

## The 'English Riviera Approved' Accommodation Inspection Scheme

### Overview

#### Step 1 – Application/before visit:

On the application form, which will be sent to you by Quality in Tourism, you will be asked to confirm that you comply with the following legal requirements.

- a) That you have completed a Fire Risk Assessment – for guidance refer to [www.fireassessments.co.uk](http://www.fireassessments.co.uk) (NB this is a legal Requirement as per the Regulatory Reform (Fire Safety) Order 2005); VERY IMPORTANT – if the Fire Risk Assessment is not produced at the time of the assessment the accreditation will not be given until you subsequently confirm to the assessor in writing that this has been done.
- b) If you serve food that you have registered with the local Environment Health Department.
- c) That you have a valid Gas safe certificate (self catering only).
- d) That you have a valid site licence from your local authority (touring, camping and holiday parks only).
- e) That you have adequate Public Liability insurance.

**Please ensure you have the documents mentioned above ready for inspection during the visit.**

Please also ensure that you have considered compliance with the Disability Discrimination Act (1995). You should give due consideration to the requirements of visitors with disabilities and access needs. Writing up an **Assess Statement** is good practice; advice can be given on this during the visit (for guidance refer to [www.visitengland.com/accesstatements](http://www.visitengland.com/accesstatements)).

## Step 2 – During the visit:

During the visit the assessor will check the above documents and that:

- a) You provide guests with clean, hygienic, safe and well-maintained accommodation at all times.
- b) You welcome all guest courteously and without discrimination in relation to gender, sexual orientation, disability, race, religion or belief or age.
- c) You operate safely with due regard to health and safety legislation and can show evidence of consideration for the safety of guests and the security of guest's property; that you supply clear information on how to contact the proprietor/manager in case of emergency.
- d) You make clear to visitors exactly what is included in all prices quoted for accommodation, including taxes and any other surcharges; that details of charges for additional services are made clear and that prices quoted at the time of booking are adhered to : that there is a clear statement of policy on cancellations to guests at the time o booking i.e. by telephone, fax, email as well as in brochures and on your website; that you provide on request to visitors details of payments due and receipt.
- e) Description in any advertisement, brochure or other printed or electronic media about the facilities and services provided are accurate. NB: your website will be viewed by the assessor in advance of the visit.
- f) You advise visitors of any change accommodation offered from the time of booking.
- g) You advise visitors at the time of booking if the accommodation is in an unconnected annexe or similar and indicate the location of such accommodation and if there is any difference in comfort and/or amenities from accommodation in the main establishment.
- h) You provide a register of all gusts and record passport numbers of all overseas guests.
- i) You give due consideration to the requirements of visitors with disabilities and access needs (see above in Step 1 re access statements).

Guidance will be given at the time of the visit to include hints and tips on how to meet guest expectations and recommendations about room and bed sizes.



## **Please Note:**

- a) The scheme does not involve an overnight stay (assessments should take 1-1 ½ hours depending on size of business).
- b) the scheme is established on a pass or fail basis; if you fail, you will be advise at the time of the inspection of the area for improvement needed to pass.
- c) The scheme does **not** ward star grading of any sort
- d) Passing the scheme does **not** make your business eligible to be on the Visit England/ Visit Britain website.
- e) All legal liabilities relating to accommodation business Participating in this scheme are the sole responsibility of the business concerned. Assessments are carried out by independent assessors at Quality in Tourism, according to criteria agreed by Visit England.

## **Further general information and useful contacts:**

### **Quality in Tourism**

[www.qualityintourism.com](http://www.qualityintourism.com)

### **Visit England Quality Assessment Scheme**

[www.visitengland.org/busdev/accreditation/gasscheme](http://www.visitengland.org/busdev/accreditation/gasscheme)

### **Visit England – general issues**

[www.visitengland.org/busdev](http://www.visitengland.org/busdev)

### **AA Hotel Recognition Scheme**

[www.theaa.com/travel\\_editorial/hotel\\_services\\_hotel\\_recognition\\_scheme.html](http://www.theaa.com/travel_editorial/hotel_services_hotel_recognition_scheme.html)

### **Visit England Accommodation Know-How online service**

[www.accommodationknowhow.co.uk](http://www.accommodationknowhow.co.uk) - provides information about running an accommodation business. You can access sample pages on the site free of charge.

### **Fires Risk Assessments**

[www.fire-assessments.co.uk](http://www.fire-assessments.co.uk)

### **Gas Safe**

[www.gassaferegister.co.uk/advice/gas\\_certificates.aspx](http://www.gassaferegister.co.uk/advice/gas_certificates.aspx)