

Top 10 Pet Peeves at Bed and Breakfasts

From [Elizabeth Arneson](#),

I love staying at bed and breakfasts -- they're far superior to the cookie-cutter rooms found at most hotels. Still, I'm not blind to the fact that there can be some drawbacks. Innkeepers, take note! Here's my list of the most annoying things that can be found at bed and breakfasts.

1) Inferior Bathrooms

All guests prefer a private bathroom rather than a shared. But even if you have a private bathroom, you also need a well-lit mirror, a vent/fan (and sometimes a heater), extra personal care products and towels, and drinking glasses or paper cups. Some B&Bs seem to forget how important the bathroom is to guests.

2) Subpar Soundproofing

A relaxing stay can be ruined when guests can hear: the innkeepers or other guests in their rooms, in the halls, or at breakfast; cars in the parking lot and other outdoor noises; the telephone; or the inn's pets.

3) Clutter and Skimpy Storage Space

It's frustrating when there's not enough space in the bathroom to set out personal items. If there's a dresser or chest of drawers, it may not be prepared properly for storing clothes. Sometimes there's no closet -- or no hangers or shelves in the closet. I've stayed in bed and breakfasts with so much clutter that guests feel uncomfortable, fearing they might break something. Quasi-related to the storage space issue is having no access to a refrigerator.

4) No Place to Read or Work

When traveling, it's nice to have a well-lit and comfortable spot to sit and plan the day or to relax and read. Guests also appreciate having an extra outlet or two where they can plug in a camera, a computer, or other items, such as a hair dryer or makeup mirror. A related concern is a lack of common areas, such as a living room, to relax.

5) Absent Electronics

While some guests like to get away from it all, most would like the option to access technology. Rooms should have an alarm clock, radio/CD player, television, and VCR/DVD player. Internet access is also important.

6) Inadequate or Outdated Accommodations

For guests to feel at home, they should be able to control their own heating and cooling systems and they must have plenty of hot water for their showers. A comfortable mattress and several pillow options are vital to a good night's sleep.

7) Continental Breakfast

It's always disappointing to stay at a B&B that only offers a continental breakfast. (It's even worse, of course, when this fact is not made crystal clear on the inn's Web site.) A full breakfast is a much better choice. There's a reason they're called bed and breakfasts, after all!

8) Limited Telephone and Messaging Services

This complaint is growing less common in this age of mobile phones and PDAs. But some B&Bs are in mobile communication "dead zones," and it can be aggravating when phones are available only in a common area and shared with the other guests and/or the innkeepers. At a minimum, bed and breakfasts should have an easy way for guests to receive phone messages.

9) Inconsiderate Innkeepers

Hosts should be skilled at recognizing and catering to their guests' needs. Some guests like to hear the building's complete history and reviews of every tourist attraction in town; others prefer to be left alone.

10) Rigid Policies

The breakfast menu and time should be flexible to some degree. (Having breakfast served only at one specific time is a particular peeve of my husband.) Guests should feel comfortable in their rooms and not feel like they're subjected to a myriad of instructions and rules of conduct. A further grievance: Please find a way to throw out the ban on in-room eating; instead, provide a simple dining table and encourage guests to be careful.