



B&BAN General Requirements of Membership

All guest rooms available for Bed & Breakfast must be available consistently for B&B guests and not for general boarders or members of the family. Bed & Breakfasts are considered private, principal residences, and hosts must live at the premise.

Owner/operators must permit periodic inspections by NTB representatives with proper notice. Membership will not be extended to establishments that refuse to be inspected.

Guest Policy: Members of B&BAN are expected to welcome all guests without discrimination. Individual policies such as adult-oriented or pet-free are acceptable.

Rates: B&BAN will not list any B&B which refuses to declare accurate rates. Rates and taxes must be made known to guests at the time of reservation.

Deposits and Cancellation: Deposit and cancellation policies must be made known to guests at the time of reservation. Deposits and cancellation policies must be reasonable. Establishments that do not have a cancellation policy will not be eligible for listings in media produced or maintained by B&BAN.

Guest Services: Owner/operators or staff must be available on the premises. They must be courteous, present a good appearance and operate on an ethical, business-like basis while providing conscientious attention to guest service.

Insurance: B&B's must carry insurance to cover their premises and business, and public liability consistent with accepted business practices. (Please note: regular home ownership insurance does not cover B&B guests! Specific policy provisions must be included so verify with your insurer.)

Guest Security: All reasonable precautions must be employed to secure the personal safety of guests and the protection of their possessions from damage and/or theft.

Complaints: Complaints from guests must be handled quickly and in the spirit of cooperation.

Cancellation of Membership and Refund Policy: Refunds or credits do not apply for members of B&BAN who close their operations or otherwise withdraw or are asked to withdraw from the organization during a membership term. B&BAN membership is not transferable. Membership certificates remain the property of B&BAN and must be returned on request, or upon the sale or close of the business.