



Nebraska B&B and Unique Lodging

The Nebraska Association of Bed and Breakfast (NABB)

dba Nebraska B&B and Unique Lodging (NBBUL)

STANDARD PRACTICES (adopted Oct 2022)

Definitions:

Bed & Breakfast (B&B): Sleeping accommodations for a night and a morning meal, provided in guest houses and small hotels.

Unique Lodging: On-site hosted original accommodations (ranches, treehouses, glamping, etc.) that either serve breakfast or provide facilities to prepare your own on site.

PURPOSE: The purpose of these Standard Practices is to provide a time proven guide for excellent lodging for the traveler to the State of Nebraska and to enhance the lodging industry statewide. The NABBUL assists members in maintaining these standards through an initial on-site inspection and monitoring online guest comments and reviews.

THE MONITORING SYSTEM: Concerns from guests and the general public are monitored by online reviews and may also be shared directly with the NBBUL via the toll-free number or email.

FAILURE TO MAINTAIN STANDARD PRACTICES: The NBBUL Board shall deal with any failure to maintain these standard practices in accordance with the Association's bylaws.

STANDARD PRACTICES FOR MEMBERS

A. BUSINESS/PROFESSIONALISM

1. The Member is expected to meet all Local, State, and Federal laws or regulations. Any member located within an area of zoning that requires use permits, licensing, inspections, or other requirements, is also expected to comply with the local jurisdiction's requirements. Due to the numerous and varied rules and regulations required by the Local, State and Federal agencies,



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the NBBUL does not inspect for compliance with these rules and regulations. It is the member's individual responsibility to ensure compliance with all Federal, State and Local rules and regulations.

2. Property staff will be courteous, present a good appearance and operate on an ethical, business-like basis. Staff shall maintain hospitable attention to guest service at all times and shall provide concierge resources and network with local resources.

3 Members will continuously evaluate their skills and seek training and education to improve their guest services and profitability. Examples include areas such as new technologies, tourism trends, marketing practices, food service, health and safety procedures.

4. Members will keep up to date and accurate reservation booking records and financial accounting and are responsible for all appropriate taxes and fees.

5. Members will maintain a minimum of \$1 million dollars of liability insurance and will provide a copy of their insurance declarations page annually when they renew their membership.

6. Members will have written policies addressing such issues as cancellations, children, pets, smoking, alcohol, etc. and these shall be made known to prospective guests via their website, email, or regular mail. Additionally, it is recommended that a reservation confirmation be communicated to prospective guests with this information included.

7. Member marketing materials, website presence, pictures and videos will accurately portray the property.

8. Members will keep the NABBUL website up to date by contacting NABBUL admin to update as needed.

9. Members will demonstrate excellent customer service skills when responding verbally and in writing to the traveling public and the community.

B. MEMBER PROPERTY

1. The exterior of each member property should be attractive, well maintained and well illuminated. The entry area and house number will be well lit. The signage should be clearly visible (if allowed by local ordinance).



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2. The decks, patios and outdoor seating should be properly maintained. Walkways and paths should be in good condition. Lawns, gardens and ponds should be well maintained, if applicable.
3. Members are encouraged to take all reasonable measures to ensure the safety of guests both indoors and out. Each room will have written instructions for emergency exits. Members will also have a first aid kit available for guest use and phone on premises for emergencies.
4. Members should advise guests of any local parking regulations and shall assist guests in locating suitable parking for vehicles when not provided on the premises.
5. Each guest room will have adequate ventilation and heating in consideration of local climatic conditions. Guest bedrooms will be well lighted.
6. Members will maintain the guest rooms, common areas and food preparation areas in a high standard of cleanliness and safety at all times and ensure that such areas provide a pleasant atmosphere. This includes pest management, disinfectant and sanitation procedures, allergy prevention and air and water quality.
7. Members will provide information regarding severe weather, power outages, accidents, and other emergencies.
8. There should be procedures for guest security.
9. Members will ensure that all adequate measures for sanitizing and disinfecting are taken to minimize the spread of infectious diseases.

C. GUEST ROOMS

1. Each guest room will have adequate space for hanging clothes and storing personal items. Luggage racks, hooks on doors, closets and dresser drawers are some suggestions.
2. Guest room window treatments will provide privacy and light blocking as appropriate.
3. Guest room doors will have locks or latches to ensure the occupant privacy.
4. Guest room beds will be comfortable with good, firm, clean mattresses. Bedding shall include, as a minimum, a good mattress pad, two sheets, one pillow for each guest with both cover and case, adequate blankets and an



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attractive comforter or bedspread. All bedding shall be free of wear, soil and stain. Extra pillows and blankets should be easily accessible. Enclosed mattress covers are highly recommended.

5. Guest rooms should be free of clutter and decorative items that interfere with guest activities. Guests should have adequate surface space for personal items. There should be easily accessible and adequate outlets or power strips for guest use.

6. For guest stays of more than one night, linen shall be changed as requested by guests. Room freshening shall be provided daily, or as requested by guests.

D. GUEST BATHROOMS

1. Guest bathrooms are defined as follows:

- a. private bathroom within the room,
- b. private bathroom outside the room,
- c. shared bathroom outside the room.

Guest bathrooms shall be clearly described in this manner in all marketing materials.

2. Guests will be advised if they are to use a shared bathroom or a private bathroom outside of the room at the time the guest makes the reservation.

3. Members will provide adequate hot water and water pressure to support all guest bathrooms.

4. Each bathroom should be equipped with the following fixtures of high quality and at least: a toilet, a tub or shower with a non-skid surface, a sink, adequate shelf space for guest toiletries (not including the toilet tank-top or medicine cabinet), a well illuminated mirror at the sink with a nearby GFI outlet, and adequate fixtures for hanging towels and clothing. A ventilation exhaust fan is recommended.

5. If a bathroom is shared, sanitizing supplies will be provided. Bathrobes should be supplied to guests using a shared bathroom or a private bathroom outside the guest room.

6. Bathrooms will be cleaned daily during a guest's stay, or as requested by the guest.

7. Members will supply each guest with at least one large bath towel and wash cloth to be changed daily, or as requested by guest. Additional supplies should



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include a bath mat, wastebasket, toilet tissue, drinking glass or paper cup and soap. Extra towels should be readily available.

8. Doors to shared bathrooms will have a privacy latch or lock.

E. COMMON AREAS

1. There will be common areas to encourage guest/staff interaction both inside and outside. If possible, establishments which also operate restaurants, wineries, etc., should have a separate, private common area for the use of guests.

F. FOOD SERVICE

1. Members will make it clear on their website and in confirmation email what kind of breakfast, if any, is included. Time of breakfast and allergies will be discussed when the reservation is made.
2. If you are providing food service, member will comply with all appropriate regulations regarding food handling and service
3. Whether or not property provides meals, member will keep kitchen and appliances clean, well maintained and comply with the highest standards of sanitation, hygiene and safety.
4. If applicable to property, food quality, preparation and presentation shall be of the highest standards.
5. If applicable to property, member will offer a full or continental breakfast for each day of guest's stay. The breakfast will be included in the room rate.

Adopted 10/4/2022