

Franchise Standards

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Franchise Standards

Policy Statement

The standard and minimum room requirements are established by Hospitality International. Some items may vary dependent upon the Franchise Brand

Hospitality International, at its discretion, may change these requirements by issuing a 30 day written notice to the Franchisees

Required Franchise Standards

- ❖ Adequate exterior lighting at guest rooms entrance and in parking lot
- ❖ Adequate and well maintained pool furnishings; dividing rope; life ring with rope; shepherd's hook; printed pool rules signage; pool area fenced and have a self-latching gate; pool depths to be marked in feet and meters; comply with any ADA, Local/State or Federal requirement
- ❖ Reservations must be taken 24 hours a day
- ❖ Mandatory Credit Cards: Visa and MasterCard, American Express
- ❖ All Hotel personnel to wear name tags and be in business casual or better attire
- ❖ Free Wi-Fi available in all Guest Rooms
- ❖ Computer with email and internet access available at the Front Desk at all times
- ❖ Fire Extinguishers on premises in protective casings in view of guests. Must have current inspection tags. (one per 30 units or as required by local Fire Code)
- ❖ Complimentary Ice should be available via a Self-Dispensing Ice Machine, one per 60 units or one per floor.
- ❖ Heat/air (individual or central) with easily accessible controls
- ❖ No visible storage of any items in breezeways, hallways or under stairways; flammable materials must be stored properly and exits clearly marked
- ❖ Grounds and landscaping to be neat, clean, and attractive at all times
- ❖ Participate in all promotional marketing programs
- ❖ StayHiHotels Tent Card to be displayed in all guest rooms *(Temporarily Suspended due to COVID-19)*
- ❖ Lobby Desk Board to be displayed in the Lobby Area at the Front Desk *(Temporarily Suspended due to COVID-19)*

Required Franchise Standards cont'd

- ❖ Parking areas to be in a good state of repair, clearly striped, free of debris and adequately illuminated to meet state and local ordinances
- ❖ Free parking for 110% of Guest Rooms
- ❖ 800-251-1962 and StayHiHotels.com must be included on all printed logoed items
- ❖ Shower or Shower/Tub combinations
- ❖ Registration office staffed and open 24 hours a day, 7 days a week
- ❖ Soft Drink/vending machines one per floor or one per 60 units
- ❖ All graphics and signage must be approved in advance by Hospitality International, Inc.
- ❖ Telephone service to guest rooms available 24 hours for incoming calls and direct calls out
- ❖ Up to date décor in all areas of the property
- ❖ Wall-to-wall carpeting or approved wood or vinyl flooring. No carpeting in bathroom areas
- ❖ Triple sheeting on guest beds. Watch 'How to Triple Sheet with Penny Duell'
<https://www.youtube.com/watch?v=eRe8D1n8UXY>

Brand Specific Franchise Standards for Red Carpet Inns/Inns & Suites; Master Hosts Inns/Resorts; Downtowner Inns/Inns & Suites

- ❖ Complimentary Continental Breakfast *(Temporarily Suspended due to COVID-19)*

Recommended Franchise Standards

- ❖ Guest Laundry and dry cleaning service