



## B&BAN Code of Ethics

### The B&BAN defines a Bed & Breakfast as...

*“An owner-occupied, private, residential dwelling that is the owner’s principal residence, and in which the owner has control of the environment. It provides temporary accommodation and amenities and services auxiliary to guest accommodation, including the preparation and service of breakfast for an all-inclusive fee.”*

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A B&BAN registered Bed & Breakfast is committed to meeting, maintaining and exceeding B&BAN values.

1. All B&BAN Bed and Breakfast hosts are required to provide:
  - A high standard of cleanliness
  - Friendly guidance and assistance to guests about local attractions and places of interest
  - Provisions for the safety protection of guests consistent with regulatory guidelines
  - Quality furnishings and linens in guest rooms
  - An adequate number of bathrooms, none shared with hosts, with quality fixtures and sufficient hot and cold water supply
  - A breakfast of consistently high quality, which is included in the room rate
2. All hosts shall have a published, reasonable deposit and cancellation policy
3. All hosts are required to carry and prove adequate liability insurance.
4. Hosts will register their business name in accordance with the laws of Namibia.
5. All hosts shall provide accommodation, services and meals consistent with their own advertising.
6. All hosts shall respond reasonably, responsibly and promptly to guest complaints or concerns if and when they arise, either verbally or in writing as appropriate.