



Accommodation Charter 2021

We fully support the National Quality Inspection schemes run by Visit England, Quality in Tourism and the AA and we recommend businesses choose one of those options. However we also recognise that for some businesses there may not be a business justification for using these schemes and therefore we have replaced our Visit Truro Inspection scheme with an Accommodation Charter for members who no longer wish to be part of a nationally recognised inspection scheme.

To be a member of Visit Truro we ask you to agree to the below. Please complete accordingly and return signed with your membership paperwork

Thank You

- 1. Working with Visit Truro** - To work positively and proactively with the Visit Truro team and representatives and ensure the positive promotion of Truro & the surrounding area to our visitors.
- 2. Welcome** - To provide a warm, professional, courteous, and friendly “Cornish” welcome to all visitors.
- 3. Customer Satisfaction** - To have a Complaints Policy that can be implemented speedily and effectively; to ensure that any issues that may arise are resolved by prompt, professional and polite action.
- 4. Quality & Standards** - To ensure you maintain good standards of appropriate facilities, services and cleanliness.
- 5. Accuracy** - To ensure all information provided for visitors is up to date, accurate, provided at the right time and by appropriate methods.
- 6. Information** - To ensure all information is readily available to visitors, especially with regard to pricing [including extras], taxes and payment and packaged items.
- 7. Accessibility** - To maintain an Accessibility Statement that is regularly reviewed and amended to take account of the needs of visitors with disabilities; to fully assist visitors with specific needs, in order to maximise enjoyment of their visit; to ensure facilities and services are reasonably accessible to visitors with disabilities.
- 8. Legal & Regulatory Requirements** - To fulfil all legal obligations and responsibilities [fire precautions, display orders, food safety/hygiene, licensing, health and safety, discrimination, trade descriptions, data protection, Hotel Proprietors Act, etc] and maintain adequate insurance cover. More information can be obtained from ‘The Pink Book’([link](#))
- 9. Discrimination** - To provide a welcoming and caring service to visitors that does not discriminate, eg, by gender, sexual orientation, race, religion.
- 10. Cancellations** - To maintain a Cancellations Policy that is readily available for visitors at each stage of their visit from pre-booking through to after departure.
- 11. Sustainability** - To manage your business in a way that supports the natural environment; to minimise carbon footprint; to actively source/use local produce, where reasonable.

	Legally Required / Best Practice		Initial and Date if compliant or mark N/A
1)	Legally Required	Public Liability Insurance in place	
2)	Legally Required	Accessibility Guide in place (link)	
3)	Legally Required	Emergency Contact Details & Keyholders information available (as appropriate)	
4)	Legally Required	Register of Guests and overseas guests info (serviced accommodation) (link)	
5)	Legally Required	GDPR – data protection complied with (link)	
6)	Legally Required	Provide a safe environment for guests and comply with current regulations (link)	
7)	Legally Required	Gas safety certificate within last year for appliances / pipework	
8)	Legally Required	Carbon Monoxide detector in place if gas, oil or solid fuel heating	
9)	Legally Required	Registered as a food business with Cornwall Council. If scored must have a min of 3 star rating. (Serving or providing food)	
10)	Legally Required	Premises license in place and complying with conditions if serving or supplying alcohol	

We can

confirm we comply with all legal and regulatory requirements including the above list, where applicable and all the 'Best Practice' requirements within the charter.

Signed: _____ Date: _____

Print Name: _____

11)	Legally Required	Compliance with Caravan site license conditions (caravan holiday or camping sites)	
12)	Legally Required	Completed a fire risk assessment (link)	
13)	Legally Required	Have an appropriate automatic interconnected fire detection system in place (link)	
14)	Legally Required	Compliant with Unfair Trading Regulations – Consumer Protection (link)	
15)	Legally Required	TV Licensing (where applicable)	

Establishment Name: _____

Address: _____

_____ Postcode: _____