It is likely that there will be more bathroom provision than the minimum requirement.