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## BRAND STANDARDS AND OPERATIONS MANUAL

This Affordable Inns® of America, LLC Manual is effective **April 1, 2017**. All standards contained herein are in full force as of this date unless otherwise stated herein.

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## 1. Introduction

The Affordable Inns® brand stands for great value, great services and most importantly – great experiences! This manual is intended for your use and reference in order to comply with our minimum operating guidelines. The Hospitality/Hotel Industry can be complex, so it is impossible to address every conceivable issue within the confines of this manual. Additionally, it is understood that each location contains a unique set of challenges that are beyond the scope of this manual. So when you have a question, please remember we are only a phone call away!

## 2. Brand Hallmarks

There are elements of the Affordable Inns® brand that are considered to be key elements or “brand hallmarks” that differentiate our brand from our competitors. These hallmarks must be present in all of our hotels so that we present a unified experience to the consumer. From time to time, Affordable Inns® reserves the right to add to and/or enhance its brand hallmarks to assist in creating additional market share for our branded hotels.

Currently, the features or services designated as the Affordable Inns® brand hallmarks are:

- Thanks A Mint program
- JumpStart24
- DreamTeam™ (effective beginning July of 2017)
- MobiGuest™
- Free Guest Wifi
- Complimentary lemon infused ice water during daylight hours

## 3. Owner/Operator Disclosure

Disclosure of property ownership and management must be communicated clearly and visibly. Owner/operator disclosure statements are required and must state the following:

“Independently owned by \_\_\_\_\_ and Operated by \_\_\_\_\_.”

OR

“Independently Owned and Operated by \_\_\_\_\_.”

### **Disclosure Statement Display Signage**

The Disclosure Statement must be prominently displayed in the registration area and at the entrance to each restaurant and lounge, on a professionally created sign at a minimum size of 5” x 12” with minimum ½” lettering.

If the Licensee leases the hotel restaurant or lounge to an outside company, then the owner/operator sign at the restaurant or lounge entrance must identify the entity that owns the restaurant or lounge and the entity that operates the restaurant or lounge. For example:

“This restaurant is independently owned by ABC Hotel Company and operated by XYZ Leasing Company.”

The minimum size of such notification is to be 5” x 12” with ½” lettering. The notification must be placed at the entrance to the restaurant/lounge in a conspicuous location. Disclosure information is also required for inclusion on websites.

#### 4. Termination of License Agreement

There are several potential events that could result in the termination of the License Agreement. Please reference your License Agreement to gain an understanding of how your continued operation under the agreement may be impacted by your disregard for following the operations and standards as outlined herein. This manual covers the guidelines, regulations and standards of Affordable Inns®.

#### 5. Brand Launching Requirements

In order to get the greatest benefit from your hotel’s alignment with the Affordable Inns® brand, it is important to ensure that the General Manager and entire staff are educated about the brand. Preparation is the key to the successful launching of your Affordable Inns® property. Careful attention to each aspect of the launching process will enable you and your team to begin delivering the brand experience from opening day and throughout your agreement term.

##### 5.1 Staffing

All hotels must have a full time General Manager (“GM”) on the premises who manages the day-to-day operations of the hotel. This individual must not hold the position at more than one hotel.

Staffing shall not fall below levels that would cause unsatisfactory service to guests. This includes front and back of house operations.

##### 5.2 New Employee Orientation

The training of newly hired employees must occur within seven days of beginning work. Each hotel must individualize the orientation to include:

- An overview of the hotel and each department’s operation
- A position description and position expectations

- A tour of the hotel
- Uniform requirements
- Specific hotel and/or management company information

All employees must receive brand service training. Additionally, all employees must receive training on safety, security and emergency procedures on or before the first day of work.

### 5.3 Front Desk Training

Your training must be ongoing, and documentation of training will be available during Employee Evaluations. In addition to completion of the Affordable Inns® approved orientation program, front desk employee training must include instruction in each of the following:

- Reservation procedures, operations and the hotel’s property management system.
- Check-In and Check-Out process and procedures
- Telephone services operations
- Room type differences (e.g., amenities and features, locations and views, relative pricing, and honoring of smoking/non-smoking reservations)
- Brand hallmark programs as outlined herein as well as noted online
- Hotel & Local Area information and directions
- Operation of Fax and Copier
- All other areas that impact guests

### 5.4 Opening Inspection

Each Affordable Inns® branded property must pass an opening inspection to ensure compliance with the standards and policies listed in this manual.

## 6. Uniforms

Affordable Inns® has developed a program to ensure a consistently branded image across all Affordable Inns® properties.

All hotel employees must wear an approved uniform per the current Affordable Inns® requirements, which are updated from time to time.

### **Front of House**

An “approved” uniform must include ALL of the following:

- A solid white top, either a button up, blouse, or polo. White tone on tone acceptable however no additional color details are permitted.



- Solid black bottoms (skirt or slacks)
- A solid matching suit jacket/vest where specified and appropriate
- A matching accessory such as tie/scarf where specified and appropriate
- A brand approved nametag
- “Trainee” identification must be worn by all new employees for the first two weeks on the job.
- Shoes are to be black, closed toe and heel, clean, and in good repair.

## **Housekeeping**

An “approved” uniform must include ALL of the following:

- Light blue scrub top
- Navy blue scrub bottoms
- Navy Jacket for outdoor corridor hotels and inclemental weather
- Shoes are to be black, closed toe and heel, clean, and in good repair.

All employee clothing must be perfectly clean, ironed, in “like-new” condition, and worn in a professional manner with appropriate matching accessories (e.g., shoes, belts). Any garment with visible wear, discoloration or stains is not acceptable.

Sizing must be appropriate for the individual wearer. No gaps in clothing that allows for visible skin is permitted. Low necks or tight fitting garments are never appropriate for uniforms.

## **Makeup**

Makeup must be tasteful in nature. No ‘outrageous’ colors or designs are permitted.

## **Tattoos**

No visible tattoos. Long sleeves, scarves or other professional clothing mechanisms shall be employed to cover tattoos.

## **Piercings**

No more than two piercings, earlobes only are allowed. There shall be no other visible piercings.

## **Jewelry**

All jewelry shall be understated and professional in appearance. Excessive amounts or any jewelry that is ‘nightclub’ in nature is not permitted.

## **7. Signage**

Specifications:

- 3M Panagraphics III for flex faces
- Poles and Cabinets to be painted black
- Illuminated with cool white fluorescent lamps
- Channel letters to be illuminated with LED

**ALL signage must be approved by the Affordable Inns® design review board and adhere to all local sign and regulation codes.**

## 8. Mandatory Brand Hallmarks

The following are the current Brand Hallmark programs that are mandatory. Information on compliance can be found in the Hallmark Compliance section of the employee area on our website: [www.affordableinns.com/employee](http://www.affordableinns.com/employee)

### **Thanks a Mint Program**

The Thanks-a-Mint program was instituted to offer benefits to the guest as well as the hotel. Preprinted Thanks-a-Mint cards are available for purchase through our approved vendor, currently, Avanti Hospitality, LLC.

Upon entering the room, the guest is greeted by a Thanks-a-Mint card and two Bob's Sweet Stripes Mints™, available through major retailers or Amazon.

The cards and mints are placed by the head house keeper, or manager who has the responsibility of checking the room. This ensures the rooms have gone through a double verification for cleanliness.

### **JumpStart24**

This program ensures that coffee and tea are available to guests 24/7 in the lobby area. For very low volume periods or for seasonality concerns, it is suggested that a 1 cup coffee server be utilized as the cost is actually less for such times.

At all other times the guest will have access to coffee, tea and their accompanying condiments.

### **DreamTeam™**



Program to be rolled out July 2017. Incremental training programs will be made available for properties to equip their staff to enhance and upgrade all soft skills. Further, training in common computer applications as well as sales will be available. Studies have shown that employers who take an interest in their employee's skill sets and take an active role in promoting further education and training, are

able to secure and retain better help.

More information on this program will be made available upon it's roll out in July 2017.

### **MobiGuest™**



This visually appealing, exciting new platform has been getting great feedback already!

Our online/mobile Guest Directory is the newest way to offer your guests all the information about your property and it's surrounding area at their fingertips, all wrapped up in a mobile package! No more in room guest directories to keep clean, and error free with white-out!

To see MobiGuest in action, visit [www.MobiGuest.com](http://www.MobiGuest.com)

To make changes to your MobiGuest online directory, simply fill out and email the MobiGuest Property Change Request to us prior to the 3rd of each month. All changes will be visible prior the 1st of the following month. Property change requests may be electronically submitted by going to [affordableinns.com/employee](http://affordableinns.com/employee) and navigating to the Brand Hallmarks Section.

It is important to promote and utilize this platform to benefit from the advantages that it offers, namely increased site visits from prospective guests. Continued use will increase your SEO (Search Engine Optimization) for your site as well as for the Affordable Inns.

### **Free Guest Wifi**

Savvy travelers now expect great WiFi throughout their experience at a hotel property. WiFi signals and services as well as sufficient bandwidth to satisfy at full occupancy, shall be maintained by the property.

### **Guest ReFresh**

Lemon infused ice water shall be offered in the lobby of the hotel during daylight hours. Guests rave about this service. Be sure to offer an attractive display of both Water Server and accompanying plastic cups and napkins to encourage guests to stay hydrated!

## **8.1 Marketing Programs**

During the term of the Licensee Agreement, Affordable Inns® properties must participate in all system wide (or area wide) marketing or advertising programs designated by Licensors as system wide (or area wide) programs. After seeking the advice and counsel of the Revenue Enhancement Manager, and in accordance with the programs, standards rules, and specifications adopted by Licensor and communicated in writing to affected Licensees, these programs are implemented in

the best interest of our hotels. Such programs, standards, rules, and specifications may include (but are not limited to) extending the product, service and maximum price offers or amenities that are part of the marketing or advertising program. Nothing in this standard prevents the Licensee from having additional programs or making additional price offers or from establishing prices in connection with any designated program that are below those referenced in the program being marketed and/or advertised by Licensor.

All Affordable Inns® properties must participate in every system wide marketing/advertising program.

Current Programs Include:

**Boots In Beds**

Offering a 10% discount to our service members.

**The Golden's Rule**

10% discount for those 55 and over

**Doggone Deal**

Please check out the policies that we have outlined on our website for the current pet policies so that your property is aware of this policy and knows how to handle guests traveling with their 'best friends'. In addition, the affordableinns.com website does indicate that each hotel may have different pet guidelines. To ensure complete guest satisfaction, please be sure to inform us of any pet guidelines that you need to have included on your hotel's information on the website.

**9. Smoking Policy**

Smoking is not allowed in the following areas:

- Laundry (Guest or back of house)
- Linen Storage Areas
- Guest or Public Hallways
- Front Desk
- Lobby
- Business Center
- Work-out facility
- Kitchen
- Storerooms

In short, smoking is only allowed in designated smoking guestrooms (it is highly discouraged to offer these room types), lounges, and designated outdoor smoking areas as permitted by local code. Optionally a Licensee may designate the entire facility to be a smoke free environment (recommended).

This policy shall be used for guests as well as for employees. Nothing turns off a guest

quicker than driving up to check in and seeing a front desk employee taking a smoke break by the front door!

## 10. Guest Rooms

### 10.1 Cleanliness

The most important thing is that you deliver an immaculately clean room.

- The room and all its major components shall be in like-new condition and free from debris, dirt, dust, mildew, and temporary residues.
- The guest room must be in a neat and orderly state
- Guest rooms must be free of insects, rodents, and other pests.
- All items in guest room must be in proper operating condition.
- There must be no undesirable odors present in guest rooms.
- The use of perfumed products to mask smells is not acceptable.
- If smell is present in guest room such as a previous smoking guest, use of an ozonator as well as a commercial quality steamer for soft goods is suggested.

### 10.2. Housekeeping – General Standards

Affordable Inns® standards dictate that the guest room is to be cleaned daily unless prior arrangements have been made with the guests (extended stay guests for example). Every occupied room that has not been serviced must be contacted and checked at least once daily to ensure guest safety and satisfaction.

Requests for towels and other housekeeping supplies must be provided within 10 minutes during normal working hours and within 20 minutes after hours. Guest requests must be honored 24 hours per day.

Housekeeping staff must not disturb guests (e.g., loud music, loud television or loud discussions in guest areas). Housekeepers are not permitted to wear headphones or watch T.V. while cleaning. Housekeeping carts may not block or disturb guest passage in the hallway.

"Do Not Disturb" signs must be honored until check-out time. After check-out time, the room is to be telephoned before knocking on or opening the door.

### 10.3. Bed Preparation

Research shows that propping up a generous amount of sleeping pillows and turning back the bed covers creates a welcoming impression for the guest upon first entering the room.

Turning back the covers slightly in front of the fresh, white pillows with pressed

pillow cases causes guests to perceive that their bed is clean, comfortable, and prepared by someone who cares about their comfort. Therefore, all beds in ready rooms must be made up, upon guest arrival, as shown in the pictures below:



**Note: The use of decorative pillows is no longer a brand standard. New studies show that guests are often turned off from this due to the concern over cleanliness. A decorative throw or bed scarf at the bottom of the bed can add visual interest and is permissible as long as it is free from rips, stains and is odor free.**

## 11. Room Décor

All Room decoration and styling must be approved by Affordable Inns® through the submission of a design board complete with conceptual drawings color samples and fabric swatches prior to any decorating or décor changes.

### 11.1 Furnishings – Minimum Pieces Required

The furnishings listed in the chart below are required at all Affordable Inns® properties.

For items noted as required “where room size permits”, a waiver request must be submitted for the exclusion of the item. When a property’s room size/footprint does not allow the inclusion of all items, a waiver request must be submitted.

#### **Double Guest Room**

- Two full size beds with headboards (discouraged) or two queen beds with headboards (recommended)
- 3 standard size pillows per full size bed/4 per queen
- One oversized nightstand between beds with one lamp on or mounted over.
- One TV chest (2 or 3 drawers) sized for a 32” flat panel television

- One 32" flat panel television (wall mount with sound limiters preferred)
- One bench or folding luggage rack
- One desk with an ergonomic chair and desk lamp OR one activity table with two activity chairs (with arms) and a floor lamp
- One framed full length mirror
- Two framed pieces of artwork
- Mini Fridge
- Microwave
- Iron/Ironing Board
- Alarm Clock
- Coffee Maker

### **King Guest Room**

- One king sized bed with headboard
- Minimum of 5 (preferably 6) standard size pillows per bed
- Two oversized nightstands on either side of bed with one lamp on or mounted over.
- One TV chest (2 or 3 drawers) sized for a 32" flat panel television
- One 32" (minimum size) flat panel television
- One bench or folding luggage rack
- One desk with an ergonomic chair and a desk lamp and one upholstered casual chair OR one activity table with two activity chairs (with arms) and a floor lamp and one upholstered casual chair
- One framed full length mirror
- Two framed pieces of artwork
- Mini Fridge
- Microwave
- Iron/Ironing Board
- Alarm Clock
- Coffee Maker

### **Single Guest Room**

- One full sized bed with headboard OR one queen bed with headboard (recommended)
- 3 standard size pillow per full size bed (4 standard size pillows per queen size bed)
- Two nightstands on each side of bed with one lamp on or mounted over.
- One TV chest (2 or 3 drawers) sized for a 32" flat panel television
- One 32" flat panel television
- One bench or folding luggage rack
- One desk with an ergonomic chair and a desk lamp OR one activity table with two activity chairs (with arms) and a floor lamp
- One framed full length mirror
- Two framed pieces of artwork
- Mini Fridge

- Microwave
- Iron/Ironing Board
- Alarm Clock
- Coffee Maker

### **Upgraded/ Executive**

If upgraded/executive rooms are offered (recommended), the guest should notice a visible difference between a regular guest room and an upgraded/executive guest room. Visual elements should be upgraded as well as above standard amenities are to be provided and displayed in room.

## **11.2 Technical Specifications**

Below is an overview of the minimum of the technical specifications required. When undergoing remodel, the hotel must order only items that comply with the specifications and requirements of the program as outlined in this section.

### **General Requirements for both Soft Goods and Hard Goods Categories**

- All materials used in the guest rooms must be inherently flame retardant or pretreated to meet or exceed minimum requirements for a “flame resistant” rating in accordance with the current NFPA standard.
- All products must meet or exceed applicable state and local codes
- All products must be contract quality, suitable for commercial hospitality use
- No products may infringe on any third party patents, copyrights, trademarks or other intellectual property rights. The use of any other Brands logos or identifiers must not be used.

### **Soft Goods Category Specifications**

#### **11.2.1 Floor Covering**

Carpet must meet the following minimum specifications:

- Tufted cut pile
- 32-oz. (tufted pile weight)
- A commercial grade carpet pad is required
- Polyolefin carpet is prohibited.
- Must meet or exceed any applicable federal, state, or local codes and regulations.

#### **Alternate Floor Covering**

Alternate carpet construction or specifications are subject to Affordable Inns®



review and approval. Tile, natural stone, laminate and wood flooring options are acceptable alternatives with prior approval but must in any case have non slip finish and must meet or exceed any applicable federal, state, or local codes and regulations.

### **Wall Base**

The wall base may be carpet or wood. Base shall coordinate with the wall finish or carpet. The wall base, if carpet, must match that which is used on the floor.

### **Window treatments (Draperies and Drapery Fabric)**

All guest room windows are to receive drapery treatment. Drapes may be ceiling mounted, except in rooms with ceilings higher than 9' -0". In these rooms, the drapes may be wall mounted at 8' -0" . Provide adequate blocking to the wall. All drapery will be clipped to each end of the rod where it returns to the wall. Drapes in guest rooms should meet one of the following requirements based on window placement.

- For windows centered on the exterior wall of the guest room or suite, window attachments must consist of two black-out lined drapery side panels finished to a minimum 200 percent fullness so they overlap and completely cover the window. They shall hang to 1/2" above any PTAC unit or the floor and be split traversing with 1/2" batons pulling from the center of the window.
- For windows in the corner of the exterior wall of the guest room or suite, side draw, single panel drapery may be used. The drapery will be clipped back to the side of the rod on one end and abut the guest room wall at the other end. The single panel must be blackout lined and finished to a minimum 200 percent fullness. The drapery shall hang to 1/2" above the PTAC unit or the floor.
- If a room contains both windows with and without a PTAC unit, the window without the unit shall have two black-outs lined fixed drapery side panels that extend to within 1/2" above finished floor. There shall also be two black-outs drapery panels finished to a minimum 200 percent fullness so they overlap and completely cover the window. These panels shall also hang to 1/2" above finished floor. They shall be split traversing with 1/2" batons pulling from the center of the window. The window with the PTAC unit shall also have the same drapery treatment, but the black-out drapery panels will only extend to within 1/2" of the top of the PTAC unit.
- Sheer drapery may also be provided (recommended). Valances are required if sheers are used.
- Draperies or other fabric window treatment must be flame retardant woven fabric or be chemically treated to meet the most recent NFPA standard. Proof

of compliance is required either by a sewn-in manufacturer's tag or a letter on file from the manufacturer.

- Draperies must be baton operated unless they are installed as stationary panels. Operable draperies in accessible guest rooms/suites must comply with ADA guidelines.
- Vertical "accordion" drapes are not permitted.

### 11.2.2 Bed Skirt Fabric

All bed skirts (required for all new construction and renovations) must be flame retardant and must coordinate with the other elements of the room. Print pattern and color must be submitted to Affordable Inns® for approval. The following minimum specifications must be met;

- Bed skirts must have fitted cap or equal method of securing; deck must have platform stops 3” minimum of face fabric at three sides.
- Bed skirts must have bottom hem ½” above carpet.
- All fabric and fabrication must meet or exceed applicable fire codes

### 11.2.3 Seating & Upholstery Fabric

Fabric upholstery is required for all seating and must meet the following minimum specifications:

- All seating must have a residential styling with commercial quality and construction. Plastic frame seating is not allowed.
- Upholstery fabric and cushion foam must meet local codes
  - All upholstery must be treated for soil resistance
  - Ergonomic desk chair must have arms, swivel tilt mechanism, adjustable height mechanism, 5-prong base with casters appropriate for carpet.
  - All non-exposed frame lumber must be sound grade, kiln dried, mixed hardwoods for strength and dimensional stability; no metal frames or plastic frames allowed; plywood

parts, if used, must be of hardwood.

- o When style includes exposed wood trim or integral exposed wood legs, all such parts must coordinate with case goods.
- o Seating must be warranted for a minimum of 2 years

#### 11.2.4 Case Goods Category Specifications

Hard goods must meet the following minimum specifications. All styles, patterns and colors must be submitted to the Design and Plan review department for approval.

- All case goods provided must have high pressure laminate tops.
- Front edges must have solid wood trim incorporated into the cabinet construction.
- Drawers shall have side mounted, 75 lb. capacity, and ball bearing roller glides with positive stops.
- All furniture is to reflect a residential character and to be of commercial contract quality.

#### 11.2.5 Wall Covering

Must be vinyl wall covering or textured acrylic wall finish. Wall murals and wall borders are not allowed.

##### **Vinyl Wall Covering**

Must meet the following minimum specifications:

- 15 oz. Type I, Class A vinyl (no vinylized paper or coated paper wall covering)
- Fire classifications must meet or exceed all local fire codes and regulations.
- Must be contract quality and mildew resistant, scrim backing
- Must be installed using adhesive with a mildew inhibitor

##### **Textured Wall Finish (Preferred)**

Must meet the following specifications:

- Acrylic based splatter knockdown finish
- Incombustible and non-toxic
- Scrubbable, durable, and breathable
- Colorfast with integral pigment
- 5-year performance warranty; 5-year mold/mildew warranty
- Sample specifications must be submitted in advance for approval
- Painted walls must have mildew inhibitor added to paint.

### **Wall Base**

May be carpet or wood (minimum 2.5" or 6.4 cm) to coordinate with the wall finish or carpet base to coordinate with and be the same construction specification and design as the carpet.

### **Ceilings**

Must be sprayed (light texture) with sound absorbent product (USG Sheetrock Ceiling Spray Texture or equal). Smooth, painted drywall is an acceptable alternate finish.

#### **11.2.6 Artwork**

A minimum of two framed pictures are required in the guest room sleeping area. Wall murals are not allowed. All materials used must meet or exceed hotel's local fire codes and regulations. All artwork must comply with the following minimum specifications:

- Must submit colors for approval in new construction.
- Regular glass, 2.2 mm thickness minimum
- Frames to be composed of all wood or MDF core with "compo" profiling or other approved material. Frames must be joined using acceptable industry standards
- Headboard art (29" x 36" minimum or equivalent surface area): Note that headboard art is not recommended with taller, more decorative headboards.
- Other art: Profile must have noticeable levels of detail, width must be minimum 11x14, finish coordinating with décor
- Security brackets must be provided, as well as all necessary security mounting/installation hardware relating to security brackets. Exposed mounting hardware is prohibited.
- All materials must be consistent with the hotel's local fire codes and regulations.
- Back of frame must be sealed by moisture barrier tape or paper backing to prevent moisture intrusion and / or mold.

#### **11.2.7 Bed Linens**

The following are the minimum specifications for bed linen products.

### **Pillow Cases**

White minimum T-180, ring-spun, single pick construction with minimum 55% long-staple cotton content, with a “French flap”.

### **Flat, Fitted, & Top Sheets**

White sheets, minimum T-200, ring-spun, single pick construction with minimum 55% long-staple cotton content. Tone on tone white is permitted for top sheet.

### **Coverlet/Comforter**

White poly fill blanket, minimum T-200, minimum 60% cotton, 10” x 10” box stitched minimum 28 oz. fill

### **Decorative Runner**

Decorative Runner must coordinate with other colors in room.

### **Blankets**

- Fabric: FLEXIBLE REGULAR TYPE FACE FOAM WITH 100% NYLON FACE ON AN INSULATION BASE
- Hem: 1”, two needle self-hem
- Extra Blankets must be available at the front desk. Blankets must be clean and delivered in a plastic bag.

### **Mattress Pad**

A properly fitting mattress pad is required. Must be quilted type, meeting or exceeding current Federal flammability codes. Must be sized to fully cover the top of the mattress after normal shrinkage due to laundering.

### **Pillow Topper**

For all beds that do not have a pillow top or plush top mattress, the mattress pad should be a pillow topper that meets or exceeds a minimum of 24 oz. fill/per square yard of bonded conjugated polyester. Minimum 50% cotton/50% polyester top tick and bottom fabric. Pillow topper must have a full fitted skirt with a fully elasticized bottom (not just at the corners). Pillow topper mattress pads must properly fit each bed size.

**NOTE: IT IS IN THE HOTEL’S BEST INTEREST TO UTILIZE MATTRESS AND BOXSPRING ENCASEMENTS TO AID IN PREVENTING BED BUG INFESTATIONS.**

### **11.2.8 Pillows**

Pillows are required on all beds as follows:

- King beds shall have 5 or 6 (recommended) standard size pillows

- Queen beds must have exactly 4 standard pillows
- Full/Double beds must have exactly 3 standard pillows

Pillows must be:

- Standard size (20" x 26")
- Medium density synthetic
- Machine washable and hypoallergenic
- Cover (tick) fabric 50% or higher cotton content/ T-230 barrier weave, or equivalent 24 oz. fill minimum
- Zipped/removable cotton pillow protectors are required (no plastic)

### 11.2.9 Linen Laundering

All linens must be maintained in absolutely pristine, like-new condition – free of any (even minor) visible stains, defects, dirt, or wear. All bed linens in the room, regardless of whether they were used, must be changed and laundered at a minimum upon on each guest departure. Bed scarves must be washed as needed to maintain pristine appearance. Laundering procedures must follow manufacturer guidelines for washing and drying.

If the hotel has an on-premises laundry facility, a laundry scale is suggested to be used to ensure proper loading. Additionally, all washers, dryers, and chemicals should be checked and calibrated on a scheduled basis by the hotel's laundry chemical supplier.

## 12. Guest Room Supplies

The following supplies must be provided in each guest room:

- Two flame retardant wastebaskets (one for sleeping room and one for bathroom)
- Four transparent tumblers, 8 oz. (24 cc), sanitized-wrapped, capped or bagged, glass or plastic (provide wrapped plastic to meet local health codes where transporting of glassware to/from a commercial dishwasher daily is not feasible)
- Ice bucket and lid with plastic disposable bag. Styrofoam not acceptable.

### 12.1 Iron and Ironing Board

An iron with ironing board and permanently mounted holder is required in each guest room. Iron, ironing board and holder must be clean and well-maintained and comply with the following minimum specifications:

#### **Iron**

Must be full-size iron with steam and dry ironing modes (steam/dry iron). The iron

must weigh at least two lbs.; minimum 1,000 watts required. "Travel" irons are not acceptable. The iron must automatically turn off after 15 minutes of no movement. UL Listing Mark is required.

### **Ironing Board**

Only "full size" boards are acceptable: 52 1/2" length and 13" width, 36" height when extended to full height Steel construction with durable paint finish (baked or epoxy process) is required. Board must be covered with a pad and securely fitted cover and may have no sharp edges (including covered edges). Half-size ironing boards are acceptable in accessible guest rooms in order to fit in the closet. A high quality, permanently mounted, flip-down ironing board kit installed inside a cabinet or armoire is also acceptable subject to the approval.

## **12.2 Alarm Clock/Radio**

An alarm clock/radio is required in each guest room. The alarm clock/radio must be a combination type only that is UL listed, has and L.E.D (light emitting diode) display, is easy to program, has a snooze feature, and the ability to wake to alarm or radio, has an AM and/or PM indicator and has an AM/FM radio. A docking station for MP3 players is encouraged. The alarm clock/radio must be placed on the nightstand. If the L.E.D indicator is broken, the alarm clock/radio must be immediately replaced. Housekeeping will ensure correct time is displayed as part of required cleaning duties.

## **12.3 HDTV Television Specifications**

### **Television Type**

Commercial grade HD (high definition) LCD/LED display recommended for the guest room. Minimum 32" (Note: larger size sets may be purchased).

### **Detailed Specifications:**

- HDMI Inputs (at least one)
- Analog Input (at least one)
- Swivel base with minimum of 30-degree rotation if free standing
- Built-in speaker placement: side or bottom (hotel's discretion) so that the television width does not exceed the overall width of the case piece on which it is mounted.
- NOTE: It is the Licensee's responsibility to ensure all televisions have the proper capabilities to work with any satellite or pay-per-view systems. A set with Pro-Idiom chip is recommended to "future proof" the television to work with any future video distribution systems.

### **Mounting**

All flat panel sets must be secured either by a mounting device or by bolting the set to HDTV chest to avoid the unit from being tipped over by a guest. Wall mounting is permissible and preferred when sound damping measures are employed in-between walls.

#### 12.4 Bed Sets (Mattress, Box Spring, and Frame)

All bed sets must be in sufficient condition to meet the minimum required performance standards specified below. Hotels may consider purchasing detachable pillow tops for bed sets purchased within the past two years to extend the life and comfort of the mattress.

##### **Performance Standards**

Bed sets must meet or exceed the following performance standards, which should be assessed as part of the hotel's guest room scheduled mattress rotation cycle. Any part of the bed set failing to meet these requirements must be immediately replaced.

##### **Sag**

The mattress body must not depress more than 1" (2.5 cm) in any section.

##### **Sound**

The bed set must not squeak, creak, or make any noise when depressed. The source of the noise must be located to allow for appropriate repair or replacement.

##### **Height & Edge Support**

The bed set must not appear low, "crimped" or worn. Sides must not fold or crease when depressed.

##### **Holes, Wear, & Stain**

The bed set must appear in good condition when viewed without linens.

##### **Bed Frames and Bases**

A sturdy bed base is preferred in lieu of a bed frame with legs. Platform beds (a product in which a base about the same height and width as the mattress is used in lieu of a box spring) are not permitted.

##### **Flame Retardancy**

Box spring and mattress must meet or exceed all Federal and Local fire codes and regulations.

##### **Towels/Terry Products**

Hotels must use cotton terry towels. At minimum, each hotel must place the following items in each guest bathroom:



- Three (3) bath towels
- Three (3) hand towels
- Three (3) wash cloths
- One (1) bath mat

## 12.5 Laundering and Removal

All bath towels and terry must be maintained in absolutely pristine, like-new condition. Free of any (even minor) visible stains, defects, dirt or wear. Terry items must be removed from service when any of the following occur:

- 20% or more of the specified weight has washed out
- Visible, permanent staining occurs in any amount
- Edges become frayed

Laundering procedures must follow manufacturer guidelines for washing and drying.

### **Energy Conservation/Linens Re-Use Program**

If the hotel offers a linen and towels re-use program, this program should be clearly communicated to the guests using Affordable Inns® approved in-room materials. When there is a re-use program in place, the hotel must abide by the policies and procedures of the program.

## 13. Bathroom

### 13.1 Shower Doors & Curtains

Hotels with shower doors are not required to install a shower curtain in place of or in addition to existing doors. Shower curtains are to be well maintained, clean, and free of stains, fading, or threading.

### 13.2 Bathroom Supplies

The following items must be provided in each guest bathroom:

- One flame retardant waste basket
- Two rolls of 2-ply, biodegradable toilet tissue
- Minimum bar soap size .75 hand/face soap, 1.25 bath bar.

### 13.3 Hair Dryer

An electric hair dryer is required in each guest bathroom and must meet the following minimum requirements:

- Minimum 1500 watts

- Minimum 2 speeds
- Hair/lint filter accessible for cleaning purposes
- A coiled electric cord is required only for wall-mounted hair dryers; base to hand unit, at least 6 feet long when extended
- Unit and cord must be cleaned and well maintained
- Safety ALCI ground fault device (GFCI) for shock protection is required, either inside the unit or integrated into the electric cord plug
- UL Listed ground fault device and consistent with local building codes

### 13.4 Coffee Maker and Supplies

A coffee maker with supplies (free of charge to the guest) is required in each guest room and must comply with the following specifications:

#### **Brewer**

The coffee maker must be a 4-cup automatic drip commercial brewer with one-hour automatic shut-off or a one-cup automatic brewer with disposable brew basket. An on-off switch with indicator light is required.

#### **Electrical**

Commercial application UL Listed. The unit must have a commercial grade electric cord, a 3-prong grounded plug and be plugged into a grounded electrical outlet. Extension cords are not allowed.

#### **Cups or Mugs**

The hotel must provide two wrapped, disposable, insulated cups at a minimum with properly fitting coffee cup plastic lids. The appropriate brand logo for the hotel or a national coffee brand logo is acceptable, but not required, on cups and mugs.

#### **Tray**

The coffee maker, cups/mugs and supplies must be positioned on an appropriate tray. For a one-cup brewer, a matching presentation basket or special K-cup display is required.

## 14. Back of House

House laundry and housekeeping facilities should be isolated from the guest room portion of the hotel to minimize the impact of noise and housekeeping traffic associated with laundry machines and hotel operations. New hotel designs featuring back of house facilities located adjacent to or across from guest room entrances require advance approval from Affordable Inns®.

### 14.1 Service Corridors

Sealed floors are required.

## 14.2 Kitchen

- Kitchen and food prep areas must meet or exceed all federal and local health codes.
- Doors must be 3'0" (0.9 m) wide, self-closing with kick and push plates
- Finishes on walls and ceilings must be moisture resistant and washable; floors to be waterproof with non-slip surface.
- All lighting must have cleanable fixtures with lens and sufficient intensity to facilitate food preparation
- Emergency lighting, exit signs, designated exit doors with panic hardware, fire extinguishers, and fire suppression systems are required
- First aid kit is required
- Space must be provided for routine maintenance and equipment repair, furniture repair, and storage of spare equipment and attic shock. All maintenance areas must be cleaned and well organized.
- It is the responsibility of the General Manager to ensure property is in compliance with all local and federal health codes.

## 14.3 Laundry/Housekeeping

### **Work Areas**

- No smoking is allowed in the laundry or linen storage areas
- First aid kits are required
- Fire extinguisher(s) are required
- Trash/laundry chute access must be secured
- MSDS must be visible and accessible
- Eye wash stations are required

### **Flammable Storage**

All flammable storage should be stored in accordance with all local codes and regulations.

### **Employee Facilities**

Employee facilities must be maintained to the same quality and cleanliness standards as guest areas. All employee areas must have good lighting and ventilation.

### **Bathroom and Locker Room**

Bathrooms and lockers are required to provide employees with a place for changing and storage of valuables during working hours.

### **Break and Dining Room**

A comfortable area must be dedicated for employee breaks and dining. This may be a combined use room, or separate break and dining areas. This area must be out of guest view.

## 14.4 Laundry/Housekeeping/Storage

Facility must be designed to facilitate on-premises/off-premises laundry flow, linen storage, lavatories, housekeeping storage, and lost and found storage. Staff circulation from the laundry to the guest rooms should be through back of house passages if available.

### **Trash/Laundry Chutes**

Trash/Laundry chutes must be equipped with self-closing and self-latching, UL approved doors. Access to chutes must be secured. The chute must also be protected with an automatic sprinkler head.

## 15. General Lighting

### 15.1 Exterior Lighting

The importance of a well lit property both inside and out cannot be overstated. It provides a welcoming sign of safety and security to travelers. Parking areas, driveways, walkways, steps, outdoor pools and courtyards must be adequately lit to ensure guest safety. Elevators and Corridors must have sufficient light to illuminate the corridor finishes and room numbers and to ensure visibly safe passage.

### 15.2 Interior Corridor Building Entrances

Electronic locks are required at all doorways into interior corridor guest room buildings intended for entrance by guests.

## 16. Recreation Areas

Professionally designed, fabricated and permanently installed signage explaining the Affordable Inns® Operations Manual April 2017

rules and methods of safe operation are required in exercise, swimming pool, whirlpool, and sauna areas provided at the hotel. It is anticipated that changes will be implemented and as such it is the properties responsibility to ensure they are in compliance with all rules and regulations.

## 16.1 Swimming Pool (Recommended but not Required)

### **Deck Design**

A hard surface deck must be provided around perimeter of all pools. Adequate drainage must be provided.

### **Finishes**

Decks must have non-slip finish, wet or dry.

### **Seating**

An appropriately sized area for poolside seating must be included in the deck design. Furnishings must leave sufficient deck area for bathers without causing trip or fall hazards and must be compliant with all federal, state, and local codes and regulations.

### **Lighting**

Lighting of sufficient intensity to ensure visibility for night use is required for all pool decks and must comply with all federal, state, and local codes and regulations.

### **Electrical**

All electrical outlets in the public recreational areas must be protected by a ground fault circuit interrupter (GFCI) and be in compliance with all federal, state, and local codes and regulations.

### **Underwater Lighting**

Underwater lighting is required. Lighting must be of sufficient intensity to ensure visibility for night use and to allow viewing of the pool bottom. Swimming pools must be illuminated from dusk to dawn

### **Drains**

*It is the hotel's responsibility to be sure they are in compliance with laws regulating drains. Check with your local building code authority or health department.*

### **Cover**

A pool cover is required for outdoor swimming pools if the water is not kept clean

and vacuumed during the off-season. The pool cover must be a minimum 12-gauge vinyl mesh with break strength of at least 4,000 lbs or be in compliance with local code and regulations. Covers must be securely anchored in place.

### **Fences/Secured Enclosures**

All pools must have controlled access with a self-closing, child-proof, self-latching gate constructed of and in compliance with all local codes and regulations.

### **Water**

The pH level must be maintained between 7.2 and 7.8 unless more stringent requirements are specified by local or state health officials.

### **Depth Markings**

Depth must be clearly shown both on the top and side of the pool coping above the water line. Depth markings must indicate both feet and meters on the top of the pool coping and feet on the side of the pool coping above the water line. Painted depth markings are not permitted; slip proof tiles are required.

### **No Diving**

Commercial grade “No Diving” and the international symbol must be displayed on the pool coping near the depth markings. The words and symbol must be displayed in contrasting colors to the background on the pool coping near the depth markings.

### **Electrical Outlets**

All electrical outlets within 40 ft. (12.2 m) of a pool edge must be protected by a Ground Fault Circuit Interrupter (GFCI).

### **Floatation Devices**

Life safety devices that are United States Coast Guard approved and that have an attached rope that is 1.5 times the pool width are required. Check local codes and regulations.

### **Safety Hook**

Safety hooks must be visible and readily available at all pools.

### **House Telephone**

One house telephone must be available inside the pool fence or enclosure. House phones must ring directly to the hotel switchboard and must not connect to guest rooms. Calls from the pool area must not be answered by an auto-attendant at any time.

### **Safety Signs**

Professionally designed, fabricated, and permanently installed “Rules” and “Hours of Operation” signs are required. “No Diving” signs with the international symbol must

be prominently displayed where it can be seen from all areas in and around the pool and in a location noticeable when entering the pool area. The lettering on signs must be large enough to be easily read. If the pool is closed for an extended period of time (during winter for example) professionally fabricated “Closed” signs must be posted on each gate, and each gate must be locked.

### 16.1.1 Whirlpool

Whirlpool must have a fifteen-minute operation timer. Whirlpool must have a labeled manual emergency shut-off control mechanism accessible to the guest located within 10 ft. (3.0 m) of the whirlpool edge and installed in accordance with manufacturer’s instruction, or the whirlpool must be equipped with multiple drains located at least 3 ft. (0.3 m) apart. The “No Diving” international symbol must be displayed on the whirlpool coping. The whirlpool must be enclosed in accordance to local codes and registrations. Drains must adhere to drain requirements under recreation areas -swimming pools – drains.

## 16.2 Fitness Center (Recommended but not required)

### **Enclosure**

The fitness center room must be fully enclosed at all times. Visibility into the room from the outside is required. Properties are encouraged to have camera viewing available at the front desk of the fitness center for enhanced security and monitoring.

### **Signage**

It is highly recommended that “Use at Your Own Risk” signage be posted at the entrance to the fitness center. Signage indicating how to safely use each piece of equipment is required.

### **Security**

The fitness center must be secured with an electronic lock using either room key access or special electronic key access, or the fitness center must be fully attended at all times by a dedicated fitness center attendant.

### **Telephone**

One single line house telephone is required. Calls from this telephone must not connect directly to guest rooms and must be answered by a hotel employee at all times within five rings. Calls from the fitness center must never be answered by an auto-attendant.

### **Wall Mirror**

Wall mirror must meet the following safety specifications:

- A 6.35 mm tempered polished float glass or safety glass must be used
- A butt joint mounting is required
- A wood or rubber base must be installed below the mirror to protect glass from damage or breakage.

### **Equipment**

A minimum of two pieces of commercial grade exercise equipment is required. Fitness centers shall have mirrored walls, television, water cooler, clock, and towels available for guests.

### **Manuals**

A copy of all equipment manuals must be provided for all guests in a professional three-ring binder with a prominent label with “Equipment Manuals” emblazoned on the front.

### **First Aid Kits**

First Aid Kits must be located in an accessible area or a sign indicating that one is available at the front desk.

## 16.3 Game Room (If present)

The game room must be fully enclosed at all times. Visibility into the room from outside the room is required. First Aid Kits must be located in an accessible area or at the front desk.

## 17. Telephone

Guest must have 24-hour telephone access through the front desk, and the hotel must ensure that incoming calls are answered appropriately within five rings.

Research indicates that consumers expect, at minimum, the ability to receive accurate messages in the guest room, to set and receive accurate wake-up calls, to have use of telephones in the public areas and meeting spaces, to work on a laptop computer and conduct business with others from the privacy of the guest room, to access e-mail and internet services at a reasonable connection speed and to be billed accurately and reasonably for billable outgoing calls.

To satisfy these and other consumer expectations, a complete Telecommunications system with minimum mandatory feature must be installed in accordance with the



following standards.

### 17.1 Voice Mail

A voice mail system is required for each hotel. The voice mail system must be operative 24 hours per day. Incoming calls transferred to the guest room that receives a busy signal or are not answered by the guest within five rings must default to the hotel's voice mail system; however, calls are required to be answered in three rings or less. The system must allow callers to leave a voicemail message or transfer to the hotel operator by selecting "0".

### 17.2 Wakeup System

An automated wakeup system with a voice-recorded message is required; a ring-only system is not acceptable.

### 17.3 Auto-Attendant (Optional)

An "automated attendant" function is an acceptable system feature; incoming calls not answered by a hotel employee within a specified number of rings may be answered by auto-attendant.

The number of auto-attendant menu options may vary according to the services and departments at a property. The following are the most commonly requested options:

- Directions to hotel
- Access to hotel staff
- Reservations
- Hotel operator

The auto-attendant function, when utilized by a hotel, must provide a menu for callers to be transferred to their choice of administrative extensions. The script must identify the hotel and its location (city). "0" must be used to contact the hotel operator or front desk.

### 17.4 Public Area Telephones

Telephones must be placed in the public areas of each hotel as follows, and public area telephones in the U.S. must meet Americans with Disabilities (ADA) requirements. Note: All house telephones must ring directly to the switchboard (or to the hotel's security department) when activated and must be answered by a hotel employee within five rings, however, three is optimal. An individual calling from a house telephone must not be connected to an automated attendant.

#### 17.4.1 Lobby Area

At minimum one house telephone is required in the Lobby area of the hotel. Additional telephones may be installed per individual market demand.

House phones must automatically ring to the front desk or operator.

#### 17.4.2 Elevator Cabs

One house telephone must be available inside each elevator cab. A wireless intercom system is acceptable in lieu of a telephone inside the elevator. Some local jurisdictions may require that elevator cabs have a monitored service provider. Hotels should check with local authorities for compliance information.

### 18. Wi-Fi

Wi-Fi for the entire property must be available to guests at all times. The available Wi-Fi must maintain sufficient speed and bandwidth capabilities to ensure guest satisfaction, including during peak occupancy periods.

#### **Compatibility**

Must be fully compatible and certified for use on computers using any operating system.

#### **VPN Support**

Must support Virtual Private Network (VPN) for leading industry VPN servers and client software. This applies to common client firewall software that may already be installed on guest user devices. The solution must provide for multiple VPN client software requiring one for static IP address assignment, when required to connect to an outside VPN server.

#### **Code Standards**

All electrical equipment must comply with governing authorities codes and regulations.

#### **System Reliability**

System design must not have a single point of failure that causes a catastrophic condition resulting in 10% or more of the guest rooms being without service

#### **Wireless Systems**

All Wireless Access Point equipment must be Enterprise-grade equipment. All Wireless Access Points must be securely mounted and hidden from the public to reduce the possibility of theft or tampering.

## **Internal Management of Wireless Access Point Configuration**

Must be password protected and further secured through an SSL connection.

### **Security**

The hotel shall be responsible for providing reasonable and adequate security for information security for systems connected to the hotel property management system and/or operated on the property for the purpose of providing HSIA for guest or business services.

### **Port-to-Port Security**

The solution must provide port-to-port security such that no guest can access or view the computer, data or network of any other guest using the high-speed network. An Ethernet VLAN switch is typically required to achieve this requirement. Port-to-port security must be ensured for all of the following combinations:

### **Room-to-Room Security**

Users in guest rooms shall not be able to access or view the computers, data, or network of other users in different guest rooms through any HSIA network.

### **User-to-User Security**

When users are connected through the same Access Point in a Wi-Fi HSIA environment, users shall not be able to access or view the devices, data or network of other users of that Access Point.

### **Hotel to Room Security**

Hotel staff shall not be able to access or view the computers, data or network of users in the guestrooms through the HSIA network. The Hotel shall be responsible for physical security of any router, switch, administrative computer and other network access points.

### **Internet to Room Security**

Users on the Internet shall not be able to access or view the computers, data or network of users in the guest rooms through the HSIA network. This will require a firewall.

### **Room to Hotel Security**

Users in guestrooms shall not be able to access or view the computers, data or network of the hotel LAN through the HSIA network.

### **Internet to Hotel Security**

Users on the Internet shall not be able to access or view the computers, data or network of the hotel LAN through the HSIA network. This will require a firewall.

### **Public Area and Meeting Rooms to Guest Room Security**

Users in public areas or meeting rooms shall not be able to access or view another

computer, data or network in guest rooms through the HSIA network.

#### **Property to Property Security**

Users at one property shall not be able to access or view another property's computers, data or network through the HSIA network. An exception will be granted when the hotels request to be networked together.

#### **V-LAN Access**

The System must support the ability to enable certain ports to be open or to share information and thereby create a "virtual LAN" (V-LAN) to allow a small group to share information among themselves and still be secured for others as described above.

#### **Network Intrusion**

The System will be capable of detection and mitigation of any intrusion into the network that can jeopardize guest security.

#### **Wireless Intrusion**

The HSIA System will identify rogue access points as well as Ad-Hoc networking between peers that can have an impact on the overall system performance.

### **19. Satellite Websites**

Each property shall have their own personal website that is built and maintained by our third party preferred vendor. Currently the preferred third party vendor is Avanti Hospitality, LLC.

The independent website shall include the name of the hotel owner and operator as specified in the Owner/Operator Disclosure Standards. All content (e.g. dated offers, etc.) must be current and accurate at all times. Each hotel must ensure that all Website content is comprehensive and truthful. All content must be provided to Avanti Hospitality in English. Content may be provided in additional languages as deemed appropriate for each hotel. All photography and graphics must be professionally produced, and all licensing issues and model releases are the sole responsibility of the Licensee. All content, photography and graphics posted on the satellite websites must also be made available to Licensor for use on brand web pages. (Licensor is under no obligation to post submissions.) In the event of termination or expiration of the License Agreement for a hotel, the Licensee must comply with Licensor's requirements for appropriate revisions, if any, to the web site prior to the end of the hotel's operation of the hotel as a non-Licensor brand hotel.

### **20. Brand Identity Standards**

For Brand Launches, all required information must be submitted to Avanti Hospitality, Affordable Inns® Operations Manual April 2017

LLC, dba Avanti Hotel Productions.

All stationary, business cards, and any other printed material must be ordered through the Avanti Hotel Group portal.

Any other use of Logo'd items may be produced locally after advanced approval from Affordable Inns® of America, LLC.

## 21. Guest Care

Each hotel must always meet or exceed the high standards for quality, appearance and service required by guests. The Licensee is responsible for all hotel operations and for maintaining hotel and service quality in all areas of the hotel, including any leased facilities, and so must strictly observe all standards. To help ensure that guests are completely satisfied with their experience at Affordable Inns®, the physical product at every hotel must always be scrupulously clean, well-maintained, and in good working condition, and the hotel must also maintain acceptable levels of guest satisfaction. Properties must be in compliance as stipulated with Brand Standards.

### 21.1 Maintenance Requests

All maintenance requests from guests, whether they concern public areas or guest rooms, must be completed within a maximum of 45 minutes.

For maintenance requests in guest room after hours, if completion in 45 minutes is not possible, another room must be offered to the guest.

When maintenance is being performed in an occupied guest room, a “Work in Progress” sign must be placed on the exterior of the guest room door. Once work is completed, a notice must be left in the room for the guest indicating the service that was performed.

### 21.2 Complaint Resolution

The hotel must make a good faith effort to build good guest relations and enhance customer satisfaction breaching a mutually agreeable resolution of complaints whether they are received by the hotel directly or forwarded from Affordable Inns®. Complaints must be resolved immediately to the guest's satisfaction. Each hotel must establish and maintain an internal procedure for handling guest complaints.

### 21.3. Wakeup Call

A wakeup call must be provided to the guest upon request. If a hotel employee takes a wakeup request, the employee must confirm the requested time and room number back to the guest. Automated systems, whenever possible, should confirm both time and room number.

Wakeup messages must include a friendly greeting and employee name (example: “Good morning. This is Maria at the front desk with your wakeup call. Please dial ‘0’ if there is anything we can do for you this morning!”)

### 21.4 Preparing for Arrivals

A staff member must be present and visible at the front desk at all times. Periodically throughout each shift, the front desk staff should produce a current arrivals list and review it to ensure all guest needs (room type requests, special service requests, etc.) are identified and prepared for prior to arrival. Review report, including the special services codes and comment field, to identify the following:

- Guest name
- Room type reserved
- Any special services requested

At the beginning of each shift, a “handoff” meeting must take place to review the special services log book, arrivals report and other pertinent information to ensure the incoming staff member is fully informed of guest requests they may need to act upon. It is the front desks responsibility to ensure the immaculate condition of the lobby and check in areas prior to guest arrivals.

### 21.5 Front Desk Supplies

The following supplies must be available at the front desk at all times:

- Emergency procedures plan
- First aid kit (fully stocked)
- Back stock of items that guests may request (i.e. towels, amenities, extra pillows, blankets, 1 iron, 1 phone, 1 hair dryer, 1 coffee maker)

### 21.6 Welcome

Every time any employee, including housekeeping, maintenance, security, front and back of house) encounters a guest, the employee must initiate a friendly greeting that includes a friendly smile, eye contact and a sincere greeting appropriate to the circumstances (i.e. “welcome”, “good afternoon”).

Non-English speaking employees must also greet guests and may do so in their native language. This allows the employee to more comfortably/genuinely greet guests and to proactively signal language challenges to the guest.

## 22. Lost and Found

The hotel must establish a specific procedure for the effective handling of lost and found articles, including maintaining a “Lost and Found” log, and, when requested, must respond within one day regarding the status of a lost article.

## 23. Manager on Duty Requirement

The hotel must designate a Manager on Duty to be available to guests on premises seven (7) days a week between the hours of 7:00 a.m. and 11:00 p.m. and within fifteen (15) minutes at all other times. The Manager on Duty must have the authority to resolve guest complaints.

## 24. Telephone Etiquette

### 24.1 Telephone Answering

Incoming calls must receive a friendly answer by a hotel employee in three rings or less. Each guest must be made to feel special, as if they are the only call being handled. All requests must be promptly followed-through. Adequate staffing must be provided to ensure that full guest satisfaction is maintained among both callers and guests at the front desk.

Incoming calls to the hotel must not be connected to guest rooms without the caller identifying the guest by name to a hotel employee.

Calls from the swimming pool, fitness center, lobbies, elevator lobbies, and elevator phones must be answered by a hotel employee at all times.

### 24.2 Voice Message Delivery

Callers wishing to leave guest messages must be transferred to guest voicemail, or the message must be delivered to the guest over the phone or in an envelope in the event that voicemail is not supported by the telephone system. Telephone messages must be communicated to the guest by turning on the message-waiting light immediately following the hotel’s receipt. Upon checkout, the guest’s voice mailbox must be reset so that subsequent guests cannot access the prior guest’s messages.

## 25. General Check-Out

Front desk employees must acknowledge all guests as soon as possible with eye contact and a warm, friendly greeting. Front desk staff must complete check-out promptly; guests expect checkout to be completed within five minutes (including wait time).

- Present statement to guest for review prior to settlement of bill
- Present a copy of the statement to the guest with the method of payment shown and offer to email
- Ask the guest if the stay was satisfactory.
- Thank departing guests for staying at the hotel and wish them safe travels.
- If guest was satisfied with stay, request that they provide a review on Trip Advisor

## 26. Travelers with Disabilities

All Affordable Inns® hotels within the U.S. must be in full compliance with the Americans with Disabilities Act (ADA).

## 27. Life Safety Testing

Design and construction must conform to the requirements of all regulatory authorities having jurisdiction.

### 27.1 Testing

It is the responsibility of each property to ensure they are in compliance with all local, federal, and other regulatory agencies that have jurisdiction over the installation, maintenance, and testing of Fire Detectors and suppression systems.

### 27.2 Evacuation Plan Signs

All interior corridor hotels shall have a professionally designed and fabricated framed diagram a minimum of 4" x 8" (10 cm x 20 cm) showing the exit path from each guest room to the nearest exit. Diagram must be posted on the room side of each guest room door. If a guest room has two interior corridor doors, an evacuation plan sign must be located on each door.

### 27.3 Emergency Exits

#### **Exit Signs**

Illuminated exit signs are required at all necessary exit locations, including stairwells for exterior corridor hotels. Illuminated directional exit signage is



required when the exit is not immediately visible. Emergency power is required. It is the hotels responsibility to ensure ALL signs are in compliance with all local codes and regulations.

### **Exit Doors**

Exit doors must always remain operable and swing in the exiting direction. Secured exit doors must be equipped with panic hardware. It is the hotels responsibility to ensure that ALL exit doors are in compliance with local codes and regulations.

## **28. Safety, Security, and Privacy**

Each Licensee is responsible for implementing policies and procedures that ensure the security and privacy of all guests. At a minimum, Licensee must comply with the following requirements and establish, implement and audit procedures to ensure compliance.

### **28.1 Key Control**

- Room numbers must not be printed on card keys
- Replacement keys must not be issued to guests without positive identification
- Keys to access chase ways and areas between the guest room must be controlled as a master key by the General Manager or Security Department
- Keys may not be accessible on housekeepers' carts but maintained and secured by housekeeper at all times. All housekeeping keys are required to be turned in at the end of each shift.

### **28.2 Front Desk Procedures**

- Room numbers must not be announced so others can hear
- Room numbers must not be given to people calling into or visiting the hotel
- Incoming calls must not be connected to guest rooms without the caller identifying the guest by name to a hotel employee
- A first aid kit is required at the front desk.
- Front desk should maintain sufficient stock of amenity items including guest toilet paper, coffee and condiments, iron, hair dryer, plunger, alarm clock, phone towels, blankets, pillows, etc.

#### **Calls from House Telephones**

- Calls from the swimming pool, fitness center, elevator and elevator lobby phones, as well as any other house phone, must be answered by a hotel employee at all times and within five rings; these calls must not be connected to an auto attendant
- House telephones must not be capable of dialing directly to guest rooms

## 28.3 Entrance Door Hardware

All door locks must be hotel commercial quality or better. All hotels are required to have electronic card key locks on all guest room doors. The electronic lock system must have the following features/capabilities:

- Re-key at each rental, voiding all previous keys
- Power down backup system
- Emergency override
- Audit/interrogation feature
- All-weather capability (exterior locks only)
- A guest operated turn piece must be incorporated as part of the latch set
- Emergency access must be by a card key that retracts both dead and latch bolts
- When the deadbolt is in a projected position, all keys except the emergency keys must be inoperable

An Auxiliary Non-Keyed Locking Device must be provided on all guest room entrance doors:

- Can be a “safety latch”
- The unit must be installed to the door jamb and the door to maximize security and strength of installation and assure ease of operation for the guest.

Additionally, the following applies:

- All doors must have one-way view port mounted 5’0” (1.5 m) above floor
- All interior guest room doors must have an automatic closing device which will latch the door. A sound insulating strip must be applied to each door frame.
- Accessible rooms must have a secondary view port mounted in accordance with ADA guidelines.

## 29. Guest Room Finishes

### **Flame Retardant Finishes**

All materials used in the guest room must be inherently flame retardant or pretreated to meet or exceed minimum requirements for a “Flame Resistant” rating in accordance with current NFPA Standard 701 (Methods of Fire Tests for Flame Resistant Textiles and Films), NFPA 255 (Test of Surface Burning Characteristics of Building Materials), and local fire and building codes.

### **Hard Surface Tile or Stone**

Non-slip is required in guest rooms and guest bathrooms and meet or exceed standards as set forth by any governing authority.

## **Wall Décor Mounts**

All wall décor must be securely mounted to the wall using a concealed mechanism.

### 30. Cribs

Cribs are optional. If a property chooses to exercise the option to provide cribs to guests, each crib must be hotel commercial quality and must meet or exceed the most current American Society for Testing Materials (ASTM) and Consumer Product Safety Commission (CPSC) specifications for non-full-size baby cribs. If provided, they must meet or exceed any standards set forth by any authority having governing jurisdiction.

### 31. Guest Bathrooms

#### 31.1 Ventilation

Mechanical exhaust system required; installation will ensure total visual and acoustic privacy between any adjoining bathrooms.

#### 31.2 Mirror

De-silvered mirrors are unacceptable and must be securely mounted.

#### 31.3 Water Specifications

Guest bathroom must have hot and cold water temperature (maximum and minimum temperatures determined by local codes) immediately available without significant temperature or volume fluctuation.

#### 31.4 Fittings

##### **Faucet Fittings**

The lavatory faucet must have an appealing design that is residential in appearance. ADA accessible lavatories, drains and hot water pipes must be insulated or otherwise configured to protect against contact.

##### **Shower/ Tub Fittings**

The shower/tub faucet must be anti-scald, single-lever mixing valves.

#### 31.5 Ground Fault Outlets

A conveniently located electrical outlet with a Ground Fault Circuit Interrupter (GFCI) is required in all vanity areas.

### 31.6 Floor Surface

Non-slip ceramic floor tile, stone, or high quality vinyl is required.

### 31.7 Bathtub and /or Shower Enclosure

Shower and tub bottoms must be slip resistant.

#### 31.7.1 Balance Bars

Balance bars are required. A balance bar(s) must be installed on an end wall (the end most likely to be used to enter and exit the bathtub) to assist guests with entering and exiting the bathtub in all new construction and renovating hotels. Balance bars must be securely anchored to withstand a pull weight in accordance with local codes and regulations.

## 32. Business Center (Required)

A business center (whether manned or unmanned) shall be provided at the hotel. It must be in a distinct area from front desk services, and it must be convenient for the guest.

### **Equipment**

The following equipment is required at a minimum for a manned or unmanned business center:

- One IBM compatible computer with Internet access; must be connected to a laser jet printer
- One work table with ergonomic chair (one station per 50 rooms is suggested)

### **Business Supplies**

The business center must maintain an adequate inventory of the following business supplies:

- Paper for copier, fax, and printer
- Toner for copier, fax, and printer
- Fax cover sheets
- Envelopes
- Pens

## 33. Rates

Licensee is responsible for determining hotel room rates. Rates quoted and confirmed up to fifty weeks in advance of the date of arrival are guaranteed to the guest and cannot be changed by the hotel.

Hotels must not charge for children 18 years of age and under who stay in the same room as their parent(s). If the family requests a rollaway bed, the hotel may charge for the rollaway but may not charge an extra person fee for the children.

### 33.1 Lowest Internet Rate Guaranteed

All hotels must honor the Lowest Internet Rate Guarantee, which states:

- Every hotel reservation booked through an Affordable Inns® website is guaranteed to have the lowest rate publicly available on the Internet

### 33.2 Accommodating Military Personnel

All hotels must provide accommodations to any state or national military personnel of the USA, regardless of age. Each hotel must use its best efforts to provide accommodations, when available, to any state or national military personnel of the USA, regardless of their age, who are in route to a place of duty, provided that legitimate military papers are supplied upon arrival at the hotel, identifying specific military details, such as name, branch, rank, military installation traveling to/from, and length of duty orders. Hotels should also consider making similar efforts for such military personnel that are on active duty, but not traveling on official orders, which are on temporary leave or traveling for leisure. All hotels will offer a discount of a minimum of 10% off the rack rate to military personnel with valid identification. Each hotel is required to review and comply with any and all applicable local, state, and federal laws, rules, regulations, and contracts to which the hotel is a party.

## 34. Dishonored Reservations

### **“Walked Rooms”**

In the event an overbooking occurs and a room will not be available to a guest holding a reservation (prior to 6:00 p.m.) or a guaranteed reservation, the person assisting that guest or the Manager on Duty must offer to aid in finding that guest alternate accommodations.

### **Follow-up**

The General Manager or Manager on Duty is required to personally contact the guest that night or the following morning by phone. They must apologize again and inquire into the guest's satisfaction with the alternate accommodations.

### 35. Methods of Payment

Each hotel must accept, at a minimum, the following methods of payment:

- Cash
- Traveler's check
- American Express
- VISA
- MasterCard

Other forms of payment may be accepted at the discretion of each hotel.

### 36. PCI Compliance

Each Affordable Inns property must be PCI (Payment Card Industry) compliant. PCI compliance greatly reduces the customer's risk of credit card fraud due to theft of cardholder information. The thresholds of compliance vary by the size of your business. Please contact your credit card processor for exacting information on how to certify your business. Once certified, you should receive a letter or a certificate.

### 37. Annual Inspection

All Affordable Inns® properties can expect to be inspected for adherence to the policies and standards within this manual. Inspections may be unannounced and will be conducted by Affordable Inns® or its designees.

A passing score will certify the hotel for the following 12 months.

A failing score will result in a notice of failure and the property will be re-inspected after a 60-day cure period. Three consecutive failures (including re-inspections) will result in a notice of default as per the License Agreement.