

Local Accommodation *Assessment schemes*

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Entry Requirements for Guest Houses, Bed & Breakfasts, Inns and Hotels

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>

Note: the items underlined above i.e. Public Liability Insurance and Fire Risk Assessment will need to be shown to the assessor at visit.

- Register with the local Environmental Health department, if any food is served.

- Provide a register of all guests; record passport number of all overseas guests.

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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 all local planning and licensing regulations, if applicable.
- Comply with the Hotel Proprietors Act and 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.

- Advise visitors at the time of booking, and subsequently of any change, if the accommodation offered is in an unconnected annexe or similar, and

indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the main property.

- Allow VisitEngland's assessment contractor access to visit the accommodation 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. If not, the accreditation will be delayed until the owner has confirmed in writing to the assessment body that this has been completed.

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

ADDITIONAL GUIDANCE

More detailed best practice/guidance notes are available separately and include hints and tips on how to meet guest expectations.

Breakfast

- If breakfast is not offered (or only a 'DIY' breakfast), please note that the entry-level assessment is still applicable.

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.