

TBBA QUALITY ASSURANCE STANDARDS

All properties bearing the TBBA "seal of approval" have passed a rigorous inspection process. They are not only comfortable and charming, but professionally-run, safe, clean and unique. From historic hotels to romantic Victorian mansions, from distinctive hill country farmhouses to waterfront B&Bs, all properties displaying the prestigious TBBA logo are among the best in Texas.

Membership in TBBA is the public's assurance that the lodging is inspected and approved. Association members provide true Texas hospitality and meet all guidelines for excellence and safety.

1. LEGAL–

- Member Inns must carry commercial liability insurance and provide documentation upon request.
- Members shall operate their establishment as a legitimate and legal business, and as such business must produce a copy of the last quarter's State of Texas Hotel Tax report upon request.
- Member Inns must comply with all other applicable Federal, state, county and permitting ordinances. TBBA inspectors may or may not request documents to support this standard, but by signing the Inspection Checklist, the TBBA members (or prospective members) assure the association that they have satisfied this standard. It is the responsibility of each property owner to determine their particular requirements.
- Food Manager Certification – Facilities serving food shall comply with any state, county or municipal requirements. It is the responsibility of each property owner to determine their particular requirement.

2. SAFETY & MAINTENANCE –

- a. Members shall take all reasonable measures to ensure safety and security of guests and their property, both indoors and out, as shall comply with all applicable Federal, state, county and local jurisdictional fire and safety codes.
- b. Members shall ensure that all facilities used by or in support of guests will exhibit a high degree of cleanliness, be consistently well maintained.

3. ADMINISTRATIVE & PROFESSIONALISM –

- a. The property must operate primarily as a Bed & Breakfast Inn and must be opened on a regular year-round basis.
 - i. Short term closures such as for maintenance and vacation are acceptable

- ii. Seasonal closures for three months or less are acceptable
- b. Members shall act with integrity and professionalism in all their business practices.

4. WEBSITE AND MARKETING –

- a. Advertising must be truthful, clear and accurate
- b. Websites must contain at a minimum:
 - i. Contact and emergency contact information
 - ii. Photos and descriptions of rooms
 - iii. Room Rates
 - iv. Policies – cancellation, pet, smoking, firearms, etc.
 - v. Reservation confirmation – contains policies
 - vi. Instructions for booking reservations
 - vii. TBBA hyperlink/logo
- c. Innkeeping staff shall keep their TBBA website information and photos up-to-date

5. GUEST SERVICES AND ACCOMODATIONS –

- a. Members shall provide an attractive, personalized environment for their guests.

6. CLEANLINESS –

- a. Members shall ensure that all facilities used by or in support of guests will exhibit a high degree of cleanliness

7. GENERAL-

- a. Members shall recognize that the successful participation in TBBA's biennial Quality Review Inspection program is a requirement for continued membership. Failure to provide access to Inspectors within a six month period of when the inspection is due will result in the property being removed from the TBBA website until such inspection is performed and approved by the Board of Directors.
- b. Innkeeping staff shall be continuously evaluating their skills and seeking training and it a high degree of cleanliness, education to improve their guest services and profitability. This could include areas such as new technologies, tourism trends, marketing practices, food service, health and safety procedures, reservation technology and financial/accounting methods.

Non-Compliance with Standards

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

It is the responsibility of the Independent TBBA Inspectors to perform inspections 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 re-inspection of the Inn. The Inn will pay for the re-inspection.

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