

ESTABLISHING CITY COUNCIL POLICY FOR LODGING FACILITIES  
TO PARTICIPATE IN THE VISITOR INFORMATION CENTER  
AND CITY FUNDED MARKETING CAMPAIGNS

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**BE IT RESOLVED BY THE COUNCIL OF THE CITY OF MONTEREY** that all lodging facilities located in the City of Monterey who wish to advertise their business in the Visitor information Center and/or participate in City funded marketing campaigns, must meet the following minimum requirements, with regards to quality of the facility and service.

Lodging Facilities must either:

1. Belong to a nationally recognized lodging affiliate.  
(Marriott, Holiday Inn, Ramada, Motel 6, Best Western, etc.)

**OR**

2. Accredited by a nationally-recognized organization at their minimum level:  
  
American Automobile Association (AAA) - One (1) Diamond  
Mobil Travel Guide - One (1) Star

**OR**

3. Meet the City of Monterey minimum quality standards and pass an annual City inspection of the property.

All lodging facilities within the City of Monterey, regardless of their national affiliation, are subject to review based on the number and frequency of visitor complaints received.

**BE IT FURTHER RESOLVED** that City Council adopt the following minimum quality standards for lodging facilities that operate within the City of Monterey. These minimum requirements are:

**GENERAL:**

Property must meet all City of Monterey Building, Electrical & Fire codes.

**EXTERIOR:**

Must be clean, well-painted and well-maintained, no unappealing patch jobs or temporary repairs that are not properly completed should be visible.

Entrances and walkways must be well-illuminated and free of obstructions and hazards.

## **GUEST ROOMS:**

### **General**

All rooms must be clean and well-maintained, no unfinished and unsightly repairs in rooms available for rent.

Each room must have a comfortable bed, one nightstand or alternate bedside surface and one chair.

Each room must provide clothes hanging facilities and hangers to accommodate two persons.

### **Walls**

All walls must be clean and free from holes or unsightly patch jobs.

No peeling paint on any walls in rooms for rent.

### **Furnishings Are in Good Useable Condition**

May be mismatched or not coordinated.

May show some wear.

May be particle board construction with laminate finish.

### **Bedding**

Average quality mattress support systems must be provided.

Each bed must have two sheets, one mattress pad, pillow and pillow cases and a suitable bedspread. A blanket must be provide for each bed. All bedding must be free from soil and stains of any type. Thinner, slightly faded bed linens, including unquilted polyester bedspreads in mixed styles are acceptable.

### **Floor Coverings:**

Adequate quality nylon and low nap carpet, sometimes glued.

(Exception: Bed & breakfasts, country inns and historic properties may have some wood flooring)

Carpet may show normal traffic wear.

### **Bathrooms:**

Each guest room must have its own private bathroom.

(Exception: Bed & breakfasts, country inns and historic properties may have shared bathrooms)

Floor may be older vinyl or mosaic tile. No carpet allowed. (Historic properties may have wood floors)

Plumbing and fixtures are in good working order. Severely worn, tarnished or corroded fixtures are not acceptable.

Must be equipped with one commode, one sink, one mirror; shower, tub or combination tub and shower with non-slip surface. Fixtures must be cleaned daily and be free of mold and mildew.

Each bathroom must have the following amenities:

- One cloth bath mat
- Toilet tissue
- One wastepaper basket
- At least one large bath towel, one hand towel and one face cloth per occupant.
- Two individually wrapped bars of soap (liquid soap is acceptable if one wrapped bar of soap is provided).

#### **Room Lighting**

Bedroom and task areas must have a minimum 30 footcandles.

Bathrooms must have a minimum 10 footcandles.

#### **Doors/Windows**

Doors must have a locking device that allows the guest to lock the door when leaving the room.

A view port (peephole), side panel glass, or window that permits a full view of the area outside the door. (This does not apply to bed & breakfasts)

Sliding glass doors and all windows must be equipped with an effective locking device.

Sliding glass doors and all exterior windows must be screened.

Rooms must have adequate shades, draperies, or blinds to cover all windows or other glass areas which provide privacy for guests.

#### **GROUNDS:**

Landscaping is well-maintained and free of trash and debris.

Any Swimming pool/hot tubs must function properly and meet current industry standards for quality, cleanliness and maintenance.

Parking lot is well-lighted and free of obstructions and hazards.

**SERVICE:**

Properties must honor reservations as confirmed. Cancellation and refund policies must be explained to the guest at the time reservations are made.

Staff should present a neat appearance and operate on an ethical and professional basis.

At least one person must be on call around the clock.

**HOUSEKEEPING:**

Properties must provide daily housekeeping service, to include fresh bath towels, if the guest wishes. Housekeeping services includes making beds, a thorough cleaning of the guest room and bath, and changing bed linens every third day when the guest stays several nights.

**COMPLAINTS/ACTION:**

The City of Monterey will review the status of lodging facilities who receive three (3) or more complaints from guests in a six-month period, or where a recurring problem exists.

This review may result in a warning for first-time offenders; Second offense - immediate removal of all materials from the Visitor Information Center and exclusion from City-sponsored marketing campaigns for six months; Third offense - removal of all materials from the Visitor Information Center and exclusion from City-sponsored marketing campaigns for a minimum of one year, at which time the offending lodging facility may be reinstated subject to review.

The City Manager or his/her appointed agent shall be responsible for the review and assessment of penalties on the offending lodging facility.

PASSED AND ADOPTED BY THE COUNCIL OF THE CITY OF  
MONTEREY this 17th day of March, 1998, by the following  
vote.

AYES: 4 COUNCILMEMBERS: CANEPA, ROBERSON, VREELAND, ALBERT

NOES: 0 COUNCILMEMBERS: NONE

ABSENT: 0 COUNCILMEMBERS: NONE


ABSTAIN: 1 COUNCILMEMBER: EDGREN  
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APPROVED:



/s/ DANIEL ALBERT  
Mayor of said City

Attest:

  
/s/ CYNTHIA PARHAM  
City Clerk thereof