

Local Accommodation *Assessment schemes*

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Entry Requirements for Holiday, Touring and Camping Parks

1. Accommodation

- Provide guests with clean, hygienic, safe and well-maintained accommodation at all times.

- Give due consideration to the requirements of disabled visitors and their access needs, and make suitable provision where applicable including:
 - VisitEngland strongly recommends the provision of an **Access Statement** - a clear description of facilities and services offered, specifically relating to accessibility, to inform people with access needs.

*Note: this is an opportunity to promote your facilities and services and can help you to meet your obligations under the **Equality Act 2010** (this replaced the **Disability Discrimination Act 1995** in October 2010); for guidance refer to:*

www.visitengland.com/accessstatements

- Welcome all guests courteously and without discrimination in relation to gender, sexual orientation, disability, race, religion or belief.

2. Contractual obligations and descriptions

Provide:

- **Public Liability Insurance** - while not a statutory requirement, it is a requirement for participation in this scheme.

Comply with all relevant statutory requirements including:

- **Fire Risk Assessment*** - to comply with the Regulatory Reform (Fire Safety) Order 2005; Supply evidence that a Fire Risk Assessment has been carried out annually, for guidance refer to: <http://fire-assessments.co.uk>

- **Gas appliances*** - to comply with the Gas Safety (Installations and Use) Regulations 1998; Supply evidence that all gas appliances have been checked annually by a GAS SAFE registered gas installer.

*Note: the items underlined above i.e. Public Liability Insurance and Fire Risk Assessment and evidence of compliance with the Gas Safety Regulations **will need to be shown to the assessor at visit.***

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- Operate safely with due regard to health and safety legislation and with evidence of consideration for the safety of guests and the security of guests' property; supply clear information on how to contact proprietor/manager in case of emergency.

- Comply with the Caravan Sites and Control of Development Act 1960 (as amended) and all local planning and licensing regulations, where applicable.

Note: Site licence must be shown to the assessor at visit.

- Comply with the Data Protection Act, if applicable.

Prices

- 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.

- Adhere to, and not exceed prices quoted at the time of booking for accommodation and other services.

Payment

- Give each visitor, on request, details of payments due and a receipt, if required.

Cancellation policy

- Communicate clearly to guests your cancellation policy at the time of booking i.e. by telephone, fax or email.

Descriptions

- Describe accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided to comply with the Consumer Protection from Unfair Trading Regulations 2008.

Note: Your website will be viewed by the assessor in advance of the visit.

- Allow VisitEngland's assessment contractor access to visit the site to confirm that these Entry Requirements are being met.

VERY IMPORTANT

- * At the time of the assessment, the **Fire Risk Assessment** needs to be supplied as well as confirmation that the annual check of all **gas appliances** has been carried out. If not, the accreditation will be delayed until the owner has confirmed in writing to the assessment body that these have been completed.

- Please note that all legal liabilities relating to accommodation businesses participating in this scheme are the sole responsibility of the business concerned.

USEFUL WEB LINKS

- Visit www.visitengland.com/accesstatements for information on how to write an access statement, including a standard template.

- Visit www.visitengland.com/fire to find out more about how to complete your Fire Risk Assessment, including a standard template.