



## The 'English Riviera Approved' Accommodation Inspection Scheme

### Terms & Conditions

1. Businesses who meet the minimum entry requirements set out by VisitEngland and become accredited under the 'English Riviera Approved' to become English Riviera Promotional Partner.
2. While waiting to be inspected, accommodation providers who have paid for the 'English Riviera Approved' Accommodation Inspection Scheme are entitled to a presence on the [www.englishriviera.co.uk](http://www.englishriviera.co.uk) website, but may not receive bookings.
3. Once accredited, accommodation providers who have paid for the 'English Riviera Approved' Accommodation Inspection Scheme are entitled to full partnership benefits, including a dedicated page on [www.englishriviera.co.uk](http://www.englishriviera.co.uk) and the ability to offer availability and to receive bookings from The English Riviera Tourism Company Ltd (via [www.englishriviera.co.uk](http://www.englishriviera.co.uk) and the Visitor Information Counter.
4. All bookings received via The English Riviera Tourism Company Ltd are subject to a 10% commission payment.
5. This scheme does not allow for accommodation providers' details to be shown on the national [www.visitbritain.com](http://www.visitbritain.com); [www.visitengland.com](http://www.visitengland.com) websites. To benefit from these wider marketing opportunities, businesses will need to apply for the full National Quality Assessment Scheme operated by VisitEngland or the AA.
6. Visitors must be placed in their requested establishment on arrival.
7. Any complaint received by The English Riviera Tourism Company Ltd will be sent to Quality in Tourism for their information and/or action. While a complaint is pending the facility to receive bookings may be withdrawn by The English Riviera Tourism Company Ltd. If Quality in Tourism deem the complaint to be serious, they will arrange a visit from their inspectors. If the complaint is upheld there will be a charge of £76.50 plus VAT to the accommodation provider, payable to Quality in Tourism.
8. If three justified complaints are received in any 12 month period The English Riviera Tourism Company Ltd have the right to terminate the Partnership. In such circumstances no refund will be made for any Partnership fees already paid to The English Riviera Tourism Company Ltd.
9. The full Terms & Conditions of The English Riviera Tourism Company Ltd apply to this scheme.

ENGLISH RIVIERA **TOURISM COMPANY**



WORKING IN PARTNERSHIP

Signed..... Date .....

Print Name.....

Name of Business.....

Address.....