

# GREAT WEST WAY ACCOMMODATION CHARTER

For accommodation that hasn't already signed up to a quality charter

Great West Way has developed this Charter to recognise accommodation businesses that agree to the minimum standards of providing clean, safe and legal accommodation for our visitors and who wish to be a Great West Way Ambassador.

## Legal Requirements

To meet and maintain all current legal obligations and responsibilities (food safety/hygiene; fire precautions and risk assessment; price display orders; licensing; health & safety; discrimination; trading standards; data protection; Hotel Proprietors Act; public liability cover).

## Cancellations

To maintain a Cancellations Policy that is accessible to guests at each stage of the process, from pre-booking to post-departure.

## Quality and Standards

To maintain high standards of service and cleanliness.

## Customer Satisfaction

To have a Complaints Policy and to implement it in a timely and effective manner; to resolve any issues that may arise by prompt, professional and polite action.

## Information

To provide accurate, appropriate and accessible information on facilities, location, prices, taxes, methods of payment, packaged items and extra charges.

## Accessibility

To give due consideration to the requirements of visitors with disabilities and their access needs and to maintain an Access Statement.

## Discrimination

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

## Working in Partnership with Great West Way

To work positively and pro-actively in partnership with the Board, staff and representatives of Great West Way; to provide access to my premises upon request and the necessary evidence to verify the Charter is being adhered to.

As an Ambassador of Great West Way, I agree to meet the requirements of the Great West Way Accommodation Charter at all times and understand that I will be asked to renew this commitment annually.

Name (Block Capitals) \_\_\_\_\_ Title \_\_\_\_\_

Business Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Great West Way reserves the right to cancel an Ambassadorship, without refund, if the terms of this Charter are not met.

## Some useful info

For further information about the Accommodation Charter and the Great West Way Ambassador Network contact [info@greatwestway.co.uk](mailto:info@greatwestway.co.uk)

## Access Statements

[www.visitengland.com/accesstatements](http://www.visitengland.com/accesstatements)

## Fire Risk Assessments

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

## Accommodation Know How

[www.accommodationknowhow.co.uk/](http://www.accommodationknowhow.co.uk/)

## Environmental Health/Health & Safety

See your local destinations environmental provision.

