

Michigan Bed and Breakfast Association

<https://laketolake.com> office@laketolake.com

2023 Quality Assurance Review Checklist

Review Date: ____/____/2023 Reviewer: _____

B&B Name: _____ Innkeeper: _____

Address: _____ City: _____ Zip: _____

Phone (Day): _____ Owner Operated? Yes No

Phone (Evening): _____ Owner / Innkeeper lives on premises? Yes No

Email Address: _____

Website URL in full _____

Insurance Co. _____

Policy# _____ Exp. Date _____

B&B Owner(s): _____

Innkeeper/Owner's Signature: _____

MBBA Membership Requirements

Each Inn Must Meet Each of These Eight Requirements to Qualify for Membership

1. B&B must be in Michigan.
2. Member inns must have at least two guest rooms when joining the organization, although the Board of Directors may consider an application by other unique properties that meet all other requirements.
3. Breakfast must be provided on-site and included in the room rate.
4. Guest rooms must have the appearance of being individually and personally decorated, appointed in a manner consistent with the style of the inn, and in a manner that is more home than hotel-like.
5. The owner or innkeeper must live on the premises. *
*Prospective members may apply to the Board of Directors for a variance to this requirement as follows: A prospective member whose inn is located on nearby property and meets all other criteria may present to the Board of Directors for its review a plan for how the owner/innkeeper would maintain a prominent and ongoing presence and an atmosphere of hospitality in the inn while guests are staying. The member shall implement the plan as approved and maintain it so long as he/she remains a member.
6. The B&B must successfully complete the association's Quality Assurance Review Program requirements.
7. No more than two guest rooms or five people may share one full bath. If more than five guests share a bath, it must be a dormitory-type facility.
8. The B&B must honor valid gift certificates issued by MBBA as if they are cash and must provide cashback if the value of the certificate exceeds the cost of the stay. In return, the B&B receives reimbursement from MBBA for the full value of the gift certificate.

This inn meets all eight requirements for membership:

YES NO

Clarification of Reviewers 'Role and Responsibilities

Where subjective terms like “well-lit,” “clean” and “adequate” are used in the following standards, reviewers will use their best judgment based on their training, on their knowledge of how innkeepers at top-rated B&Bs interpret and meet the standards, and on the central question: “How will this appear to a guest?”

I. EXTERIOR GROUNDS & BUILDING

Basic Requirements

1. B&B signage, street numbers, and other identification are clearly visible from the street. YES NO
2. All B&B entrance doors other than the guest entrance are marked private. YES NO
3. Buildings are well maintained. YES NO
4. Lawn and gardens are groomed and maintained. YES NO
5. Outdoor furniture is clean and well-maintained. YES NO
6. Sufficient parking is available at the premises or nearby. YES NO

Safety Requirements

1. The following areas are well-lit and free of debris and safety hazards.
 - a) parking area YES NO
 - b) walkways and steps YES NO
 - c) entryway YES NO
2. The main entry door has a locking mechanism. YES NO
3. Guest entrance stairs with three or more steps have handrails. YES NO
4. Does the premises have a hot tub, spa, or swimming pool,
 - a) Is it clean and well maintained YES NO
 - b) Are appropriate warning signs posted? YES NO
 - c) The owner(s) must confirm their awareness to the reviewer of current regulations of the Americans with Disabilities Act and, if not compliant, their plans to become compliant. YES NO
5. All local and state Fire & Safety Regulations are being met. YES NO
6. Each floor has a fire extinguisher that is pressurized and ready to use according to manufacturer instructions, in plain view regardless of any other fire suppression system. YES NO
7. Fire extinguishers have gauges or display an up-to-date service tag. YES NO
8. Emergency lighting is available on all stairs and hallways; recharging flashlights are provided in each guest room; Or the inn has an automatic generator. YES NO
9. All common rooms are lit from dusk to dawn when guests are in residence. YES NO
10. A basic first-aid kit containing non-expired items is maintained and available for self-applied guest use. YES NO

Carbon Monoxide Detectors / Alarms: **If a B&B has even one gas-fired or wood-fired appliance, it must have CO detectors installed to association standards, as set forth below. The detectors may be hard-wired but are readily and inexpensively available as plug-ins and can be purchased as a combination smoke and CO detector.

**CO alarms are NOT required if your property has NO gas-fired appliances (boiler, stove, furnace, water heater, fireplace with gas insert, clothes dryer, etc.), fuel-fired appliances (fireplace, wood stove, pellet stove, etc.) or attached garage.

These are the requirements if you DO have gas-fired appliances, fuel-fired appliances, or an attached garage in your B&B:

- If the sleeping unit (bedroom) or attached bathroom contains any gas-fired or fuel-fired appliance, that sleeping unit shall have a CO alarm.
- If the dwelling unit (house) contains any gas-fired appliance, or fuel-fired appliance or has an attached garage, the dwelling unit shall have a CO alarm in the common area (hallway) outside of every sleeping unit.
- If that common area (see above) serves several sleeping units grouped together, only one CO alarm is required in that area.
- If sleeping areas are spread out on a floor or on separate floors, there must be a CO alarm outside of each group of sleeping areas

II. PROFESSIONALISM & RECORD KEEPING

Basic Requirements

- | | | |
|---|------------------------------|-----------------------------|
| 1. The innkeeper(s) use available technology to assure that the inn’s telephone is answered during business hours | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 2. The reviewer contacted the B&B by phone before the review and determined that telephone calls are handled in a courteous, business-like manner, the inn’s name is mentioned upon answering, and that accurate information is provided. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 3. An effective reservation system is used to prevent overbooking or other reservation problems. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 4. Brochure and all online advertising accurately describe the B&B, services offered, and location. All text is original to the B&B. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 5. Resident pets of Innkeepers are restricted to non-public areas of the building unless resident pets are noted in all advertising and disclosed when reservations are made. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 6. Written “House Policies” are provided for guests. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 7. Type of breakfast service is identified (continental or full) and is included in the room rate. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 8. Guests are informed in advance of shared baths. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 9. A means for guests to contact emergency service is available if cell service is not available in your area. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 10. Emergency / 911 numbers are posted. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 11. Guests are informed how they can always locate and communicate with innkeepers | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

III SOCIAL AREAS & KITCHEN

Basic Requirements

- | | | | |
|----|---|------------------------------|-----------------------------|
| 1. | A specified social area is available for guest use. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 2. | Heating and ventilation are adequate throughout. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 3. | All walls, furnishings, and floor coverings are clean, and free of dust, cobwebs, and stains, and are in good repair: | | |
| | a) Floors | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| | b) Walls | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| | c) Windows | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| | d) Furniture | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| | e) Lamps and fixtures | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| | f) Pictures and decorative objects | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| | g) Window sills, baseboards, etc. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| | h) Curtains, drapes and window treatments | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 4. | A continental or full breakfast is served in the premises. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 5. | Private areas are noted with appropriate signage or kept locked. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 6. | The kitchen is clean and well-maintained. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 7. | The refrigerator is kept at or below 40 degrees. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 8. | Bleach water or a sanitizing agent is used to clean counters. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 9. | Garbage container can be used without touching the lid and is emptied daily. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

IV. GUEST ROOMS

Name of Rooms Reviewed	Private Bath	Shared Bath
Room 1: _____	<input type="checkbox"/>	<input type="checkbox"/>
Room 2: _____	<input type="checkbox"/>	<input type="checkbox"/>
Room 3: _____	<input type="checkbox"/>	<input type="checkbox"/>
Room 4: _____	<input type="checkbox"/>	<input type="checkbox"/>

Basic Requirements

	Room 1	Room 2	Room 3	Room 4
	(Mark X for Yes, Circle for No)			
1. All furnishings, floor coverings and walls Are in good repair, dust and stain free:				
a) Floors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Walls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Woodwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Windows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Curtains, drapes, or other window dressing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Furnishings include:				
a) Bed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Nightstand or bookshelf headboard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Bedside lamp	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Chair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Adequate heating and cooling are provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Room is adequately lighted for reading. (Minimum 120 watts/room)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Adequate outlets are easily accessible for multiple electronic devices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Shelf and counter space are available for guest belongings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. A closet or clothes storage space with hangers is provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Mattress is in top condition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Bed linens are stain free and in good repair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Bed linens include at minimum:				
a) Mattress pad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Top and bottom sheet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Pillow protectors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Pillow cases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) One pillow per person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Blanket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Quilt, spread, or comforter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Two extra pillows and one blanket are available for each guest room.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Safety Requirements

	Room 1	Room 2	Room 3	Room 4
	(Mark X for Yes, Circle for No)			
1. There is a smoke detector in working order.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Carbon Monoxide alarm(s) installed per the requirements stated on page 4 of this checklist.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The Fire Escape Route is clearly posted and visible in or from each guest room, or it has an exterior door.	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

V. GUEST BATHROOMS**Basic Requirements**

1. Bathrooms are clean and well maintained:				
a) Floors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Walls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Shower, tub, whirlpool, sink, and toilet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Shower door or curtain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Sink and tub stopper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Bathroom features include:				
a) Well-illuminated mirror	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Wastebasket (emptied daily)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Ground Fault Interrupter-type electrical outlet as the electrical code requires.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Exhaust fan or air freshener	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Night light	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Counter/shelf space available for guest use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Facial tissue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Toilet paper (plus 1 extra)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Liquid or wrapped soap	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Drinking glasses (1 per person). If paper cups are used, glass or wrapped plastic must also be available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) Hair dryer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Bath linens are stain-free and in good condition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Bath linens include, at a minimum:				
a) 1 bath towel, hand towel, and face cloth per guest per bathroom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Clean bathmat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Adequate hot water is available for maximum occupancy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. All faucets are drip-free and provide good water pressure.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. In shared baths, extra towels are available in the bathroom as well as cleaning supplies which are kept in child-safe storage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. In shared baths, the bathroom door has an inside lock.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Safety Requirements

- | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Cleaning supplies stored in guest-accessible areas are kept in child-safe storage. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Tubs and showers have a non-slip surface or mat provided. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
-

How reviewers check for bed bugs – and advice to innkeepers if they are found/suspected.

Before starting the review, ask the innkeeper(s) if they have any reason to suspect bed bugs on the premises.

YES NO

If the response is “yes” or “maybe,” do not proceed with the review.

Postpone the review until after the issue is resolved.

Advise the innkeepers to seek immediate assistance from a professional pest control company. Advise them NOT to attempt chemical treatment themselves, as they would then be liable for any health damages incurred by current or subsequent guests.

(Note: specially trained dogs are 99% effective in finding bedbugs; people only 40%.)

During treatment by a professional exterminator, the innkeepers must strip the premises of all fabric and clothing and vacuum all surfaces thoroughly. Place all fabrics in plastic containers and spray with alcohol. Expect to live from plastic containers for 4 to 6 weeks.

Advise the innkeepers to consult the State of Michigan “official” bed bug website:

<http://www.michigan.gov/emergingdiseases/0,1607,7-186--147759--,00.html>

If you fear contamination, spray your clothing, purse or wallet and briefcase with a concentration of 90% alcohol. Alcohol kills bed bugs on contact. Washable fabric may be washed in hot water. If your vehicle seats are fabric, you may treat them as well.

Bed Bug Inspection

Using a high-intensity flashlight, check the following for black specks created by bed bug feces:

- | | | |
|---|------------------------------|-----------------------------|
| 1. Mattress piping | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 2. Back of headboard (move bed away from wall) | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| 3. Underside of box springs, under muslin (if possible) | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

Preventive Tools and Other Information for Innkeepers

- Bed-bug proof mattress and box spring covers ELIMINATE the bed bug threat, locking them in or out. A set can be purchased from Bed, Bath and Beyond, MBBA’s Preferred Vendor member Lady Americana or from HD Supply online. The zippers on these covers MUST be “Bug Lock Secure,” or the insects can go between the links and through end openings.
- Metal stands on bed frames make it hard for bugs to get up into the bed.
- Check with your insurance provider whether you are covered in the event of an infestation.

It is suggested that if a guest should complain of or suspect bed bugs, find them immediate accommodations elsewhere. Do not charge them. Apologize. Reassure them bed bugs are not disease-bearing and assure them you will not use the room until it is exterminated, which you plan to do immediately. This makes good PR sense for the inn and may help avert a negative public review or litigation.

Recommended Best Practices

The following best practices distinguish B&Bs from chain motels and unregulated home shares (like Airbnb) and, while not required, are the standards that B&B guests expect and that MBBA expects its members to maintain.

1. For food preparation during and after the pandemic, any level of ServSafe certification is recommended that is appropriate to B&B's specific food operations. YES NO
2. Dishes, cutlery, and table linens used are of a type and quality that positively distinguishes the inn's food service from that offered in chains. YES NO
3. Do not permit pets anywhere food is prepared, stored, or served. YES NO
4. Provide a complimentary snack or treat basket, bottled water, and sodas. YES NO
5. Provide free WiFi or web access at a service level adequate for the maximum number of guests using multiple devices. YES NO
6. Provide luggage racks, benches, or other means of keeping guests' luggage off the floors, bed, or seating (bed bug prevention). YES NO
7. Provide guest rooms with a means of hanging coats. YES NO
8. Frequently wash mattress pads and pillows/pillow protectors. YES NO
9. Replace bed linens, towels, and other items whenever they become worn-looking – not just worn out. YES NO
10. Place professionally installed grab bars by bathtubs, whirlpools and toilets. YES NO
11. Sleep in each of your guest rooms once a year, trying everything and bringing all the items you would bring if you were a guest, including winter coats and boots. YES NO
12. Ensure the main entry door has a locking mechanism that allows unhindered ingress and egress for guests at all times of day while prohibiting ingress by anyone whose access is not authorized. YES NO

Recommended Best Practices - Alcohol

The Michigan Bed and Breakfast Association does not hold any liabilities for violations of state and local alcohol regulations. It is important to understand that individual members are responsible for reviewing and following all applicable state and local regulations about the sale and serving of alcohol.

Furthermore, we would like to emphasize that Michigan has strict rules regarding the sale and distribution of alcohol, including the prohibition of free alcohol giveaways. It is imperative that all members adhere to these regulations to avoid any legal consequences and ensure the safety of their guests and the community they serve.

We encourage all members to review their operations and ensure compliance with all relevant regulations. MBBA members are expected to uphold the highest standards in our industry and prioritize the safety and well-being of our guests and community.

Recommended Best Practices -- Emergency Procedures

Common-sense precautions for guest safety and legal protection of the innkeepers.

1. Post a description of the types and sounds of warning sirens used in your community. YES NO
2. Post a meeting place for guests to congregate after escaping a fire or other disaster. YES NO
3. Post and provide directions to a designated location in the event of a tornado warning or other disasters. YES NO
4. Stock the tornado/disaster area with survival supplies as the National Weather Service recommends. YES NO
5. Properly install and maintain a generator during a power outage. YES NO

Attn: Innkeeper

Use this form to prepare for your scheduled Quality Assurance Review. Certification of your B&B will be determined by your compliance with all basic and safety requirements of the Michigan Bed and Breakfast Association (MBBA) Quality Assurance Standards, as presented on this checklist, by your assigned Reviewer.

Bed Bugs: Before starting the review, the reviewer will ask the innkeeper(s) if they have any reason to suspect bed bugs on the premises. If yes, the reviewer will not proceed with the inspection

Safety Requirements: All safety requirements are mandatory and must be met, including providing a copy of insurance certification. These standards impact the B&B industry and are of critical concern to the B&B public. **If the Reviewer documents that any one of the safety requirements is not met, your B&B will not be approved and certified.** For initial or ongoing MBBA membership, a second review will be required after correcting safety deficiencies. Any second review will be at the owner's request and will require a fee of \$100.00.

Basic Requirements: Compliance with all basic requirements is expected. When up to 5 basic requirements are not met, Innkeeper(s) will be given up to one month to meet the requirements, report compliance, and provide proof to the MBBA office. Certification will be granted thereafter.

If the Reviewer documents non-compliance with 6 or more basic requirements, certification will not be granted. A second review will be required after basic deficiencies are corrected. Any second review will be at the owner's request and will require a fee of \$100.

Recommended Best Practices: Best practices" are detailed at the end of this document. While these practices are NOT required, innkeepers are encouraged to adopt as many as feasible as they reflect standards that today's B&B guests have come to expect.

Scheduling & Cancellation of Quality Assurance Reviews: All B&B Inns will be contacted by their assigned Reviewer. After arranging a mutually convenient time, the Reviewer will confirm the date and time of the review in writing. Member Inns unable to keep their scheduled Review appointment are expected to give 24 hours' notice. Likewise, Reviewers who need to cancel a scheduled review are expected to give the inn a 24-hour notice. If a Reviewer arrives for a scheduled Review and the Innkeeper or designee is not available and the Review cannot be conducted, a "No Show" fee will be charged to the Member Inn. The fee will be equal to the expenses incurred by the Reviewer unable to conduct the Review. Another review date will not be scheduled until the "No Show" fee has been paid.