



THE *fitz*william HOTEL

Design Standards



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1 Introduction

This document is intended as an initial brief, laying down the primary Fitzwilliam Hotel brand requirements and outlining the operational philosophy, physical space characteristics and accommodation standards for a 130-250 bedroom 5* hotel. These standards apply to all Fitzwilliam Hotels whether operated by Hotel Partners or under alternative management.

The intent is that this manual is used to develop the initial design proposals for review by Hotel Partners [The licensing company]. Hotel Partners have a preferred design company for Fitzwilliam Hotels and it is intended that this company shall be the principal design team for all new builds. In all cases the chosen hotel designers shall be approved by Hotel Partners.

2 Terms of Reference

This manual applies to proposed Owned, Managed or Licensed 'Fitzwilliam' hotels with the ultimate control of building, F&F and interior/exterior design elements being directed under the guidance of HOTEL PARTNERS.

A schedule of the building, building services and F&F items, will be agreed upon once the project proceeds to the detailed design and development stage. The project architects are required to prepare sketch proposals based on the brief provided by HOTEL PARTNERS. This is then reviewed by HOTEL PARTNERS and an evaluation of the anticipated costs, conformance to the HOTEL PARTNERS brand vision and requirements.

The total gross meterage per room including bathroom is targeted at a minimum of 27m² but this will be determined by location and building after review of the initial architectural plans presuming the plans meet the requirements of this document. The 5* minimum requirements of individual countries may override this measurement

Building size areas indicated in this document should be respected wherever possible. Any variations must be agreed upon with Hotel Partners at the initial design stage. The overall design, product definition and brand identity [AS SET OUT IN THE SEPARATE FITZWILLIAM OPERATIONS STANDARDS MANUALS] are to be respected.

The external building should be designed to provide a low maintenance external fabric. The interior design should achieve a '7' year durability period for fixed furniture, fixtures and equipment and allow for a flexible and economic approach to redecoration to provide for regular changes in fashion and/or décor scheme.

3 The Outline Brief

3.1 The Site Area

The design team is to apply the building design and layout planning to the site area, minimizing the footprint of the building on the site within the constraints of the budget. The scheme should provide appropriate levels of parking facilities.

3.2 Type of Hotel

Fitzwilliam Hotels will operate in key city locations. The generic model is based on 130-250 bedroomed unit branded as 'The Fitzwilliam incorporating bar/restaurant, meeting facilities, together with fitness and leisure areas.

3.3 Guest Facilities

- 130- 250 key bedroom units
- Lobby reception area
- A restaurant with ample seating capacity, ideally with direct street access.
- A self-contained Bar area adjacent to the lobby
- Events/Function room area
- Fitness Room
- Car Parking [available]
- Concierge Desk
- Business Centre
- Treatment Room
- Day-room





3.4 Service Accommodation With Support Area

- Delivery/Receiving yard, refuse bins, empties store. This area is to be out of sight of guest bedrooms and front entrance.
- Back-of-House storage areas [Equipment, Dry Goods, Refrigeration] including cost control/goods receiving and purchase office
- Bar storage and beer cellar
- Housekeeping department[Office, Linen store etc]
- Human Resources Office [must be separate from other offices] and Uniform Store
- Dedicated Staff Entrance [separate from Goods Inwards/food handling areas] with changing facilities in line with national legislation,
- Maintenance department including tool/spare parts storage and workshop separate from plant rooms.
- Centralised kitchen area serving all food outlets. Room service pantry
- Centralised consumables storage areas
- Plant space/machine room
- Centralised administration, accounts department.
- Each guest accommodation floor of the hotel to have rooms attendant pantry. [It is assumed that NO in-house laundry facilities are required]
- Communications Room [Computer servers, PABX, UPS etc]

3.5 Special Requirements

- Standby generator [subject to local conditions and requirements] Combined Heat & Power [CHP] unit if appropriate
- UPS [Uninterrupted Power Supply] for all computer equipment and PABX system
- Emphasis on landscaping external subject to local conditions and requirements
- Water mains to be pressurised [subject to local conditions]
- Overall emphasis on sound proofing, insulation, double glazing, maintenance free materials, energy saving, security and guest safety.
- CCTV –
- Air-Conditioning throughout the building



4 The Operational Brief

N.B. The following list of the operational design preferences are to assist the architect to interpret the product concept and brand personality, which, subject to matching the budget cost including FF&E, would form the agreed basis to progress the design development.

4.1 Entrance, Forecourt/Unloading

Standard:

- The hotel access, road, or city street in city locations, should provide for easy access and drop off/pick up by taxis, cars and buses and other forms of Public Transport.
- The canopy or porte-cochere should be high enough for coach access [min 5m net clearance]

Preferable:

- Ideally, the most visible approach façade will feature the Fitzwilliam hotel logo ['F']
- Directional signage to the hotel in the local area should exist wherever possible.

4.2 Entrance Lobby/Reception

Standard:

- The hotel buildings main entrance lobby shall present an open vista and image of the appropriate quality and style to reinforce the Brand's Personality.
- Guests and visitors shall have an immediate view of the bar, feature lobby seating, the reception desk/s, Concierge desk should be clearly identifiable.
- Reception facilities should accommodate a minimum of three receptionist stations and provide sufficient space for individual and group check in/out. A higher number of stations to be provided if bedroom numbers are higher than 130.
- A dedicated Concierge Desk shall be located separate from the Reception desks
- Reception area seating units should be designed to maximise usage for individuals or groups.
- A Library themed installation - a feature of a Fitzwilliam lobby area.
- A Fire themed installation - a feature of a Fitzwilliam lobby area

Preferable:

- The rear wall to the reception should be designed as a feature Fitzwilliam brand hallmark.



4.3 Fitzwilliam Concierge Service

Standard:

- A Fitzwilliam hotel will provide a dedicated Concierge Service that should be located in or off the lobby area and have high visibility.
- A dedicated Concierge store will be situated in an adjacent area with space for group luggage.

4.4 Bar

Standard:

- The main bar is to be located so as to allow direct access into the lobby area. The Bar will act as a cocktail bar and also as an additional casual lounging area of the hotel.
- Seating capacity will be linked to the number of guest bedrooms and comprise a mix of bar stools and seating unit clusters
- Design to allow for front pouring/loading bar allowing for efficient Cocktails service.
- Flat screen TV's shall be incorporated into the design so as to be out of sight when not in use.

4.5 Restaurant

Standard:

- The Restaurant will be a semi-formal and stylish full service facility to provide breakfast and all day dining located adjacent to the main bar and accessed off the lobby.
- The design shall take into account that food will be served to this area so service stations and food delivery areas must be incorporated with minimum interference to the guest's experience
- Total seating capacity will be linked to number of guest bedrooms.

Preferable:

- Direct street access and frontage wherever possible.
- Two restaurants on the site- One being of Michelin Star standard



4.6 Front Office and Administration

Standard:

- A self-contained 'back-office' shall be situated at reception.
- This will have a 'drop-safe' with vacuum money chute facility
- All management and administration areas should be located, designed and furnished to satisfy Health & Safety legislation and allow for a positive work environment.

Preferable:

- All other administration offices may be located where the building design allows

4.7 Public Toilets

Standard:

- Public toilets are required for the F&B areas and Events/Meeting facilities. Size, number and location will be dependant on space available and area relationships.

4.8 Disabled Facilities - General.

Standard:

- All facilities will be accessible to disabled persons in compliance with the relevant statutory regulations, including provision for those with sight and hearing deficiencies.
- The hotel will provide appropriate number of bedrooms for the disabled as well as disabled toilets in the public areas.



4.9 Meeting and Event Room Areas

Standard:

- The main function/event room seating numbers will be dependent on size limitations with a pre-function lobby area.
- A simple access route to the main kitchen is also essential.
- Additional meeting rooms configurations should be as flexible as possible subject to location and demand.
- All meeting rooms to have the maximum possible sound-proofing included in the design, especially partition walls in sub-divided rooms.
- All meeting rooms shall have integrated Audio-Visual facilities
- A furniture and equipment store room to be located adjacent to meeting room area.
- The meeting/event area will be provided with a break-out area in proportion to the meeting room space and will be able to act as a reception venue for reception use
- A Business Centre will be located adjacent to the Meeting rooms area.

Preferable:

- Capacity of Main Meeting room to be 100-150 theatre style
- All rooms should feature natural daylight where possible
- Ideally this facility will have a separate external access as well as access from the hotel
- The meeting room area should have direct access to the 'Receiving/Delivery Area.
- The 'break-out are should ideally be located adjacent to the main meeting room,

4.10 Fitness and Wellness Area

Standard:

- The minimum Fitness and Leisure facility to be provided in a Fitzwilliam Hotel will consist of an exercise gym with WC/shower facility.
- The gym area should be able to accommodate 5 No. pieces of equipment.
- A 'Day-room' shall be incorporated into the design

Preferable:

- Treatment room/s



4.11 Passenger and Service Lifts

Standard

- The hotel will provide for a minimum of x2 passenger' lifts [more may be included to maximise guest convenience] and the appropriate number and type of service lifts to facilitate vertical transportation of guests and goods in an efficient manner.
- The Service lift/s [x1 minimum] should be accessed via staff areas and out of sight of guests
- All aspects of passenger lifts and their design shall comply with regulatory requirements as required in Fire Safety legislation.

4.12 Kitchen

Standard:

- The main Bar/Restaurant facility will require direct service from the hotel's main kitchen.
- If the kitchen is on a separate floor to restaurant/bar then heated 'dumb waiter' elevators [x2 minimum] must be installed
- The food preparation areas will include the following but specialist kitchen design professionals will be required to determine fit-out, equipment specification and M&E/ ventilation requirements:

Preferable:

- It is preferred that all food service emanates from a single kitchen area to maximise efficiencies

4.13 Staff Dining Area

Standard:

- Specific staff dining facility is required.
- The facility must be easily accessible to staff without entering via the kitchen.

Preferable:

- The facility should be located adjacent to the main kitchen and have natural light



4.14 Staff Changing Facilities

Standard:

- These will comprise lockers, benches, toilets, showers, washbasins, electric hair and hand dryers with separate facilities for male and female staff.
- Local regulations may require separate facilities for staff involved with food preparation [as in Rep. of Ireland]

Preferable:

- Where possible these should be located near the Staff Dining Area.

4.15 Staff Entrance

Standard:

- To be out of view of the main entrance of the hotel.

Preferable:

- Staff entrance, clocking in, uniform issue, changing and staff circulation should preferably be separated from the self-contained delivery and storage areas.

4.16 Receiving/Good Inwards Area

Standard:

- Sufficient space for unloading a delivery vehicle.
- Empty bottle store.
- Refuse storage area, receptacles suiting local refuse disposal methods
- Bottle Recycling receptacles
- Water Supply [Hot & Cold]
- Security/receivers office adjacent to delivery yard and staff entrance.
- Secured perimeter and gated entry.
- Staff cycle store/rack for minimum of 10 bicycles.



4.17 Back of House - Stores

Standard:

- General stores including furniture, stationery,
- Maintenance department stores.
- Cleaning Materials/Chemicals and Equipment Store
- Food and Beverage and crockery/glass stores including: -
Cold rooms at varying temperatures
Beverage store including beer and chilled wine area.
- Dry goods store.
- Linen and uniform stores including: -
Dirty linen and collection/sorting area. [direct external access]
Bedroom linen and maids store.

Preferable:

- Crockery/Glass and Cutlery Store
- Bedroom linen store with direct external access.
- Linen Chute

4.18 Plant Room/s

Standard:

- Areas for electrical, mechanical and air handling plant to be provided according to local conditions and technical/engineering requirements



4.19 Car Parking

Standard:

- If integral car parking not provided then convenient access to an adjacent car parking facility is required [If Car Parking provided]
- Direct internal access to hotel with suitable entrance

Preferable:

- It is preferred that integral Car parking is provided for a maximum number of cars as appropriate, or to comply with local regulations and site conditions or constraints.
- Provision for 1-2 coaches short term parking.

4.20 Security and Guest Safety [General]

Standard:

- Emphasis on security and guest safety will be an important feature of the hotel.
- Electronic key card locking system for all bedrooms.
- Secondary lock on all bedroom doors
- Extensive closed circuit television [CCTV] security in selected areas around the properties facilities – both in the guest and back-of-house areas

4.21 General Systems

To be installed as standard in a Fitzwilliam Hotel

Standard:

- BMS – Building Management System to control ALL plant
- Micros electronic point-of-sale system
- OPERA – Reservations Management. System



5 Guestrooms, Bathrooms and Bedroom Corridors

5.1 Guestrooms

130-250 No. lettable units comprising

- Executive standard double/twin bedrooms:
- Superior standard double/twin bedrooms
- Deluxe standard double/twin bedrooms
- Suites
- Disabled rooms

The proportion of the suites, disabled rooms will be set by appropriate 5-star hotel classification criteria and/or other regulatory requirements.

- 1 x Penthouse type feature Suite



5.2 The Room to the Client

In addition to the 5* bedroom/bathroom requirements stated by the relevant hotel licensing body, the following items are identified as key 'Fitzwilliam Hotel' guestroom standard items that may not be required by all grading schemes.

Bedroom - General

- WIFI access in all rooms
- the bedroom's workspace incorporating the desk and chair is ergonomically designed for the business and leisure guest.
- minimum size 26" television. This shall facilitate an interactive facility for the guest [Quadriga or similar system]
- umbrella and umbrella tag
- music system – controllable by the guest
- iron and ironing board [not hard wired to electrical outlet]
- trousers press
- room safe -suitable for laptop storage
- hairdryer [not hard wired to electrical outlet]
- mini bar
- tea / coffee presentation tray
- magazine presentation tray
- Flower/orchid feature
- bed shall be of highest quality. Minimum standard -12' tufted mattress, fully orthopaedic, pocket sprung
- feather and down duvet
- feather and down pillows
- all bed linen shall be of minimum 150 thread count quality

Wardrobe Contents

- 5 x mahogany coloured regular wooden hangers
- 5 x mahogany coloured skirt hangers
- 3 x padded satin hangers



Bathroom

- bath toweling –minimum 550g weight
- bath robes - minimum 550g weight
- quality hangers suitable for bathroom use
- shaving mirror
- full length mirror – in addition to standard bathroom mirror
- dedicated toiletries tray to hold the full complement of toiletries
- flower/orchid feature

- **Also See Appendix 1** *Irish 5-Star Hotel Classification Requirements*

5.3 Bedroom corridors

Standard:

- Corridor widths: 2.0m minimum
- All guest corridors will incorporate feature lighting to dramatise the circulation routes, featuring such elements as colour lighting changes, artwork etc. as part of the overall design concept
- Emergency stairs: Width as required by local authorities with smoke lobbies at every level with automatic fire doors and/or as per local fire officer's requirements and with handrails on each side.

Preferable:

- Linen chutes should be incorporated

Bedroom Service Pantries

Standard:

- Accommodation assistant cart/trolley storage, self-contained and lockable.
- Linen storage pantry/cupboard on each floor of bedrooms
- Each level requires one large service room accommodating the service lift, linen and refuse chutes, if applicable

Preferable:

- Sink unit with shelving over and under
- Room Service area.
- Storage for holding cot, rollaway-bed, vacuum-cleaners, furniture, etc.



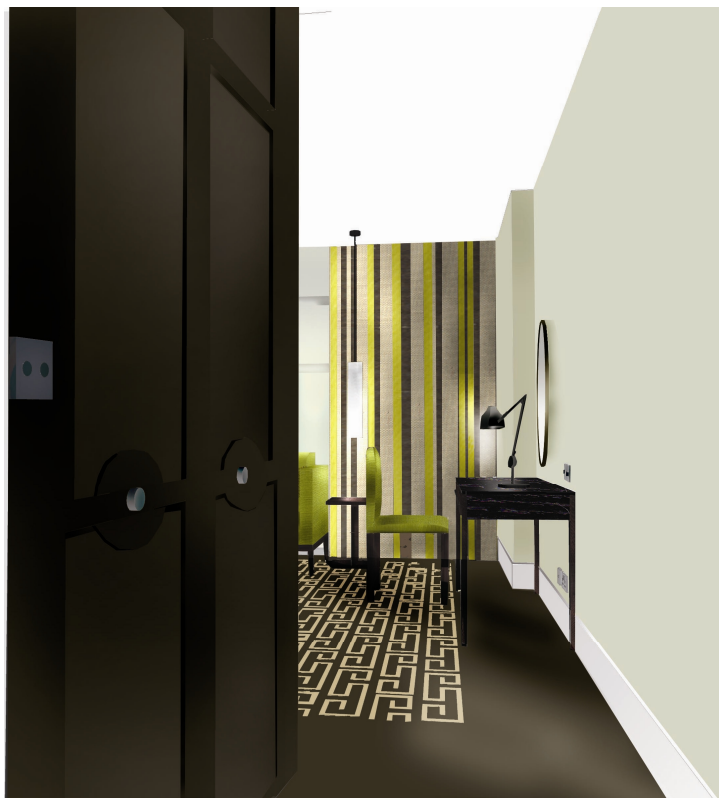


5.4 Standard Dimensional Bedroom [Minimum Sizes]

Fitzwilliam Bedroom Floor Area including lobby area and bathroom		Executive Double/Twin 27 sq. ms.
		Superior Double/Twin 27 sq. ms.
	T	Deluxe Double/Twin 27 sq. ms.
		Suite 35 sq. ms..

Executive Rooms:

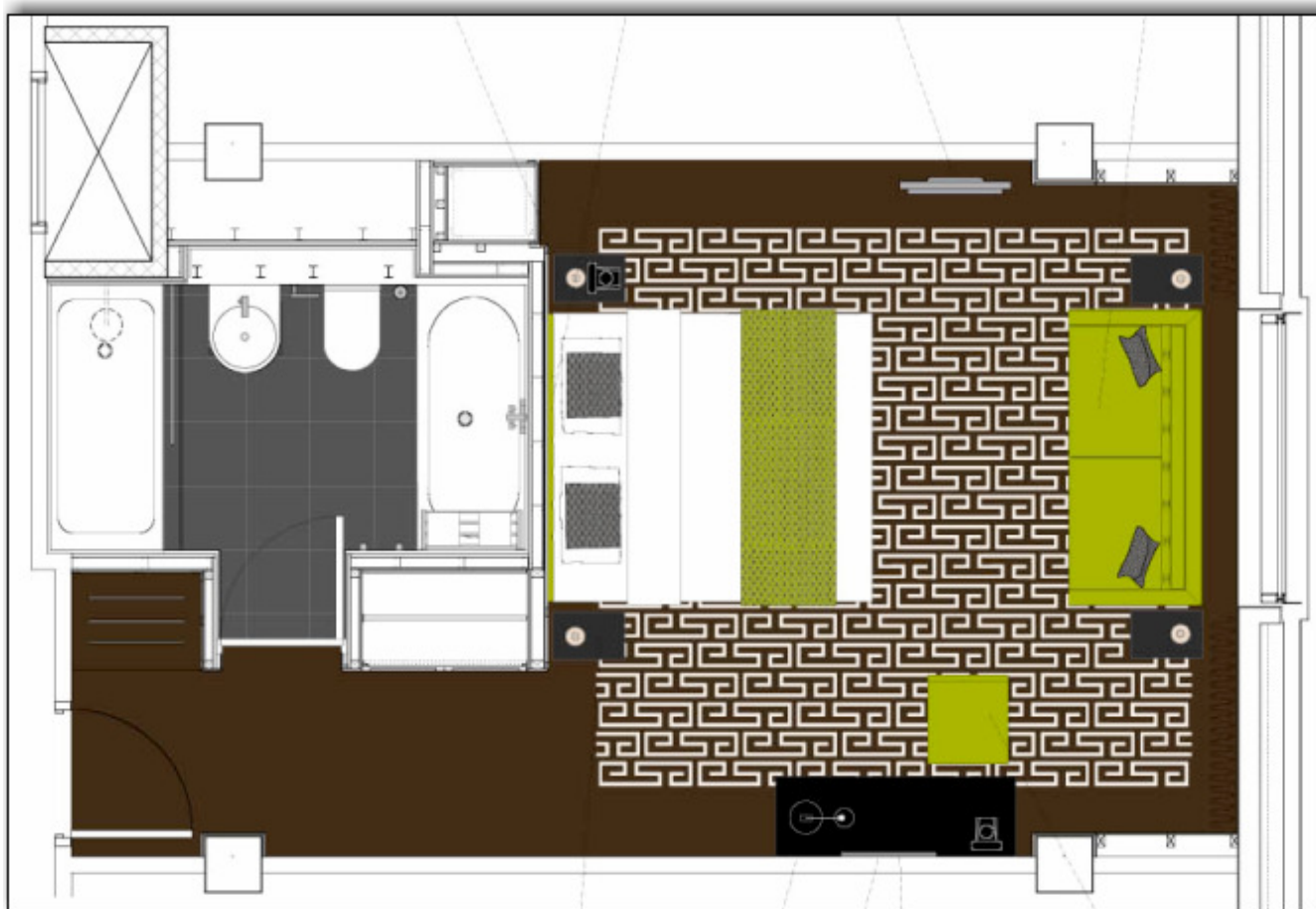
Note: Maximum area of windows preferred





INDICATIVE ROOM DESIGNS ONLY -EACH HOTEL MUST REFLECT ITS OWN ENVIRONMENT

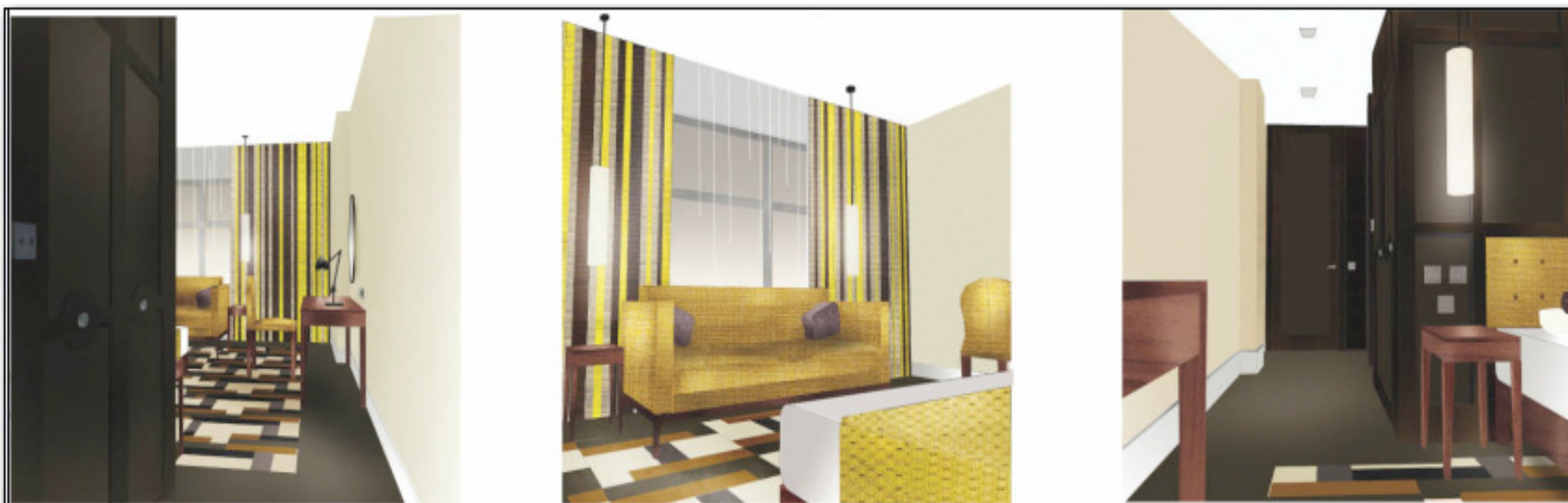
Bedroom





INDICATIVE ROOM DESIGNS ONLY -EACH HOTEL MUST REFLECT ITS OWN ENVIRONMENT

Bedroom



INDICATIVE ROOM DESIGNS ONLY -EACH HOTEL MUST REFLECT ITS OWN ENVIRONMENT

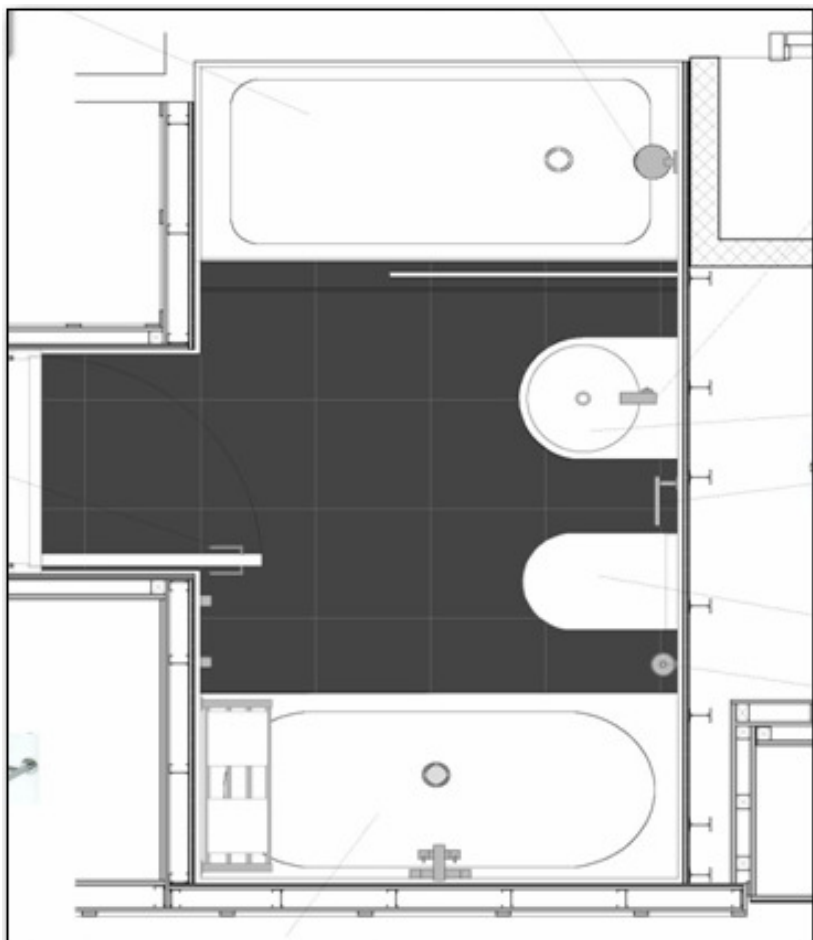
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INDICATIVE ROOM DESIGNS ONLY -EACH HOTEL MUST REFLECT ITS OWN ENVIRONMENT

INDICATIVE BATHROOM DESIGNS POSSIBLE/INDICATIVE ROOM LAYOUT

Bathroom





Appendices

Appendix 1 – Irish 5* Hotel Classification Facilities Requirements

Appendix 2 – Environmental Responsibility Policy

Hotel Partners is committed to work for an ecologically sustainable society and as such encourages the use of sustainable materials, renewable energy sources and environmentally friendly consideration in the use all consumables and transport for guests and staff. This policy sets out the minimum requirements for a Fitzwilliam Hotel

Appendix 3 – ‘Preferred’ Hotels Service/Product Standards

Are set out in the Fitzwilliam Service Requirements Document –RICHEY STANDARDS