



Accommodation Quality Charter

All accommodation businesses on the Oxfordshire Cotswolds website agree to the following ten points

1. **Working with Oxfordshire Cotswolds Tourism** – To work positively and proactively with Oxfordshire Cotswolds to promote the area by offering a genuinely warm welcome to visitors and ensure positive promotion of the area.
2. **Legal Requirements** – To fulfil all legal requirements and responsibilities and maintain adequate insurance.
3. **Discrimination** – To provide a welcoming and caring service to visitors that does not discriminate by gender, sexual orientation, race or religion.
4. **Customer Satisfaction** – To have a documented Complaints Policy that is available for customers to view and can be implemented speedily and effectively; to ensure that any issues that may arise are resolved by prompt, professional and polite action.
5. **Accessibility** – To fully assist visitors with specific needs and where possible to ensure facilities and services are reasonably accessible to visitors with disabilities. To maintain an Access Statement that is regularly reviewed and amended to take account of the needs of visitors with disabilities and to incorporate any feedback received.
6. **Quality and Standards** – To maintain good standards of facilities, cleanliness and service delivery.
7. **Information** – To ensure all information is readily available to visitors by an appropriate method, and is accurate, up to date and has clarity in relation to all aspects of available facilities and payments, pricing and charges.
8. **Accuracy** – To ensure all information provided for visitors is up to date, accurate, provided at the right time and by appropriate methods.
9. **Cancellations** – To maintain a Cancellations Policy that is readily available for visitors at each stage of their visit, from pre booking through to after departure.
10. **Sustainability** – To manage the business in a way that supports the natural environment: to minimise carbon footprint; to actively source/use local produce where reasonable.

