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## Dartmoor Partnership Inspection

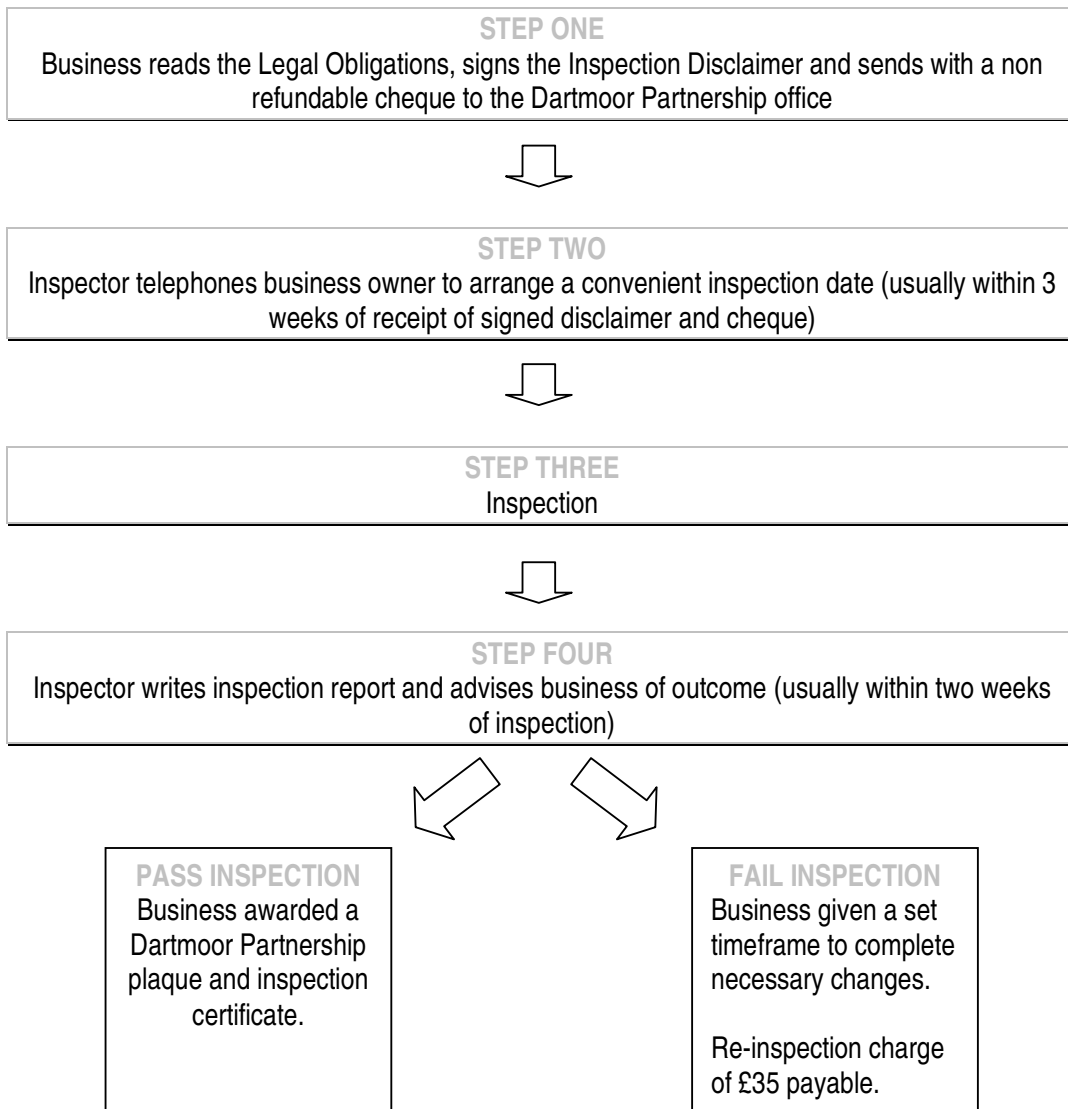




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## Inspection Process

The following diagram shows step by step the Dartmoor Partnership inspection process:



\*Inspection visits will take place between the hours of 9am and 5.30pm Monday – Friday. Inspection visits outside of specified times (evenings & weekends) are at the discretion of the inspector and incur an additional charge of £20+VAT.



## The benefits and costs of being inspected by the Dartmoor Partnership

- **Unlimited use of widely recognised marque** in all your promotional material and in listings on any commercial websites.
- **Annual assessment** by one of our professional inspectors. The inspector will award your Dartmoor Partnership marque and give advice on how to maintain and improve your standing as well as maximise the potential of your business.
- **Written report** after each assessment, outlining strengths and areas for improvement for each area of the business assessed.
- **Free exterior sign** to promote your award to your customers; these plaques are made from reclaimed oak and chestnut, as pictured on the front cover of this document. You will also receive an annual certificate to display in reception.
- **Cost effective** inspection scheme that works for you. The Dartmoor Partnership scheme ensures that your business is legal, safe and clean. There is no overnight stay and no star rating which enables us to keep fees to a minimum.
- **Confidence** that your business is legal, safe and clean and meeting the standards that you can be proud of.

	<b>Annual inspection</b>	<b>Inspection first year surcharge</b>	<b>Total</b>
<b>Up to 5 bedrooms/units</b>	£67.00 + VAT = £78.73	£30.00 + VAT = £35.25	£97 + VAT = £113.98
<b>6+ bedrooms/units</b>	£75 + VAT = £88.13	£30.00 + VAT = £35.25	£105 + VAT = £123.38
<b>Serviced &amp; self-catering inspection on same property</b>	£95 + VAT = £111.63	£30.00 + VAT = £35.25	£125 + VAT = £146.88
<b>Pre-inspection visit with an inspector (should you require one)</b>		£30.00 + VAT = £35.25	£30.00 + VAT = £35.25



## Legal Obligations & Inspection Disclaimer

**You should make yourself aware of your legal obligations to guests and in relation to letting your property and if necessary consult your legal adviser. The fact that we have inspected your property does not mean that we agree that it complies with all the relevant regulations (although we will always inform you if we think it does not).**

*For further guidance we highly recommend you obtain a copy of the Pink Booklet priced at £14.99 + £2.50 postage, available from Littlehampton Book Company T: 01903 828503. Or view legislation on line at: <http://www.accommodationknowhow.co.uk>*

**You should particularly check that your property complies with the following** (please put a tick in the box alongside each heading to show you comply):

### **Fire Regulations**

The Regulatory Reform (Fire Safety) Order 2005, makes you responsible for taking steps to protect the people using your premises from the risk of fire. You must have conducted a written Fire Risk Assessment, have a copy available for inspection at any time by the Fire Brigade and review it regularly. See: <http://www.communities.gov.uk/documents/fire/pdf/payingquests.pdf>

### **Gas Regulations**

If you have gas boilers, fires or other appliances which burn gas you must have them checked at least once a year by a registered operative. See: <http://www.hse.gov.uk/pubns/indg238.pdf>

### **Electrical Regulations**

All electrical equipment in your property must be safe to be used for the purpose for which it is intended. It is recommended you get an electrician to check it at least once a year. See: <http://www.pat-testing.info/> for further information.

### **Private Water Supplies**

These must be tested at least once a year to prove they meet the minimum required standard. For further information and to arrange a test contact your local Environmental Health Officer. Also see: <http://www.dwi.gov.uk/consumer/faq/private.htm>

### **Public Liability**

You should ensure your Public Liability Insurance cover is adequate and examine your property for potential hazards, remove them where possible or mitigate their risk. You should make yourself aware of your responsibilities to inform your visitors of potential hazards. If necessary, consult your legal adviser. If you have a swimming pool you should be especially clear on these details. In all cases, you should be aware that it is your responsibility to assess the risks to visitors to your property and take reasonable steps to minimise them. *Please provide your Public liability insurer and policy number here:*

### **Policy Number:**

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### **Employers Liability**

You must hold current Employers Liability Insurance if you employ at least one person and ensure your cover is adequate. See <http://www.hse.gov.uk/pubns/hse40.pdf> for further information.

### **Price Display Orders**

You must display a current tariff that includes V.A.T. and lists all extras. Guests need to be aware of any such charges before occupation. [http://212.104.147.54/media/pdf/b/a/Hotel - tourism\\_order.pdf](http://212.104.147.54/media/pdf/b/a/Hotel_-_tourism_order.pdf)

### **Trades Description Act**

You must give true and accurate information to the guest, both verbally and in any promotional material, including cancellation policy on bookings. See: <http://www.berr.gov.uk/files/file8156.pdf>

**Disability Discrimination**

The Disability Discrimination Act 1995 expects tourism businesses to make reasonable adjustments. See: [http://www.opsi.gov.uk/acts/acts1995/ukpga\\_19950050\\_en\\_1](http://www.opsi.gov.uk/acts/acts1995/ukpga_19950050_en_1)

**Access Statement**

It is advisable to have a written Access Statement to enable a potential visitor to make an informed decision as to whether your business meets their particular access needs. See: <http://www.dartmoor.co.uk/site/membership/accreditation/>

**TV & Entertainment Licensing**

If you offer short term accommodation (of any kind) and are providing television sets you need a Hotel and Mobile Units Licence. See: <http://www.tvlicensing.co.uk/information/hotels.jsp>

If you play or perform live any copyright music in public on your premises (this currently includes guests' bedrooms) you need a Performing Rights Society licence (PRS). Call 020 7580 5544 or see: <http://www.prs.co.uk>

If you play music in public from record, tape, compact disc, video etc, you require a Phonographic Performance Licence (PPL) and probably need a licence if you play music from the radio or television. Call 020 7534 1070 or see: <http://www.ppluk.com/en/Music-Users/Why-you-need-a-licence/>

**Licensing Act 2003**

You must ensure that the services which you offer are permitted by reference to a current Premises Licence granted under the Licensing Act 2003 and that the Designated Premises Supervisor has been correctly appointed and is aware of the Operating Schedule attaching to the Premises Licence and the Terms and Conditions of the Premises Licence generally.

**Guest Registration**

You must maintain a guest registration system that records the full name and nationality of all guests over 16 years of age. You must keep the passport numbers of non-E.E.C. residents on arrival and details of the next destination on departure. You must also keep these records for 12 months. See: <http://www.accommodationknowhow.co.uk/legis.aspx?title=Registration%20and%20Data%20Protection>

**Health & Safety**

Ensure that printed information on safety requirements and emergency procedures are made available or made prominently visible to every guest in their rooms or accommodation. See <http://www.accommodationknowhow.co.uk/categorymain.aspx?expand=true&title=Health%20and%20safety>

**Smoking**

Comply with the ban on smoking in enclosed public places and places of work (with some exceptions) under the Health Act 2006 which came into force on 1st July 2007. For further information see: [http://www.opsi.gov.uk/acts/acts2006/pdf/ukpga\\_20060028\\_en.pdf](http://www.opsi.gov.uk/acts/acts2006/pdf/ukpga_20060028_en.pdf)

**Food Handling**

Accommodation businesses serving food and drinks need to register with their Environmental Health Department, 28 days before opening for business. Contact your Local Authority for further information.

**Inspection Disclaimer**

Please sign below to confirm you are aware of the regulations mentioned above, to confirm your property and the equipment in it comply with those regulations and to confirm you indemnify Dartmoor Partnership Ltd. against claims that might arise from your failure to comply with regulations or adequately assess risks.

*We may ask you to provide evidence that the above requirements are being fulfilled. Dartmoor Partnership reserves the right to refuse membership to any business that it deems does not adequately fulfil minimum quality standards and statutory legislation.*

**Print your name** .....

**Property name & type** .....

**Address** .....

**Telephone** .....

**Email & Website** .....

**Signed:** ..... **Date:** .....



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## Inspection Policy

The Dartmoor Partnership prides itself in working with good quality businesses. In order to maintain high standards all accommodation providers must hold a recognised accommodation inspection either with Visit Britain, the AA or the Dartmoor Partnership.

### Dartmoor Partnership Inspections

Many local businesses opt for a Dartmoor Partnership inspection as it offers excellent value for money. Our friendly, local inspectors have spent years working in the service industry and are on hand to provide on going support and encouragement – their role is not to chastise.

The criteria used by the Dartmoor Partnership inspectors comply with and in many cases exceed the minimum national quality standards used by both Visit Britain and the AA. The following aspects are considered as part of the inspection process:

#### Cleanliness

- Bedrooms
- Bathrooms
- Dining Areas
- Public Areas

#### Hospitality & Friendliness

- Booking and Arrival
- Dinner (where served) and General Services
- Breakfast
- Departure

#### Service & Efficiency

- Welcome and Arrival
- Booking and Prices
- Dinner (where served) and General Services
- Breakfast
- Departure

#### Food Quality

- Dinner (where provided)
- Breakfast

#### Exterior

- Buildings - Appearance and Condition
- Grounds, Gardens and Frontage
- Car Parking (where provided)
- Recreation (where provided)

#### Bedrooms – Quality & Condition

- Decoration
- Furniture, Furnishings and Fittings
- Flooring
- Beds and Bedding
- Lighting, Heating and Ventilation
- Bedroom Accessories
- Space, Comfort and Ease of Use

#### Bathrooms, En suites & WCs

- Decoration
- Fixtures and Fittings
- Flooring
- Lighting, Heating and Ventilation
- Towels and Toiletries
- Space, Comfort and Ease of Use

#### All public areas including lounges, bars, halls, stairs, landings and public WCs

- Decoration
- Furniture, Furnishings and Fittings
- Flooring
- Lighting, Heating and Ventilation
- Space, Comfort and Ease of Use

#### Dining Room or Restaurant

- Decoration
- Furniture, Furnishings and Fittings
- Flooring
- Lighting and Heating
- Table Appointments
- Space, Comfort and Ease of Use

#### Individuality

Rest assured the individuality, charm and overall ambience of each property are also acknowledged in inspection reports, as these naturally vary with the different types and styles of accommodation on offer.

#### Disclaimer

**To apply for a Dartmoor Partnership inspection you must read, fulfill and sign our Legal Obligations & Inspection Disclaimer prior to inspection.**



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## Code of Conduct and Conditions for Participation

### Code of Conduct

The operator/manager is required to undertake and observe the Dartmoor Partnership Code of Conduct:

#### Prior to booking

- To describe accurately in any advertisement, brochure, or other printed or electronic media, the facilities and services provided;
- To make clear to guests in print, in electronic media and on the telephone exactly what is included in all prices quoted for accommodation, including taxes, and any other surcharges. Details of charges for additional services/facilities should also be made clear, for example breakfast, leisure etc.;
- To provide information on the suitability of the premises for guests of various ages, particularly for the elderly and the very young;
- To allow guests to view the accommodation prior to booking if requested.

#### At the time of booking

- To clearly describe the cancellation policy to guests i.e. by telephone, fax, internet /email as well as in any printed information given to guests;
- To adhere to and not to exceed prices quoted at the time of booking for accommodation and other services;
- To make clear to guests if the accommodation offered is in an unconnected annexe or similar, and to indicate the location of such accommodation and any difference in comfort and/or amenities from accommodation in the establishment.
- **On arrival**
- To welcome all guests courteously and without discrimination in relation to gender, sexual orientation, disability, race, religion or belief.

#### During the stay

- To maintain standards of guest care, cleanliness, and service appropriate to the type of establishment;
- To deal promptly and courteously with all enquiries, requests, bookings and correspondence from guests;
- To ensure complaint handling procedures are in place and that complaints received are investigated promptly and courteously and that the outcome is communicated to the guest.

#### On departure

- To give each guest, on request, details of payments due and a receipt, if required/requested.

#### General

- To give due consideration to the requirements of guests with special needs, and to make suitable provision where applicable; To ensure the accommodation is prepared for the arrival of guests at all times when the establishment is advertised as open;
- To advise guests, at any time prior to their stay, if there are any changes in what has been booked;
- To have a complaints handling procedure in place to deal promptly and fairly with all guest complaints;
- To hold current public liability insurance and to comply with all relevant statutory obligations including legislation applicable to fire, health and safety, planning and food safety;
- To allow the Dartmoor Partnership representatives reasonable access to the establishment, on request, to confirm that the code of Conduct is being observed or in

order to investigate any complaint of a serious nature notified to them;

- When a business is sold or ceases to trade, every effort should be made to inform the Dartmoor Partnership.

### Conditions for Participation

All establishments participating in the Dartmoor Partnership inspection scheme are required to:

- Read, fulfill and sign a Dartmoor Partnership Statutory Obligations & Inspection Disclaimer prior to inspection.
- Meet or exceed the Dartmoor Partnership minimum entry requirements to pass an inspection;
- Observe the Dartmoor Partnership Code of Conduct;
- Be assessed annually, and in the event of complaints, by authorised representatives of the Dartmoor Partnership;
- Pay an annual participation fee;
- Any participant disqualified from the Dartmoor Partnership inspection scheme for whatever reason will not be allowed to apply to re-join for a minimum period of a year from the date of disqualification. After that time they may apply to rejoin the scheme but acceptance of an application will be at the sole discretion of the Dartmoor Partnership.
- If disqualification was on the basis of quality or the level of complaints, then it must be demonstrated that the areas of concern have been addressed. This may be done in the form of an advisory visit by a Dartmoor Partnership representative, for which an additional charge is likely to be made.

### Change of Ownership

- When an establishment is sold or the method of operation changed, e.g. contracted out, and the new owner does not continue participation in the Dartmoor Partnership inspection scheme, the existing rating cannot be transferred. If a property is sold for continued use to accommodate guests and details of the new owners are provided to the Dartmoor Partnership, the rating may be continued under the following circumstances:
- Contact details of the new owners and the expected completion date are passed to the Dartmoor Partnership
- The new owners apply and pay for participation in the Dartmoor Partnership inspection scheme within 28 days of completion. If the application/payment is received within 28 days, the original owners may be entitled to a pro-rata refund.

### Signage

- Continued use or display of inaccurate, misleading or out-of-date signage by a participant in the Dartmoor Partnership inspection scheme may result in the Dartmoor Partnership withdrawing the establishment from participation in the scheme.
- Where an establishment, for whatever reason, ceases to participate in the Dartmoor Partnership inspection scheme, all relevant display signs and electronic and print material must be removed (please note that this may not apply in the case of change of ownership if the new owner joins within 28 days of completion. See 'Change of Ownership' text above).
- Failure to observe these conditions may result in the establishment becoming ineligible to display or use the Dartmoor Partnership endorsement in any form whatsoever.



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## Membership Charter

At the Dartmoor Partnership we will do everything to ensure that our members receive the best possible service. However, we recognise that sometimes we might not get things right. When this happens we will encourage you to tell us any comments or feedback that you have to help us improve our service.

Where issues arise, we welcome the opportunity to put things right. We want to:

1. Make it easy for you to contact us
2. Listen to you
3. Consider how you would like us to resolve things
4. Make sure you are satisfied with how we handled your concerns.

### How can I contact you?

If you are not satisfied with any aspect of the service provided by Dartmoor Partnership, please let us know either:

1. In writing to us at Dartmoor Partnership Limited, Okehampton Business Centre, Unit 6  
Higher Stockley Mead, Okehampton, Devon EX20 1FJ
2. By telephone on 01837 52200
3. By email to [info@discoverdartmoor.com](mailto:info@discoverdartmoor.com)

### How long will it take?

Our aim is to resolve your concern as quickly as possible.

If we are unable to reply by the end of the following business day, after we receive it, we will contact you to:

1. Acknowledge your concern.
2. Advise you who is dealing with your enquiry.

In the majority of cases, we will be able to resolve your concern within 7 business days of receiving it. If we have not resolved it within 7 business days, we will contact you again to update you with progress and tell you how much longer we anticipate we will take.