



## Code of Hospitality Standards & Ethics

The Pennsylvania Association of Bed & Breakfast Inns (PABBI) encourages all inns to adhere to the following as a minimum level of standards for professionalism and excellence.

*NOTE: The term "Innkeeper" below refers to a property's owner/innkeeper or their designated agent.*

- A. Innkeepers shall operate their establishment as a legitimate and legal business. This includes having current and complete licenses, certificates, permits and compliance with applicable local, state, and Federal laws and ordinances.
- B. Innkeepers shall welcome guests from all cultures, backgrounds and lifestyles in the spirit of hospitality and in accordance with Federal, State, and local laws.
- C. Innkeepers shall act with integrity and professionalism in all their business practices.
- D. Innkeepers shall portray their facility, pricing and policies adequately and accurately to their customers and the public at large, and refrain from misrepresentation in all advertising and promotions.
- E. Innkeepers shall operate their establishment by interactions with their guests with respect and a high degree of personalized service and hospitality.
- F. Innkeepers shall provide a clean, comfortable, and safe environment for their guests, and should always be reasonably available to guests in the event of an emergency.
- G. Innkeepers shall provide, at a minimum, a continental breakfast, which is prepared and served under clean and sanitary conditions. PABBI strongly encourages properties to have at least one person on staff with food handling certification.
- H. Innkeepers shall take all reasonable measures to ensure the safety and security of guests and their property, both indoors and out, and shall comply with all applicable Federal, state and local jurisdictional fire and safety codes as required.
- I. Innkeepers shall ensure that all facilities, used by or in support of guests, exhibit a high degree of cleanliness, be consistently well maintained and be appropriately sized for their function.

By checking this box, you are agreeing with this code of ethics.

*Approved by the PABBI Board of Directors on 10/7/2014*