



# INDIANA BED & BREAKFAST ASSOCIATION

P.O. Box 339  
Nappanee, IN  
46550

## Code of Quality Standards & Ethics

**These standards serve as the initial point of review for membership into the Association.**

*The State of Indiana* recognizes a bed and breakfast as an establishment with no more than 14 guest rooms providing short-term lodging in a private home or professionally staffed property. However; the IBBA also recognizes larger Inns (up to the limits stated in our bylaws), which may include separate cottages for guest use in addition to facilities within the main home. While realizing that these Inns with 15 rooms or more may be required to adhere to additional, more stringent guidelines by the State of Indiana, they must meet the quality standards as listed below.

- A. Members shall operate their bed and breakfast as a legitimate and legal business. This includes having current licenses and permits as required by local, State and Federal laws.
- B. Members are encouraged to welcome guests from all cultures, backgrounds and lifestyles.
- C. Members shall act with integrity and professionalism in all their business practices.
- D. Members shall portray their facility, pricing and policies adequately and accurately to their customers and the public at large, and refrain from misrepresentation in all advertising and promotions.
- E. Members shall provide an attractive environment and display a high level of personalized service and hospitality to their guests.
- F. Members shall provide at a minimum, a continental breakfast, which is prepared under sanitary conditions and served in a pleasant setting.
- G. Members shall take all reasonable measures to ensure the safety and security of guests and their property, both indoors and out-of-doors.
- H. Members shall ensure that all facilities, used by or in support of guests, will exhibit a high degree of cleanliness, be consistently well maintained and be appropriately sized for their function.
- I. Members shall recognize that the successful participation in IBBA's biennial Quality Review Inspection Program is a requirement for continued membership.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_\_

Signature of Innkeeper \_\_\_\_\_ Date \_\_\_\_\_

Final decision as to membership in the Association rests with the Board of Directors.

# “Inspected & Approved” Requirements for IBBA Membership

Approved on 12 August 2007

The goal of the biennial inspection is to insure the quality and standards Bed & Breakfast guests expect during a stay at a IBBA “inspected and approved” member inn. This inspection process should be viewed as a positive learning experience. IBBA Standards Chairman will work with member inns to assist them in meeting the following requirements. We realize bed & breakfast inns are an on-going work in progress and this inspection process takes that into consideration.

**Required Standards:** Items in categories marked **REQUIRED** must be met at the time of inspection, or deficiencies must be corrected within 30 days of inspection in order to be eligible for membership in the Indiana Bed and Breakfast Association. The Standards Chair has been given the authority to extend the correction period to six (6) months for all memberships renewals.

**Note:** Where local codes establish a different standard, conformance with the local code will be acceptable for inspection purposes, as long as the inn provides a copy of the relevant section of the code for filing with our records. Members must obtain a health inspection/ permit; (The State Health Department requires it.) IBBA does not permit “OPTING OUT.” Because our standard inspection does not address all kitchen and food safety issues, the health permit assures guests this standard has been met. If an inn is on a water well, they must have an inspection to assure guests of the safety of the water.

**Name of B&B:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **City//Zip:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Owner/Operator Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_ **Number of Rooms:** \_\_\_\_\_

**Inspector/s Printed Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Inspector initials if follow up or re-inspection needed on Required items:** \_\_\_\_\_

**Inspectors Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Available for Inspector’s Review: (Review of documentation must be provided for inn’s permanent file on initial inspections only)

- Registered Retail Merchant Certificate Posted
- TID Number: \_\_\_\_\_  
Expiration Date: \_\_\_\_\_ (IR-045060510ERA)
- Business Liability Insurance Company  
Name: \_\_\_\_\_  
Policy Number: \_\_\_\_\_  
Renewal Date: \_\_\_\_\_
- County Board of Health Certificate and Copy of Rule 410 IAC 7-15.5 available
- Food Handler/License Number: \_\_\_\_\_ (if available or applicable)  
Expiration Date: \_\_\_\_\_
- Guest Register with dates & addresses
- Zoning Permit for new applicants (Local planning Commission)
- IBBA Logo Visible (only applicable for renewals)
- Fire Marshal approval was initially received on all “open flame” fireplaces for guest use.
- Health Department approval/permits for guest used pool /hot tub with daily record log.

<b>Safety &amp; Legal Compliance: REQUIRED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Innkeeper or staff lives on site or contiguous property.			
2. Guests informed how to contact innkeepers when innkeepers are off property.			
3. The Inn's promotional materials and website are <b>accurate</b> .			
4. Web site information should be clear including policies regarding pets and smoking.			
5. Onsite pets are disclosed to guests.			
6. Cancellation and refund policies are clearly communicated upon taking a reservation.			
7. Adequate lighting for parking area, porches and walkways.			
<b>Cleanliness and Maintenance: REQUIRED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
8. No significant peeling paint, loose shingles or siding, unsafe walkways, etc. on the exterior			
9. Grounds are mowed in summer, raked in fall; flower borders and hedges are reasonably maintained; adequate snow and ice removal during winter.			
10. Tools, trash containers, recycling bins, and other inn equipment are stored in non-public areas out of sight of guests			
11. Registration Book or some type of file for tracking guest contact information to include name, address and phone number.			
12. No major stains or scuffs on interior paint			
13. Guest rooms, bathrooms, and common areas are clean and neat and furnished with items in good repair.			
<b>Guest Services and Amenities: REQUIRED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
14. At least one guest parking space is provided per room.			
15. Written information is available to guests on inn policies			
16. Heating, Ventilation and Cooling adequate for climate to maintain comfort.			
17. Business sign should be of size and location to be easily identified by the arriving guests. (Sign complies with local ordinances)			
<b>Comments on any deficiencies here:</b>			
<b>General: Required</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1. Innkeeper/staff present to greet guests unless prior arrangements have been made.			
2. Phone coverage for incoming calls (Answering machine or phone forwarding)			
3. Adequate lighting in reading areas; 75-watt bulbs minimum.			
4. Type of breakfast served for typical stays; Full ____, Buffet ____, *Continental ____ (Consists of more than Coffee, Tea, and Juice)			
5. Adequate seating in common room for guests			
6. Pets should not interfere/impose on guests			
<b>General: Preferred</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
7. Information available on area attractions, restaurants and other services			
8. Snacks, soft drinks or other refreshments available			
9. Iron and ironing board available for guest use.			
10. Reading materials, games, cards, etc. available for guest use.			
<b>Guest Bedrooms: Safety/Security REQUIRED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Operational <i>interconnected</i> Smoke Detectors in each guest room and hallway. Type; ( ) 120 volt ( ) 120 volt w/ 9 volt back-up ( ) New Radio frequency-interconnection			
Primary lock required, but easily opened for emergency exit.			
Secondary lock or latch ( <i>unless primary lock is deadbolt type</i> )			
Guests have the ability to lock their own room at night and upon departure. ( <i>Keys must be presented during inspection.</i> )			

Exit diagram and location of accessible Fire Extinguisher posted in each guest room.			
Operational windows with latches on ground floor rooms or any room with easy access from the exterior.			
Flashlight or Emergency Light in each guest room			
Adequate window coverings for privacy when desired.			
Solid interior doors, through which guests would have to pass in an emergency, have exit signs visible. (guest room doors excluded)			
Secondary exit (emergency) is available for each guest room. (Easily opening window is acceptable if no higher than two stories.)			
No open flame-oxygen burning equipment (wall furnace or fireplace) can be utilized in a bedroom. ( Requires local Fire Marshal sign-off for the initial inspection)			
Each guest room will have at a minimum: 2 sheets, 2 pillows, 2 pillow cases, zippered pillow protectors, mattress pad, blanket, and suitable coverlet. All bedding shall be of high quality, clean, and odor free with no signs of excessive wear, fading, stains or fraying.			
Bed frame and box springs shall be in good repair.			
Rooms free of odors from cleaning agents, deodorizers or strong fragrant items.			
Lined wastebasket is made available in room or bath in suite.			
All ceilings, walls, floors and coverings are in good repair.			
No personal items of innkeeper stored in closets or drawers utilized by guests.			
Night light available.			
Minimum of one bedside table is required.			
<b>Guest Bedrooms: Preferred</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Adequate space for hanging clothes.			
Bedside table on each side of primary bed, except in specific decorative situations.			
Lighting on both sides of primary bed (min. 75 watt bulbs) at an appropriate reading height.			
Clock, radio-alarm or similar device in good condition.			
Luggage rack or equivalent space.			
Extra Blanket and Pillows available.			
Adequate mirror in room or bath in suite.			
Easy access to at least one electrical outlet.			
Accessibility to iron and ironing board.			
Table or Desk with at least 1 chair			
Innkeeper provides extra amenities for guests; i.e.: robes, personal need items, etc.			
TV: ( ) Private ( ) Cable ( ) Satellite ( ) VCR ( ) DVD ( ) Video Library of tapes or disks for guests use.			
Reading material available			
<b>Guest Bathrooms: (Safety/Security) Required</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Innkeeper bathroom is separate from guest bathroom.			
Mirror and adequate lighting in sink area for make-up /shaving.			
GFI protected wall outlets.			
Toilet paper and spare roll			
Wastebaskets are lined and emptied daily.			
Non-slip tub/shower surface, or rubber mat			
Cloth bath mat provided for floor.			
Exhaust fan or window.			
Individual wrapped or liquid soap for sink and bathing area.			
Shelf or counter space adequate for toiletries near sink.			
Quality bath, hand towels and wash cloths (at least two sets provided per room with more available on request)			
Sanitary drinking cups; dispenser paper, plastic or glass, wrapped or upside-down on a clean tray.			

<b>Bathroom Amenities: Preferred</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Hair Dryer			
Boxed facial tissues			
Clothes hook, towel racks or pegs for hanging towels.			
<b>Shared Guest Bathrooms: Required ( If Applicable )</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
<i>(Not acceptable if more than 4 guests utilize) Used by more than 4 guests.</i>			
Must have Privacy lock/latch			
Bedrooms w/shared baths have racks or hooks for hanging used damp towels.			
Robes provided for rooms with shared baths. Robes to be clean, odor free and in good condition.			
Have disinfectant/deodorizing spray, cleaning agents and paper towels available for use after each guest use.			
<b>Hallway and Stairs: Required</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Good condition/ Well maintained			
Adequate lighting			
Free of any clutter on which guests could trip.			
Smoke Detectors interconnected w/Guest bedrooms.			
Secure Handrail on at least one side of stairwell.			
<b>Common Rooms: Required</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Clean & well maintained			
Adequate lighting through out			
Furnishings are comfortable and appropriate for room usage.			
Fireplace: Electric___ *Wood___ *Gas___ (Operating Instructions Posted or Given) * Should be approved for use by local Fire Authorities.			
<b>Common Rooms: Preferred</b>			
TV: ( ) Private ( ) Cable ( ) Satellite ( ) VCR ( ) DVD ( ) Video Library of tapes or disks for guests use.			
Internet ( If Applicable): Hard wired access ___ or WIFI ___			
Variety of Reading material, Games and Puzzles are available.			
<b>Dining Room: Required</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Table and Chairs are clean and well maintained.			
Typical place setting is to be china /glassware with cloth napkins. Plastic dinnerware, flatware, or cups are not acceptable for breakfast settings!			
<b>Kitchen: Health &amp; Safety Required</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Fire Extinguisher readily available and in good operating condition.			
<b>Covered</b> and lined trash container to be emptied daily.			
Pets are kept out of food preparation area at all times!			
Appliances are clean and in good operating condition.			
Sinks used for food preparation or for washing equipment shall not be used for hand washing. Hands/exposed portions of arms are thoroughly washed in a <b>separate</b> sink prior to any food preparation.			
All food is freshly prepared, served and cleared by the Innkeeper/ Staff.			
All preparation areas are cleaned and sanitized.			
All ceiling, walls, floor surfaces are clean, well-maintained with no lose material to contaminate food.			
Adequate lighting			
Condition of refrigerator and freezer are conducive to good food services. Door gaskets make good contact and provide tight seal to door frame.			