

Truro Tourist Information Centre

2012 Membership Package

Membership Benefits

1st January – 31st December 2012

Truro Tourist Information Centre member benefits include:

- Dedicated, knowledgeable local staff will promote your business and provide an accommodation booking service.
- Colour entry in the annual A5 Truro Guide (Deadline for entry 28 November 2011).
- Entry on the Cornwall Destination Management System – your details accessible for direct bookings by Tourist Information Centres across the County and Region.
- Full entry on [http//.tourism.truro.gov.uk](http://.tourism.truro.gov.uk) accommodation listing.
- 10% discount on purchases from office, this offer excludes Eden tickets, Council bags, Theatre tickets & Mussel cards.

Terms & Conditions Truro Tourist Information Membership

Please note that the following terms and conditions apply to those accommodation providers wishing to apply for inclusion on the destination accommodation bookings database held at Truro Tourist Information Centre to receive bookings and referrals for the period 1st January – 31st December 2012.

1. Accommodation providers are required to hold current assessment from one or more of the following recognised organisations. Membership of the Quality Schemes must be maintained throughout the period of registration. Quality Assessment Organisations and contact telephone numbers:
Quality in Tourism (Visit Britain): 0845 300 6996
AA (Serviced accommodation): 01256 844 455
AA Self Catering, Campsites & Caravan Parks: 01256 493 854
2. All serviced bookings completed on behalf of a customer by Truro TIC will be subject to a commission fee. Commission fees are payable by the customer when booking and should be deducted by the accommodation provider when the bill is settled at the end of the customers stay.
3. The commission fees for Serviced Accommodation (Hotel, Guesthouse, B&B) is 10% of the value of the 1st nights booking (room and breakfast rate). Self-Catering, including camping bookings are usually booked directly through the provider in advance to the customers stay. Therefore commission fees are not applicable.
4. Accommodation providers must log vacancies direct on to the destination database – full

information on how to do this will be provided on joining.

5. The vacancy list is offered to customers on a random basis, but bearing in mind the customers particular requirements expressed when booking.
6. Should a customer cancel a booking or fail to present themselves at the establishment after the booking has been made by Truro Tourist Information Centre, the accommodation provider should contact Truro Tourist Information Centre to obtain the customer's contact details and the accommodation provider should then take the matter up directly with the customer.
7. If a customer cancels a booking or fails to present themselves at the establishment, the booking deposit will be retained by Truro Tourist Information Centre.
8. Whilst Truro Tourist Information Centre makes every effort to find suitable accommodation for visitors, it cannot be held responsible nor accept any liability for complaints or claims of any nature arising from a booking, nor for any loss or damage arising from a booking.
9. Data will be collected and processed in accordance with the provisions of the Data Protection Act 1998

What to do now

For membership of Truro Tourist Information Centre, please complete Table.

After completing this form (retain a copy for your reference), please return it with your payment, renewal information sheet and a valid assessment certificate to: **Truro Tourist Information Centre**, Municipal Buildings, Boscawen Street, Truro, TR1 2NE.

Type of accommodation		Truro TIC Membership Fee (ex VAT) (£)	Total (incl VAT) (£)
Serviced: Hotel / Guest Accommodation (please circle)	Number of rooms		
1 to 4		55.00	66.00
5 to 10		60.00	72.00
11 to 20		65.00	78.00
21 to 30		70.00	84.00
31 to 50		75.00	90.00
Self Catering	Number of units		
1 to 4		55.00	66.00
5 to 10		60.00	72.00
11 to 20		65.00	78.00
21 to 30		70.00	84.00
31 to 50		75.00	90.00
Holiday Parks	Number of units/pitches		
1 to 49		55.00	66.00
50 to 99		60.00	72.00
100 to 149		65.00	78.00
150 to 199		70.00	84.00
200 +		75.00	90.00
Quality Accredited Agents	Number of Units		
1 to 30		60.00	72.00
31 to 51		65.00	78.00
52 to 81		75.00	90.00
82 to 100		94.00	112.80
101 to 150		115.00	138.00
151+		150.00	180.00