



Visit Wales
Croeso Cymru

**Criteria for self-assessment
by businesses to achieve
LISTED STATUS**



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

CODE OF CONDUCT for ALL ACCOMMODATION (Serviced, self catering and caravan and camping)

The proprietor/management is required to undertake and observe the following:

- To provide Public liability insurance (minimum recommended cover-£2m) and to comply with all applicable planning, safety and other statutory obligations in force (further information can be obtained from your Local Authority).
- To maintain standards of guest care, safety and security, cleanliness, and service appropriate to the type and style of business.
- To ensure that all facilities are thoroughly cleaned prior to each new let.
- To accurately describe in any advertisement, brochure or other printed or electronic media, the facilities and services provided.
- To make clear to visitors exactly what is included in all prices, including taxes, and any other surcharges. Details of charges for additional services/facilities should also be made clear. Written details of payments due and a receipt to any visitor who request it.
- To give a clear statement of policy on cancellations to guests at the time of booking e.g. by telephone or in print if requested by guest.
- To advise visitors at the time of booking, and subsequently of any change, if the accommodation/pitch is offered in an unconnected annex or similar and to indicate the location of such accommodation/pitch and any difference in comfort and/or amenities from accommodation/pitch at the business.
- To deal promptly and courteously with all enquiries, requests, bookings and correspondence from visitors.
- Ensure complaint handling procedures are in place and that complaints received are investigated promptly and courteously and that the outcome is communicated to the visitor.
- To give due consideration to the requirements of visitors with disabilities and visitors with special needs, and to make suitable provision where applicable.
- To give due consideration to operating the business in a sustainable way through the use of environmentally friendly products and practices.
- To allow a representative from or on behalf of Visit Wales reasonable access to the establishment, on request, to confirm that the Code of Conduct is being fully observed and relevant scheme criteria attained.
- To confirm that all facility requirements as per the attached list are provided.

SERVICED ACCOMMODATION – Specific facility requirements

To include hotels, bed and breakfast and guest houses, serviced hostels and campus.

In order to meet consumer expectations for tourist accommodation that is fit for the purpose for which it is intended, Visit Wales requires full compliance at all times with all the requirements listed below, including those in the Code of Conduct.

Any business offering accommodation to Department for Work and Pensions residents or operating as a refuge hostel cannot participate in the scheme.

General

All areas of the operation should meet an acceptable standard for housekeeping and maintenance.

Housekeeping/cleanliness

- Cleanliness is of paramount importance to guests in every type of establishment so a high standard of cleanliness must be achieved and maintained throughout the property.

Maintenance

- The accommodation should be well maintained, all aspects of the property is to be fit for purpose, both the interior and exterior aspects of the property are to be in a sound condition with no signs of dampness/disrepair.
- Monitoring procedures should be in place for reporting of broken/damaged items in the accommodation.

Management

- Management/proprietors to be available for guests' arrival, departure and at all meal times.

Food/Drink

- A breakfast, including hot beverages to be available.

Public Areas

- A dining room or breakfast area available unless meals are served in the bedroom, in which case, guests need to be told of this when they book.

Bedrooms

- Clean, sound bed and pillow.
- Bedding and bed linen, spare linen available on request,(unless customer brings own).
- Clean linen provided for each new let.
- Adequate heating available/adequate lighting available.
- At least one power point.
- At least one open able window or an appropriate ventilation system in place for non openable windows.
- Curtains, blinds or shutters provided on all windows.
- Wardrobe/clothes hanging space provided.

Bathrooms

- Where facilities are shared, there must be at least 1 WC with toilet roll holder and paper, bath or shower room with a washbasin. If all bedrooms for let each have an en-suite bathroom or dedicated private bathroom with own key issued, there is no requirement for shared bathroom/WC facilities.

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- If a shower is provided, a screen or curtain is required.
 - Hot water available at all reasonable times.
 - Hook for clothes, and a mirror.
 - Windows fitted with blinds, shutters or curtains.
 - All internal en-suites/bathrooms without an openable window require a 'Local Authority approved' ventilation system.
 - Adequate lighting with bathroom approved light fitting.
 - An internal lock or bolt.
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SELF-CATERING ACCOMMODATION – Specific facility requirements

As well as traditional cottages and apartments, to also include self catered hostels, bunkhouse and campus.

In order to meet consumer expectations for tourist accommodation that is fit for the purpose for which it is intended, Visit Wales requires full compliance at all times with all the requirements listed below, including those in the Code of Conduct.

Any business offering accommodation to Department for Work and Pensions residents or operating as a refuge hostel cannot participate in the scheme.

General

All areas of the operation should meet an acceptable standard for housekeeping and maintenance.

Housekeeping/cleanliness

- Cleanliness is of paramount importance to guests in every type of establishment so a high standard of cleanliness must be achieved and maintained throughout the property.

Maintenance

- The accommodation should be well maintained, all aspects of the property is to be fit for purpose both the interior and exterior aspects of the property are to be in a sound condition with no signs of dampness/disrepair.
- Monitoring procedures should be in place for reporting of broken/damaged items in the accommodation.

Management

- Management/proprietors must be available for guests' arrival, or alternative arrangements for access communicated to them beforehand.
- Where there is sleeping accommodation in living areas, this must be accurately described.

Public Areas

- Sufficient table and seating facilities for meals.
- Chairs and/or sofa provided, sufficient for the maximum number of advertised occupants.
- Adequate heating/adequate lighting.

Bedrooms

- Clean, sound bed and pillow.
- Where linen is provided, it should be changed for all new occupants and weekly change offered during the letting period. Spare linen and bedding available on request.
- Adequate heating available/adequate lighting available.
- At least one power point.
- At least one open able window or an appropriate ventilation system in place for non open able windows.
- Curtains, blinds or shutters provided on all windows.
- Wardrobe/clothes hanging/storage space provided.

Bathrooms

- A bathroom with WC, toilet roll holder, bath or shower, washbasin and supply of hot and cold water.
- If a shower is provided, it must have a screen or curtain.
- Hooks for clothes and a mirror.
- Windows fitted with blinds, shutters or curtains.
- All internal en-suites/bathrooms without an open able window require a 'Local Authority approved' ventilation system.
- Adequate lighting with bathroom approved light fittings.
- An internal lock or bolt.

Kitchen

- Means of cooking, fridge, food storage space, work space for food preparation, and washing up facility.
- Refuse disposal facility.
- Appropriate kitchen crockery and utensils, sufficient for number of guests.
- Adequate lighting and ventilation.

CARAVAN, TOURING AND CAMPING PARKS – Specific facility requirements

In order to meet consumer expectations for tourist accommodation that is fit for the purpose for which it is intended, Visit Wales requires full compliance at all times with all the requirements listed below, including those in the Code of Conduct.

Any park or site offering accommodation in any caravan to Department for Work and Pensions residents or operating as a refuge hostel cannot participate in the scheme.

General

There must be an appropriate site licence/planning consent for the type of site being run or official proof from relevant authority/body of exemption from the need for a site licence.

All caravan holiday homes for hire on the park must comply with European Standard EN 1647 or the British Standard BS 3632, be of a proprietary make, and provide all of the requirements for Caravan Holiday-Homes for Hire as detailed below.

The whole park/site including central facilities such as leisure suites, bars, play areas etc must be well maintained and kept in a clean, safe and presentable manner.

Toilet/Shower Facilities

If available, these should be clean, well maintained, adequately lit and have an adequate supply of hot and cold water. All toilet/shower facilities should have the following provided:

- Hooks for clothes.
- Toilet roll and holder.
- Sanitary disposal facility within each amenity block (ladies).
- Wash hand basins with plugs.
- Hand drying facilities.
- Door and/or shower curtain fitted to all shower cubicles.

Site Facilities

- The intended use of all facilities on the site must be clearly indicated by signage.
- Adequate provision for refuse disposal must be made, and chemical waste disposal provided unless specifically prohibited by site licensing terms or by official exemption agreement.
- Pot wash facilities, where provided, should have an adequate supply of hot and cold water and be clean and well maintained.

Letting Caravan Holiday Home Requirements

Each caravan let must:

- Be set on a level, secure base with well maintained steps to each door.
- The interior of the letting van must meet an acceptable standard for housekeeping and maintenance.
- Have adequate heating and lighting.
- Have an internal bathroom providing WC, wash basin and shower or bath.
- Have a supply of hot and cold water.
- Have a means of cooking food and making hot drinks and provide cooking utensils and crockery, sufficient for number of guests.
- Have a fridge, washing up and refuse disposal facility and storage area for food.
- Have openable windows, curtains or blinds.
- Provide clean, sound bed and pillow for each occupant.
- Be connected to a suitable foul water drainage system.

VISITOR ATTRACTIONS – Specific requirements

The Visit Wales definition of an attraction must first be satisfied. This is:

“A permanently established excursion destination, a primary purpose of which is to allow access for entertainment, interest, or education, rather than being primarily a retail outlet or a venue for sporting, theatrical or film performance. It must be open to the public without prior booking, for published periods each year, and should be capable of attracting day visitors or tourists.”

As well as complying with the above definition, all the following must be satisfied:

- To provide public liability insurance (minimum recommended cover – £2 Million) and to comply with all applicable planning, safety and other statutory obligations in force (further information can be obtained from your Local Authority);
- To describe accurately to all visitors and prospective visitors the amenities, facilities and services provided in any advertisement, brochure or any other printed or electronic media, and to indicate on all such promotional material any significant restrictions on entry;
- To display clearly at public entry points any charges for entry/participation including service charges and taxes (where applicable) and whether there are any additional charges or individual attractions;
- All elements of the attraction available to the visitor should be clean, well maintained, in good condition and working as intended;
- To deal promptly and courteously with all enquiries, requests, bookings and correspondence from visitors;
- Ensure that complaint handling procedures are in place and that complaints received are investigated promptly and courteously and that the outcome is communicated to the visitor;
- Give due consideration to the requirements of visitors with disabilities and visitors with special needs, and to make suitable provision where applicable;
- To give due consideration to operating the business in a sustainable way through the use of environmentally friendly products and practices;
- To allow a representative from or on behalf of Visit Wales reasonable access to the attraction, on request, to confirm that the requirements listed above are being fully observed.

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