ADDENDUM D: WIIN Standards for Membership

A. General

1. The member owns and/or operates the facility primarily as a lodging property. Lodging property is independently operated (no chains) and owner or staff must live onsite or in close proximity to provide service and safety. (no vacation rentals)

2. The lodging property is located within the State of Washington.

3. Any meals served must be authorized in the property's permits as required by local and state jurisdictions. Any meals included or not included in the rate should be specified on both WIIN's website and the property's own website.

4. Except in stand-alone units, there is a well-maintained common area with adequate, comfortable seating for guest use.

5. Membership flows with the ownership of the inn. When an inn is sold, a transfer application from the new owners is necessary.

6. The property is operated with high standards of personalized service, housekeeping, food preparation, and building maintenance.

7. Staff is courteous, present a good appearance, and operate in an ethical, business-like manner. Hospitable attention to guest service is maintained at all times.

8. The property has proper insurance and has an approved TA permit if applicable. The WIIN Board requires that its members have any additional licenses, permits, or certificates that may be required by the city, county, state, or federal agencies.

9. The property is registered with the Washington State Department of Revenue and pays all required taxes.

10. The property complies with all applicable Washington State Liquor and Cannabis Board requirements as well as applicable Federal liquor licenses.

11. The property is adequately insured with appropriate business and liability insurance beyond a normal homeowner's policy. The minimum level of such insurance is $1,000,000. The property itself must be named in the policy or rider.

12. The property provides adequate and accurate written and/or verbal notification, as appropriate, of all policies, operation specifics, and general knowledge of the property to guests in advance of their stay and also upon arrival. Such information includes written reservation confirmation and cancellation and refund policies as well as restrictive policies such as those regarding pets, smoking, and children. Promotional material, including the property's website, accurately reflects the facility.

13. WIIN members will promote Washington Independent Inns Network properties.

14. Members will endeavor to participate fully in all WIIN activities for the betterment of the individual property and the Network as a whole.

15. A Quality Assurance Inspection is required for new members and within a year of a transfer of membership. Inns must have and maintain an online review rating of 4 or higher with TripAdvisor.

16. Annually during the renewal of dues process, renewing members will certify that their TripAdvisor review rating is 4 or higher and that all required licenses are current at time of dues renewal. Every 2-3 years the VP of Member Connection will do a license review.

17. Members agree to allow additional inspections as determined by the WIIN Board of Directors, to respond quickly to any complaints; to abide by all federal, state and local laws and regulations affecting the hospitality industry; and to notify the WIIN Board immediately upon the sale of a property.

18. The most recent review checklist is incorporated as a part of these standards and a copy will be included as part of the package presented to prospective members.

B. Health and Safety

1. The property provides a safe and secure environment for its guests while complying with all federal, state and local regulations.

2. Emergency telephone numbers and/or procedures are posted by guest phones and in each room. This plan included emergency 911 information, property location, location of exits and extinguishers in case of fire, meeting location in case of emergency evacuation, and Tsunami information in areas where this is applicable.

3. The exterior of each property is well maintained, free of obvious neglect, and well illuminated to promote safety. Entrances, house numbers, and signs are clearly visible.

4. A current food handler's permit is required for anyone involved in food service regardless of their County requirements.

5. There is adequate night lighting in hallways and stairs.

6. It is recommended that fireplace/chimney/woodstove maintenance and inspection is done routinely and documented.

7. It is required that carbon monoxide detectors are installed on each floor where guest rooms are located. It is recommended that carbon monoxide detectors/alarms are installed in any rooms where wood or gas fireplaces or appliances are located, including any guestrooms attached to or above a garage. This is required for any rooms with attached garage or adjacent to a room with a fuel-fired appliance, unless the building has no carbon-based heating or cooking appliances and no attached garage. (Required for any rooms with attached garage or adjacent to a room with a fuel fired appliance.

8. The property has on each floor a certified fire extinguisher that is easily seen (date tagged for annual inspection).

9. It is recommended that innkeepers be knowledgeable about First Aid and CPR procedures and have current certification.

10. It is recommended that innkeepers have Hepatitis A and B immunization with booster as recommended by the State Health Department.

11. It is recommended that properties of two rooms or fewer (i.e., not subject to the Transient Accommodations License requirements) nonetheless adopt the health and safety requirements for hot-tub cleaning and record keeping; dishwasher and water temperatures; and bathroom cleaning, as described in the State Health Department Rules.

12. It is required that each property has an Emergency Preparedness plan in place (TA WAC 246-360-030. A sample plan is available on the WaINNS.com website.

C. Guestrooms

1. Each guestroom has adequate ventilation and heating in consideration of local conditions. Use of a space heater or extension cords is prohibited unless approved by local fire authority (TA WAC 246-360-220).

2. Good lighting is required in all guest areas with special attention to bedside reading lights and bathroom mirrors. Seventy-five-watt bulbs (or the equivalent) are recommended for bedside reading lights.

3. Occupied guestrooms, bathrooms, and common areas should be inspected, cleaned and/or straightened daily.

4. Bedrooms should have a mirror if there is not a private bathroom with a mirror; a leak-proof wastebasket and tissues should also be available in the room or bathroom. Drinking glasses should be either in guest room or guest bathroom. Guest rooms should have one or two chairs.

5. Adequate space is provided for hanging clothes and storing personal items in guest rooms. At least six hangers are provided. Luggage racks are recommended.

6. Guestroom window treatments provide for privacy and protect from intrusive outside light.

7. Locks or latches must be on bedroom doors to ensure the privacy of the occupants. It is also required that exterior doors have an adequate lock or entry-securing device.

8. Guestroom beds are comfortable with good, firm and clean mattresses. Bedding includes a pad, two sheets, pillows with covers and cases, adequate blankets and a bed cover. All items are in good condition and free of obvious wear, soil and stain. Extra blankets and pillows should be available.

9. Innkeeper's personal items should not be stored in guest bedrooms.

10. Per Washington State law, linens are changed after each guest and at least weekly for continuing guests (TA WAC 246-360-150).

11. Bed bug covers are recommended for all mattresses and box springs.

D. Bathrooms

1. There is at least one full bathroom for every three guest bedrooms. Guests are made aware of any shared bathrooms at the time of reservation. Innkeeper's personal items should not be stored in guest bathrooms.

2. Hot water of 100-120° F exists in all guest bathrooms.

3. Each bathroom is equipped with at least a toilet, sink, tub or shower, adequate shelf space for guest toiletries (not including tank top or medicine cabinet), well illuminated mirror, safe electrical outlet, fixtures for hanging towels and clothing, and an exhaust fan or opening window.

4. Non-skid bath mats should be available for tubs and showers unless there is a non-skid surface or where not recommended by the manufacturer.

5. Cleanliness of the bathroom is of high standard with lined wastebaskets, cleanable walls, floors, fixtures, and countertops. Shared bathrooms receive daily housekeeping.

6. Supplies for each guest include at least one large bath towel, wash cloth, and hand towel. Towels and wash cloths are changed every two to three days or if soiled and for each new guest. If a bathroom is shared, guests should have a way to identify their towel sets by color or other means. Additionally, a bath mat, waste basket, toilet tissue, drinking glasses or paper cups, and individually wrapped guest soaps or liquid soap dispenser are available.

7. Bathroom doors of shared baths have a privacy latch or lock.

8. A separate innkeepers' bathroom is recommended.

E. Laundry Rooms

1. The laundry area is clean.

2. If a trash receptacle is adjacent to the dryer, it is required to be a metal can with a lid.

3. Innkeeper's laundry and guest laundry must be laundered separately.

4. Clean laundry must be kept separate from the soiled laundry.

5. Washing and sanitizing is done in accordance with manufacturer's recommendations along with detergent and sanitizer's instructions.

F. Kitchen and Meals

1. A full or continental breakfast may be offered optionally (but is not a requirement for membership) as an add on or part of the room rate for each guest's stay. If food is an option food quality and presentation are of a consistently high standard.

2. A continental breakfast consists of a minimum of a hot beverage, cereal/toast/ pastry, and juice. It is preferable that these items be made or at least prepared on the premises and not served prepackaged.

3. A full breakfast consists of a minimum of a juice/fruit, a hot beverage, cereal/toast/ pastry, and a hot entrée (eggs, meat, pancakes, waffles, etc.).

4. The kitchen area and work surfaces are clean, well maintained, and comply with all local and state health requirements. Appliances are in good working order. Dishwashing procedures are approved by local health department and where applicable all local and state requirements are documented.

5. Garbage cans are covered except during meal preparation and service.

6. Thermometers are required in all freezers and refrigerators so temperatures can be monitored. Maximum freezer temperature is 0°F; maximum refrigerator temperature is 40°F

G. Exterior

1. Outside areas and building exteriors are maintained free of gross neglect and other signs of disrepair.

2. Gardens and lawn areas are maintained so as to be inviting and comfortable for the guests.