

INSPECTION POLICY AND APPEAL PROCEDURES

I. The Inspection System

A. **Types of Inspections:** There are three types of inspections: Overnight; Independent; and Special. For each type of inspection, the assigned Inspector should fully prepare for the review prior to the actual onsite inspection. Preparation should include a thorough review of the inn's website, and/or any printed promotional materials available, and should check local ordinances to determine whether local licenses are required. From this review, the Inspector should ascertain key policies as stated by the particular inn, as well as any and all issues that are covered by the physical inspection which are covered by the electronic or printed materials. During the physical inspection, those items should be verified through the inspector's observation rather than by merely asking the innkeeper. While questions and professional communication with the innkeeper are encouraged, the Inspector should complete checklist items through observation to the greatest extent possible.

1. Overnight Inspections

Overnight inspections are required for all new applicants to BBIM. The purpose is to gain a "feel" for the inn; the hospitality, the breakfast, and the facility itself. Safety and cleanliness are to be observed and reported in all cases because they are paramount to BBIM and as such constitute critical items for admission into BBIM. Inspections for new applicants are normally done by an Independent Inspector but can be done by a current BBIM member in extraordinary circumstances. Normally this would be due to the unavailability of an Independent Inspector within a reasonable time.

Overnight inspections are also completed on current members who fail to have the minimum number of comment cards submitted for the previous year. These inspections are normally done by a current BBIM member in good standing at the discretion of the QC Board and with BBIM Board approval.

The innkeeper being inspected will provide overnight accommodations to the inspector at no cost to the inspector or to BBIM.

2. Independent Inspections

Sometimes referred to as "Walk-through" inspections, independent inspections are always completed by the BBIM appointed Independent Inspectors. The independent inspection is required for all new member inns. These inspections primarily emphasize safety and cleanliness. All current members inns require an independent inspection every other year. These inspections are required so that BBIM can market inns with high standards and have assurances that the current inns maintain those standards.

Special Inspections

Special inspections are done on current inns that call for an inspection out of cycle. These inspections require BBIM Board approval and are done by the Independent Inspectors or a current member in good standing, at the discretion of the Board. An example of this type of inspection would be an inn that has accumulated a number of negative comment cards or complaints. The QC Board would decide, with recommendations from the QC Chair, whether such an inspection is required to assess the inn and the situation surrounding the complaint. The inspector will receive specific instructions on these inspections in order to address the specific complaints or negative comments.

3. Comment Card Requirements

The comment cards are BBIM's way of assuring that guests at member inns have the best possible B&B experience.

The number of comment cards required **annually** by BBIM is as follows:

- Inns with 4 or less rooms for rent: Four (4) cards
- Inns with between 5 and 7 rooms for rent: Ten (10) cards
- Inns with 8 or more rooms for rent: Eighteen (18) cards

An inn with an insufficient number of comment cards submitted for the calendar year will be subject to a special overnight inspection. The inn shall provide a room at no cost to the inspector, and shall pay a fee in the amount of \$75 to BBIM.

B. Inspectors: There are two kinds of inspectors: BBIM Independent Inspectors and BBIM members appointed as inspectors.

1. Independent Inspectors

Individuals or couples hired by BBIM specifically to do inspections are not normally associated in any other way with BBIM. They cannot be current BBIM members. The major qualification for independent inspectors is the ability to judge objectively under pressure, willingness to travel throughout the state, a high degree of intelligence, common sense and flexibility. /Further, they must have the ability to deal with a variety of personalities. They report their findings confidentially to the inn inspected and the QC Chair. Their findings are not shared with anyone outside the QC Board or the innkeepers of the inn inspected.

2. BBIM Members Appointed as Inspectors

BBIM Members may be used to conduct overnight inspections of inns that did not receive sufficient comment cards for a given year. BBIM Members are also used for some Special Inspections. The need for such inspections is determined by the QC Board - normally at the direction and approval of the BBIM Board. BBIM Members appointed to conduct such inspections will receive a fee, plus mileage, and any supplies needed to do the inspection.

C. Inspection Instructions

The BBIM sponsored inspections of new or member inns, even utilizing BBIM's established guidelines, still contain an element of subjectivity. BBIM relies upon the knowledge, experience, judgment, common sense and overall impressions of the inspector. If an inn is not fit for BBIM when compared with the established standards, and the Inspector would not want to stay at the inn (based on guidelines, cleanliness and safety), the inn should not be a member of BBIM. These checklists are designed to give the inspector considerable flexibility. As such, the inspector has a responsibility that can have considerable impact on the livelihood of current or prospective members of BBIM. If the inspector has questions or concerns, they should contact the Quality Control Director. Most concerns can be discussed and resolved over the telephone, but if other action is necessary, it will be planned and accomplished. Finally, these instructions are guidelines and not absolutes.

- **Inspection tools**

- BBIM Business cards for identification

- Aerosol smoke to test smoke detectors

- GFCI testers for appropriate electrical outlets

- Test strips to test chlorine content of spas and pools (pH level of 7.2-7.8)

D. Failing Inspection

1. Critical items

Critical items are those things that represent pass/fail factors for an inn. If an inn has a critical discrepancy, it cannot pass inspection. It is left to the judgment of the inspector to decide whether a particular item is critical, major, minor or OK, depending on the options provided on the checklist.

2. Correcting the problem

In the event that an inn that is applying for new membership fails its review, the innkeeper is given 45 days to correct the problem(s). This period can be extended at the discretion of the QC Chair. It is the innkeeper's responsibility to notify the QC Chair when corrective action has been completed, and a deficiency correction review may then be conducted. The extent of such a review (i.e. whether it will be a complete review, looking at the whole operation or just deal with the deficient areas, or a certification that work has been completed) will be determined by the QC Board. Deficiency correction reviews shall normally be on minimum notice (no more than 24 hours - preferably no notice). ***The inn will not be treated as an active member while compliance action is pending.*** Specific appeal procedures will be provided the innkeeper upon request. In such cases an additional appeal and/or reinspection fee may be charged.

II. Complaint Process

- Inns that are the subject of a complaint of serious deficiencies will receive a letter setting forth the allegations of the complaint, and given an opportunity (45 days) to respond to the complaint. This letter will be from the QC Chair.
- If the inn's response is not acceptable, the inn may be asked to take specific actions to correct those deficiencies within 30 days. The letter requesting specific actions to be taken will be signed by the sitting BBIM President.
- If it comes to the attention of the QC Board that prescribed corrective actions were not taken, or if complaints continue to be submitted alleging the same or similar deficiencies, the QC Board may recommend that the inn's membership be terminated.

III. Appeal Process

- If the QC Board recommends termination of membership, the inn may appeal to the full board. A majority vote by the full board shall be the final approval for termination of membership.

IV. Termination of Membership

- BBIM reserves the right to terminate membership at any time.
- Membership dues previously paid will be prorated and refunded if termination is approved.
- Once an inn's membership is terminated, they may not reapply for membership for one full year. At the time of re-application, they must satisfactorily demonstrate that all previously existing deficiencies have been resolved.

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