

# **Membership Standards**

**Texas Bed and Breakfast Association, Inc (hereinafter TBBA)** is known for its premier properties and exacting standards of hospitality. A premier property is one that assures the highest levels of service, accommodation and comfort. Premier properties incorporate uniqueness, quality and professionalism according to the criteria listed in this document.

## **To be eligible to apply for TBBA membership:**

1. The property must have architectural integrity inside and outside in keeping with the property's aesthetic setting. Aesthetics include décor, setting, ambiance, furnishings, and service.
2. The décor must be compatible with the architecture and furnishings demonstrating an exacting standard of excellence.
3. If you own, operate, and/or advertise more than one property in Texas, all guest rooms will be subject to a property review for membership approval. In this context "operate" and "advertise" are intended to mean to do so in a way that gives the prospective guest the impression that the room or property is approved by TBBA.

The attached sheets include all criteria that will be reviews prior to acceptance into TBBA) membership. Items with an asterisk are mandatory – meaning they must be met at the property review time for a property to be approved into membership. You can use this as your “working copy” to prepare for your property review. The inspector will provide a new copy with the results at the time of review.

*ORIGINAL STANDARDS adopted by full membership at Annual Meeting on March, 5, 1995. Revised at Annual Members' Meetings on March 17, 1996; February 3, 1997; February 2, 1998; and September 14, 1998; and at Board Meetings on January 11, 1998; August 16, 1998; January 17, 1999; June 11, 2000; June 11, 2001; August 11, 2002; May 5, 2003; and July 14, 2003; November 15, 2004; January 10, 2005; May 16, 2005; July 22, 2005; November 14, 2005; September 25, 2006; January 22, 2007, May 21, 2007 and November 5, 2007, January 20, 2014; November 2016, March 2018.*

## **Property Review Procedures**

Property reviews are conducted by independent inspectors contracted by TBBA to review prospective members and to review current members. TBBA-approved members are the *premier* properties in the state, delivering more than merely a place to stay, but an overall unique and *outstanding* experience. Every facet of the stay must meet *or exceed* a guest's expectations for excellence.

All properties must undergo the property review process to be approved into TBBA membership. Said review does not, however, include validation that the property is compliant with local regulatory code(s).

The inspector will call the applicant to make a reservation at the property for the property review. The review actually begins with this initial phone call. Properties are expected to provide complimentary overnight accommodations, breakfast, and a gracious welcome to the independent inspector, treating him or her as a typical guest.

The inspector may take photos of the interior and exterior of the property during the visit; if so, these will be submitted to the Board at the time the property is presented for approval.

At the end of each property review visit, the inspector and innkeeper will discuss the review critique sheet together, and both will sign it. The innkeeper may request a repeat review by another inspector at the innkeeper's expense.

New applicants must successfully pass a TBBA property review before being presented to the board for approval into TBBA membership. Completion of the property review process and satisfaction of the listed criteria does not mean *automatic* acceptance. Board approval must take place following a successful property review. (Board meetings are held bimonthly throughout the year.)

For uninterrupted membership continuance, new ownership of a TBBA member property requires submitting a new owner application within six months of the time the ownership change takes place or November 15th whichever occurs first. The property review will follow the initial property review procedures outlined above.

Acquisition of additional property (or properties) requires a full property review to be performed within six months of the time of acquisition. This property review will follow the initial property review procedures (above).

After an independent inspector has conducted a site review and an overnight guest experience, the property will be presented to the TBBA board. The results of the whole experience plus submission of necessary documentation will be considered for membership consideration. The board may table an application to allow the property more time to comply with standards or to complete any other membership requirements. A final decision on membership must be voted on at the next, subsequent board meeting. Applications denied membership has the option to participate in TBBA's mentoring program at no additional cost, and may subsequently choose to re-apply to TBBA. At any time during consideration of the eligibility of a property, a board member may visit the property in question.

At all times the TBBA organization -- its inspectors, board members, innkeepers, and associate members -- strive to be governed by exemplary ethical standards and business practices.

### **The TBBA Board shall handle non-compliance with Quality Assurance Standards and Complaints**

It is the responsibility of the Independent TBBA Inspectors to perform property reviews and make recommendations to the TBBA Board of Directors. Any Inn reported to be in non-compliance of the Standards will be sent written notification by the Board outlining the problems and requesting an explanation with suggestions as to how the matter can be corrected.

The Innkeeper is to reply in writing to the Board within thirty (30) days and give a date for any necessary work to be done and other steps taken to bring the Inn into compliance. The Innkeeper is to send a notice with back up documentation that the work or other steps have been completed by the agreed date. If necessary, a date is to be set for another property review of the Inn. The Inn will pay for the additional property review.

***Any Inn failing to meet these requirements within a reasonable time as set by the Board may be removed from the Association.***

# Property Review Requirements

Property reviews are performed once for member properties for the duration of their membership in TBBA at member's expense. Members no longer have to be reviewed every two years. This property review will require an overnight stay, and breakfast the next morning.

Additional property reviews may be performed following the receipt of one or more complaints about the member property by guests. This property review may require an overnight stay; if so, the cost of the inspection will be paid by TBBA.

## Required Fees and Annual Dues

**Application fee\*:** \$25 – to be remitted with your application

**Property review fee\*:** \$125– to be remitted with your application

**Annual Dues** – based on property size according to the schedule below – to be paid after admission into membership:

### **Properties with:**

1-2 Rooms.....	\$275
3-6 Rooms.....	\$335
7-15 Rooms.....	\$395
16-30 Rooms.....	\$455
31 Rooms & Up.....	\$515

### **Multiple Property Discount:**

If you own and operate more than one property with the same management -- add up the total number of guest rooms in all properties to determine the base rate for dues and add \$75 per property after the first to calculate total dues.

Dues are paid annually November 15th to cover January-December of the following year. **Properties that join mid-year pay pro-rated dues based on the number of months left in the calendar year.** (For example, a property approved in June would pay for June-December. It would then receive the annual dues billing in October to be paid by November 15 for the following year.)

**Property review fee\*:** \$125 – paid by members prior to their property review visit. (Owners are asked to prepay and mail to the TBBA office. (TBBA 2629 19<sup>th</sup> Street Lubbock Texas 79410)

*\* Application and property review fees are non-refundable in the event that a property does not pass and is not approved into membership or for any other reason does not complete the property review process.*