

Code of Conduct for Self Catering Accommodation

<p>Code of Conduct</p> <p>The proprietor/management is required to undertake and observe the following Code of Conduct:</p> <ul style="list-style-type: none"> • To maintain standards of guest care, cleanliness, and service appropriate to the type of establishment; • To describe accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided; • To make clear to visitors exactly what is included in all prices quoted for accommodation, including taxes, and any other surcharges. Details of charges for additional services/facilities should also be made clear; • To give a clear statement of the policy on cancellations to guests at the time of booking i.e. by telephone, fax, email as well as information in a printed format; • To adhere to, and not to exceed prices quoted at the time of booking for accommodation and other services; • To advise visitors at the time of booking, and subsequently of any change, if the accommodation offered is in an unconnected annexe or similar and to indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the establishment; • To give each visitor on request details of payments due and a receipt, if required; • To deal promptly and courteously with all enquiries, requests, bookings and correspondence from visitors; • Ensure complaint handling procedures are in place and that complaints received are investigated promptly and courteously and that the outcome is communicated to the visitor; • To give due consideration to the requirements of visitors with special needs, and to make suitable provision where applicable; • To welcome all guests without discrimination in relation to gender, sexual orientation, race or religion. • To provide public liability insurance or comparable arrangement and to comply with all applicable planning, safety and other statutory requirements; 	<ul style="list-style-type: none"> • To allow a representative of the Exeter & Essential Devon Tourism Partnership reasonable access to the establishment on request to confirm the Code of Conduct is being observed. <p>Conditions of Participation</p> <p>All establishments participating in Exeter & Essential Devon Accommodation Inspection Scheme are required to:</p> <ul style="list-style-type: none"> • Meet or exceed the minimum entry requirements for a rating in the relevant accommodation sector; • Observe the Code of Conduct; • Be assessed annually, and in the event of complaints by authorised representatives of the Exeter & Essential Devon Tourism Partnership; • Pay an annual participation fee; • Complete an annual information collection questionnaire either online or by post as required. <p>Change of Ownership</p> <p>When an establishment is sold, the existing rating cannot be transferred to the new owner. The new owner is required to make an application for participation in the Exeter & Essential Devon Tourism Partnership Accommodation Inspection.</p> <p>Signage</p> <p>Where an establishment, for whatever reason, ceases to participate in the Exeter & Essential Devon Tourism Partnership Accommodation Inspection, all relevant display signs and print material must be removed.</p> <p>Any listing in a Exeter & Essential Devon Tourism Partnership publication/web site and within the Tourist Information Centre network are conditional on continued participation in the Accommodation Inspection Scheme.</p> <p>Failure to observe these conditions may result in the establishment becoming ineligible to display or use the Exeter & Essential Devon Tourism Partnership Accommodation Inspection Scheme endorsement in any form whatsoever.</p>
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Name of Accommodation:.....

Proprietor's name:.....

Proprietor's signature:.....

Date signed:.....

Code of Conduct for Hotel Accommodation

<p>Code of Conduct</p> <p>The proprietor/management is required to undertake and observe the following Code of Conduct:</p> <ul style="list-style-type: none"> • To maintain standards of guest care, cleanliness, and service appropriate to the type of establishment; • To describe accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided; • To make clear to visitors exactly what is included in all prices quoted for accommodation, including taxes, and any other surcharges. Details of charges for additional services/facilities should also be made clear; • To give a clear statement of the policy on cancellations to guests at the time of booking i.e. by telephone, fax, email as well as information in printed format; • To adhere to, and not to exceed prices quoted at the time of booking for accommodation and other services; • To advise visitors at the time of booking, and subsequently of any change, if the accommodation offered is in an unconnected annexe or similar and to indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the establishment; • To give each visitor on request details of payments due and a receipt, if required; • To deal promptly and courteously with all enquiries, requests, bookings and correspondence from visitors; • Ensure complaint handling procedures are in place and that complaints received are investigated promptly and courteously and that the outcome is communicated to the visitor; • To give due consideration to the requirements of visitors with special needs, and to make suitable provision where applicable; • To welcome all guests without discrimination in relation to gender, sexual orientation, race or religion. • To provide public liability insurance or comparable arrangement and to comply with all applicable planning, safety and other statutory requirements; 	<ul style="list-style-type: none"> • To allow a representative of the Exeter & Essential Devon Tourism Partnership reasonable access to the establishment on request to confirm the Code of Conduct is being observed. <p>Conditions of Participation</p> <p>All establishments participating in Exeter & Essential Devon Accommodation Inspection Scheme are required to:</p> <ul style="list-style-type: none"> • Meet or exceed the minimum entry requirements for a rating in the relevant accommodation sector; • Observe the Code of Conduct; • Be assessed annually, and in the event of complaints by authorised representatives of the Exeter & Essential Devon Tourism Partnership; • Pay an annual participation fee; • Complete an annual information collection questionnaire either online or by post as required. <p>Change of Ownership</p> <p>When an establishment is sold, the existing rating cannot be transferred to the new owner. The new owner is required to make an application for participation in the Exeter & Essential Devon Tourism Partnership Accommodation Inspection.</p> <p>Signage</p> <p>Where an establishment, for whatever reason, ceases to participate in the Exeter & Essential Devon Tourism Partnership Accommodation Inspection, all relevant display signs and print material must be removed.</p> <p>Any listing in a Exeter & Essential Devon Tourism Partnership publication/web site and within the Tourist Information Centre network are conditional on continued participation in the Accommodation Inspection Scheme.</p> <p>Failure to observe these conditions may result in the establishment becoming ineligible to display or use the Exeter & Essential Devon Tourism Partnership Accommodation Inspection Scheme endorsement in any form whatsoever.</p>
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Proprietor's signature:.....

Date signed:.....

Code of Conduct for Guest Accommodation

<p>Code of Conduct</p> <p>The proprietor/management is required to undertake and observe the following Code of Conduct:</p> <ul style="list-style-type: none"> • To maintain standards of guest care, cleanliness, and service appropriate to the type of establishment; • To describe accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided; • To make clear to visitors exactly what is included in all prices quoted for accommodation, including taxes, and any other surcharges. Details of charges for additional services/facilities should also be made clear; • To give a clear statement of the policy on cancellations to guests at the time of booking i.e. by telephone, fax, email as well as information in printed format; • To adhere to, and not to exceed prices quoted at the time of booking for accommodation and other services; • To advise visitors at the time of booking, and subsequently of any change, if the accommodation offered is in an unconnected annexe or similar and to indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the establishment; • To give each visitor on request details of payments due and a receipt, if required; • To deal promptly and courteously with all enquiries, requests, bookings and correspondence from visitors; • Ensure complaint handling procedures are in place and that complaints received are investigated promptly and courteously and that the outcome is communicated to the visitor; • To give due consideration to the requirements of visitors with special needs, and to make suitable provision where applicable; • To welcome all guests without discrimination in relation to gender, sexual orientation, race or religion. • To provide public liability insurance or comparable arrangement and to comply with all applicable planning, safety and other statutory requirements; 	<ul style="list-style-type: none"> • To allow a representative of the Exeter & Essential Devon Tourism Partnership reasonable access to the establishment on request to confirm the Code of Conduct is being observed. <p>Conditions of Participation</p> <p>All establishments participating in Exeter & Essential Devon Accommodation Inspection Scheme are required to:</p> <ul style="list-style-type: none"> • Meet or exceed the minimum entry requirements for a rating in the relevant accommodation sector; • Observe the Code of Conduct; • Be assessed annually, and in the event of complaints by authorised representatives of the Exeter & Essential Devon Tourism Partnership; • Pay an annual participation fee; • Complete an annual information collection questionnaire either online or by post as required. <p>Change of Ownership</p> <p>When an establishment is sold, the existing rating cannot be transferred to the new owner. The new owner is required to make an application for participation in the Exeter & Essential Devon Tourism Partnership Accommodation Inspection.</p> <p>Signage</p> <p>Where an establishment, for whatever reason, ceases to participate in the Exeter & Essential Devon Tourism Partnership Accommodation Inspection, all relevant display signs and print material must be removed.</p> <p>Any listing in a Exeter & Essential Devon Tourism Partnership publication/web site and within the Tourist Information Centre network are conditional on continued participation in the Accommodation Inspection Scheme.</p> <p>Failure to observe these conditions may result in the establishment becoming ineligible to display or use the Exeter & Essential Devon Tourism Partnership Accommodation Inspection Scheme endorsement in any form whatsoever.</p>
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