

The ‘English Riviera Approved’ Accommodation Inspection Scheme

Frequently Asked Questions

What is the ‘English Riviera Approved’ Accommodation Inspection Scheme?

The ‘English Riviera Approved’ Accommodation Inspection Scheme is a new inspection scheme accredited by VisitEngland. Assessments are carried out by trained Quality in Tourism inspectors. The scheme is a “light” version of the full quality assessment scheme and checks that your business is “fit for purpose” and meets all current legislation requirements, is safe, clean and well-maintained and that your website presents a true reflection of your offer.

What are the benefits?

Once accredited, accommodation providers who have paid for The ‘English Riviera Approved’ Accommodation Inspection Scheme are entitled to work with the ERTC as Promotional Partners and take advantage of the many benefits as described on www.englishrivieratourism.co.uk. In addition to benefiting from free subscription to the VisitEngland Accommodation Know-How website and mailing of the Quality Edge magazine twice a year.

What are the terms and conditions?

There are specific Terms and Conditions attached to the scheme which are listed separately. Please note that separate terms and conditions apply, should you wish to partake in any of the ERTC’s promotional activities.

What are the limitations of the scheme?

The scheme does not award star grading of any sort. Passing the scheme does not make your business eligible to be on VisitEngland or VisitBritain websites. If you would like to benefit from these wider marketing opportunities then you should consider joining the full National Quality Assurance schemes operated by VisitEngland and/or the AA.

How long does it take to become accredited?

Current waiting time for inspection is around 4-6 weeks.

How much does it cost?

- Serviced:** £76.50+ VAT up to 10 rooms and £153 + VAT above 10 rooms
- Self Catering:** £76.50+ VAT up to 4 units and £10.50 + VAT per unit above 4 units
- Parks:** £76.50+ VAT up to 30 units/pitches and £76.50 + VAT per 100 additional pitches/units or part thereof

All charges are plus VAT as standard rate.

What is covered at the inspection?

Before the assessment visit the inspector will look at your website to ensure that it is not misleading in any way and provides a true reflection of your establishment.

On arrival, the inspector will check that you have all appropriate documents and certificates and that you comply with all relevant legal requirements. It is very important that you have all the required documents to hand as the inspection cannot continue without them. A list of the documents required can be found on the overview information sheet.

During the visit the inspector will check that your establishment is clean, hygienic, safe and well maintained, that you operate with due regard to equalities, health and safety legislation and that your booking process meet the minimum entry requirements for this scheme.

NB: the scheme does not involve an overnight stay. Assessments should take up to 1-1 ½ hours depending on the size of the establishment.

How are complaints handled?

If, The English Riviera Tourism Company Ltd receives a complaint against your establishment it will be forwarded to Quality in Tourism for their information and /or action. If Quality in Tourism deems the complaint to be serious, they will arrange

a visit from their inspector. If the complaint is upheld there will be a charge of £76.50 plus VAT to the accommodation provider, payable to Quality in Tourism.

While a complaint is pending the facility to receive bookings will be withdrawn by The English Riviera Tourism Company Ltd. If three justified complaints are received in any 12 month period The English Tourism Company Ltd have the right to terminate the Partnership. In such circumstances no refund will be made for any Promotional Partnership fees already paid to The English Tourism Company Ltd.

How do I apply?

Contact Quality in Tourism for an application for email: qualityintourism@ukg4s.com, or telephone 0845 3006996.

Anything else I need to know?

The scheme is operated on a pass or fail basis. If you fail you will be advised at the time of the inspection of the area for improvements needed to pass. If you fail and subsequently reapply you will need to pay the inspection fee again as given above.

Please note that all accommodation business will be required to have passed the 'English Riviera Approved' Accommodation Inspection Scheme prior to being included in any English Riviera Tourism Company Ltd marketing campaign.

English Riviera Approved' Accommodation Inspection Scheme providers will be titled as such to be included in all marketing campaigns.

For further information please contact:

Carol Wilkinson

Telephone number: 01803 296296

Email: carol.wilkinson@englishriviera.co.uk