

HOSTEL LODGING STANDARDS (10-LGH)

Description - Hostel lodging is inexpensive, shared accommodations for individuals or groups. Amenities may include private rooms, common areas, kitchens, laundries, and planned activities.

In general, the following definitions apply to these terms throughout the standards:

- Adequate: As much as necessary for the intended duration of use
- Appropriate: Suitable to the level of service or as specified in the operating plan
- Clean: Free from dirt, marks, stains, or unwanted matter
- Neat: Arranged in an orderly, tidy manner
- Operational: In use or ready for use
- Sufficient: Enough for the number of persons
- Well-maintained: Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking
	Facility – Exterior	
1	Building Structure - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B
2	Landscaping/Grounds - Landscaping conforms to park standards and grounds are well-maintained. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. Appropriate drainage is maintained to keep water from collecting against buildings.	B
3	Outdoor Furniture - Outdoor furniture is weather proof, appropriate, clean, and well-maintained. Table umbrellas or shades are secured against wind. Adequate shading or heating is provided when seasonally appropriate.	B
4	Parking - Adequate parking spaces are provided. Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.	B
5	Pathways, Sidewalks, Ramps, Steps, and Stairs - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well-maintained and free of tripping and slipping hazards. Hand railings are well-maintained and sturdy enough to support visitor use.	A
6	Lighting/Illumination - Lighting is adequate and appropriate, and sufficient for safely locating the facilities after dark. Light fixtures are well-maintained and operational. If the park is Night Sky designated, lighting is consistent with International Dark Sky Association requirements.	A
7	Public Signs - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	B

8	Site Utilities, Equipment, and Delivery Area - Service areas are neat and well-maintained. Utilities are hidden from public view as much as possible. Delivery areas are screened from public view.	C
9	Trash/Recycling - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Central refuse collection sites are screened from public view.	B
10	Flags - National, state, or park flags are well-maintained and comply with the United States Flag Code. Flags are a minimum size of 3'x 5'. Decorative flags and banners are appropriate and well-maintained.	C
11	Smoking Policy - No smoking is permitted inside the facility (including overnight accommodations) or within 25' of any doors, windows or intake ducts. Outdoor smoking areas are appropriately located, clearly designated, and weatherproof ashtrays are provided. Employee smoking areas are screened from public view.	A
Public Areas – Interior		
12	Lobby and Registration Area - The lobby, registration areas, and other public spaces are clean, neat, and well-maintained. Furnishings (furniture, draperies, etc.) are appropriate, coordinated, clean, operational, and well-maintained.	B
13	Windows, Doors, Walls, Ceilings, Floors, and Screens - Floors, walls, and ceilings are clean and well-maintained. Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Windows and doors do not have excessive signage.	B
14	Corridors/Ramps/Stairs - Corridors, ramps, and stairs are clean, unobstructed, and adequately lighted. Treads and landings have non-slip surfaces.	A
15	Public Signage - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	B
16	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
17	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
18	Drinking Fountains - Water fountains are clean and operational. Water bottle filling stations are preferred.	C
19	Trash/Recycling - Sufficient appropriate trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Appropriate recycling containers are labeled to indicate acceptable recyclables and are adjacent to trash containers.	B
20	Housekeeping Closet and Equipment - Housekeeping storage areas are clean, neat, marked, and secured to prevent wildlife access.	B
21	Employee Areas - Employee areas and restrooms are neat, clean, illuminated, and well-maintained.	B

	Safety	
22	Emergency Lighting/Exit Lights/Emergency Exits - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
23	Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
24	Smoke Detectors - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A
25	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
26	Carbon Monoxide Detectors - Operational hard-wired carbon monoxide detectors are present in rooms with oil heaters or fireplaces in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
27	Animal Pest Exclusion - Facilities are inspected for animal pest (rodent, bat, and other animal pest) access according to the park-approved program schedule, and animal exclusion is implemented.	A
28	Chemical Storage - Chemicals and supplies are stored in properly marked containers. Current Safety Data Sheets (SDS) are accessible and known to employees.	A
29	Night Access - Access doors that are locked at night have exterior and interior signage indicating the hours the doors are locked and directions to the nearest unlocked door.	B
	Shared Facilities	
30	Common Areas - Common areas such as recreation rooms and lounges are clean, neat, and well-maintained. Furnishings are clean, operational, and well-maintained. Entertainment systems are operational and well-maintained.	B
31	Public Laundry - Adequate washers and dryers are provided. Equipment is clean, operational, and well-maintained. Dryer lint traps are inspected and cleaned daily. Washers and dryers are energy and water efficient. Computer-generated signs are posted on out of service equipment and are returned to service as soon as possible.	B
32	Kitchens - Kitchen equipment and appliances (cooktops, stoves, refrigerators, dishwashers, microwaves, etc.) are appropriate, clean, and well-maintained. Cookware, tableware, drinkware, and linens (kitchen towels, sponges, napkins, etc.) are appropriate, sufficient, clean, and well-maintained.	B
33	Internet - Wired and wireless internet is available in the communal areas. Internet infrastructure is maintained to prevent avoidable delays in service.	B
34	Ice/Vending - Ice and vending machines are well-maintained and operational. Machine displays relate to park themes or are generic in nature. Out of service machines have computer-generated signage directing visitors to the closest operational unit. Machines must accept \$1 coins and display applicable notices.	B
35	Open Flame Equipment/ Fireplaces - Woodstoves, fireplaces, or other open flame heating equipment are operational and well-maintained. Appropriate safety devices such as fire screens are present and well-maintained. Woodstoves and fireplaces include precautionary notices for visitor information.	A

	Maintenance Areas	
36	Garbage and Trash/Recycling - Sufficient trash containers are conveniently located throughout the maintenance area. Waste does not accumulate in trash containers to the point of overflowing. Dumpster drain holes are plugged. All market available recyclable products are collected and recycled.	B
37	Site Utilities, Equipment, and Delivery Area - Service areas and equipment are marked, well-maintained, and screened from public view as much as possible. Equipment is operational.	B
38	Organization - The maintenance area is neat, and tools and equipment are stored in an orderly fashion.	B
39	Storage - Parts and supplies are stored neatly and securely. Parts are stored off the floor on industrial shelves suitable for the weight of the parts and physical environment in which the shelves are used.	B
40	Floors - The maintenance area floor is free of clutter and tripping hazards such as extension cords, power hoses, etc. Floor cracks are filled to prevent seepage.	B
41	Shop Lighting - Lighting is adequate to perform maintenance activities safely. Fixed ceiling lighting and portable lights are clean and operational with no burned-out bulbs. Fluorescent light bulbs are contained in a clean protective cover.	B
42	Hazardous Materials - Hazardous materials are collected, stored, and disposed of in compliance with state and federal laws, and in accordance with park-approved risk and environmental management plans.	A
43	Safety Data Sheets - Current safety data sheets are visible, legible, and readily accessible.	A
	Guest Rooms	
44	Unit Numbers - Guest rooms, dormitory rooms, or cabins are numbered with appropriate, visible, and uniform numbers.	B
45	Directional/Emergency - Safety evacuation cards are prominently displayed on room doors and in corridors.	A
46	Posting of Rates - Rates are posted in compliance with state and local codes, and are available on request at the registration desk.	C
47	Walls/Ceilings/Floors - Walls, ceilings, and floors are clean and well-maintained.	B
48	Doors, Windows, and Screens - Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects.	B
49	Lighting and Ceiling Fans - Light fixtures and ceiling fans are adequate, operational, clean, and well-maintained. An operational light switch is located by the entrance door. Adequate outlets are operational.	B
50	Climate Control - Thermostats are operational. HVAC units are operational, clean, and well-maintained.	B
51	Furnishings - Furnishings are appropriate, clean, operational, and well-maintained.	B
52	Bedding - Bedding is adequate, clean, and well-maintained.	B

53	<u>Mattresses and Box Springs</u> - Mattresses and box springs are clean and well-maintained. Mattresses are rotated and inspected on a regular basis.	B
54	<u>Clothes Storage - Hang Space</u> - Closets, cupboards, or enclosed areas are clean, neat, and well-maintained.	B
55	<u>Balconies/Decks</u> - Balcony and deck railings are well-maintained, sturdy enough to support visitor use, and height is to code.	B
56	<u>Trash Can/Recycling</u> - At least two appropriate trash cans and one recycling container are clean and well-maintained.	B
	Bathrooms	
57	<u>Floors</u> - Floors are non-slip, clean, and well-maintained.	A
58	<u>Walls and Ceilings</u> - Walls and ceilings are clean and well-maintained.	B
59	<u>Shower/Tubs/Sinks - Surrounds</u> - Showers, sinks, and bathtubs are clean, free of stains and chips, and operational.	A
60	<u>Shower/Tubs/Sinks - Enclosures and Fixtures</u> - Shower curtains are of adequate length and width to fit the enclosure and to prevent water from flowing onto the outer areas, as well as to assure privacy. Shower curtains and enclosures are clean, free of mold and mildew, and well-maintained.	B
61	<u>Water Supply</u> - Water pressure and temperature remain constant and comfortable. Extreme fluctuations do not occur. Faucets are accurately marked and operational. Fixtures are securely installed and properly sealed/grouted.	B
62	<u>Toilet</u> - Toilets are clean, operational, and well-maintained.	B
63	<u>Mirror/Cabinetry</u> - Mirror is appropriate, securely mounted, clean, un-pitted, and free of cracks. Cabinetry and countertops are clean and well-maintained.	B
64	<u>Illumination</u> - Lighting is adequate and appropriate. Light fixtures are clean and well-maintained, with no empty sockets or burned-out bulbs.	B
65	<u>Ventilation/Windows/Screens</u> - Bathrooms are adequately ventilated. Windows are positioned at a height to provide privacy or appropriately screened (e.g. frosted glass, blinds, curtains). Windows and screens are clean, operational, and fit adequately to exclude rodents and insects.	A
66	<u>Bath Linens</u> - Towels are adequate, clean, and well-maintained.	B
67	<u>Towel Storage and Hooks</u> - Minimum one hook per shower stall is securely mounted.	B
68	<u>Soap/Shampoo</u> - Soap and shampoo is provided in bulk dispensers. Bulk dispensers are stocked, operational, and flushed at least once per quarter, depending on usage.	B
69	<u>Toilet Tissue</u> - At least two rolls of toilet tissue are stocked. Chlorine-bleached rolls are not permitted.	B
	OPERATIONAL STANDARDS	
	Accessibility	

70	Accessibility - Lodging facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility.	A
	Services	
71	Availability - Reservation services are available via telephone, mail, and fax during business hours; and internet 24/7.	B
72	Knowledge of Reservation Agent/Details on Website - Reservation agents provide accurate information about rates, cancellation policies, amenities and services, local attractions, access, etc. Matching information is available on the concessioner's website.	B
73	Payment Methods - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal checks, and gift cards) are accepted at the concessioner's discretion or at the direction of the Service.	B
74	Deposits - Deposit policies are approved by the park, and deposit information is disclosed at the time of the reservation.	B
75	Cancellations - The cancellation and refund policy is clearly stated in the reservation, and is approved by the park.	B
76	Hours of Operation - Registration services are provided during business hours, or by appointment. If registration is closed, contact information is posted.	B
77	Park Orientation Material - Park-specific materials are available (brochures, park maps, newsletters, and special notices). Additional information is available about the area (local businesses, places of interest, highways, airports, restaurants, etc.).	B
78	Quiet Hours - Quiet hours are enforced.	B
79	Lost and Found - Items found are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to visitor inquiries.	C
	Personnel	
80	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
81	Employee Attitude - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information).	B
82	Employee Appearance - Employees wear apparel or a name tag identifying them as concession staff. Employees present a neat and clean appearance.	B
83	Employee Training Programs - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy. Training is documented.	B
	Rates	

84	Approved Rates - Rates and other customer charges do not exceed those approved by the superintendent.	A
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Ranking Definitions

Major: First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Moderate: Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Minor: Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.