

TRURO TOURIST INFORMATION CENTRE SERVICED ACCOMMODATION REGISTRATION FORM 2012

ESTABLISHMENT DETAILS

ESTABLISHMENT NAME.....
(Hotels, please remember that you can only use the word hotel in your establishment name if you are graded as a hotel for 2012)

ESTABLISHMENT ADDRESS.....
.....

POSTAL TOWN.....

POSTCODE.....

HOME ADDRESS (IF DIFFERENT FROM ABOVE)
.....

POSTAL TOWN.....POSTCODE.....

WEBSITE ADDRESS.....

CATEGORY

(TICK BOX THAT INDICATES YOUR NATIONAL GRADING DESCRIPTOR)

Serviced

- HOTEL SMALL HOTEL METRO HOTEL BUDGET HOTEL COUNTRY HOUSE HOTEL CASTLE
 TOWNHOUSE HOTEL GUEST ACCOMMODATION GUEST HOUSE BED & BREAKFAST
 PUB/INN RESTAURANT WITH ROOMS FARMHOUSE TRAVEL ACCOMMODATION
 CAMPUS SERVICED APARTMENT

Gradings

NQAS (1-5 STARS) GRADING..... VISIT BRITAIN AA

OTHER AWARDS NOT LISTED.....

MOBILITY GRADING (IF APPLICABLE)

- MOBILITY1 VISUAL1 MOBILITY, VISUAL & HEARING
 MOBILITY2 VISUAL 2
 MOBILITY3 HEARING 1
 MOBILITY4 HEARING 2

 ONE STEP AHEAD

(PLEASE NOTE THAT IF YOUR GRADING LAPSES DURING THIS YEAR, TRURO TIC WILL REMOVE THE ESTABLISHMENT DETAILS FROM OUR WEBSITE UNTIL SUCH TIME AS IT IS RE-INSTATED)

ESTABLISHMENT FACILITIES

PROVIDER PREFERENCES

- CASTLE COUNTRY HOUSE HAUNTED INN SEAFRONT CATER EXCLUSIVELY FOR VEGATARIANS FARM
 IN COUNTRYSIDE NON SMOKING ESTABLISHMENT TOWNHOUSE CELEBRITY CONNECTION FILM/TV LOCATION IN TOWN/CITY CENTRE
 OF HISTORIC, LITERARY OR ARCHITECTURAL INTEREST

CHILDREN AND INFANTS

- ACCEPT CHILDREN (MINIMUM AGE) COT HIGH CHAIR CHILDREN'S PLAY AREA FACILITIES FOR CHILDREN
 SPECIAL MEAL TIMES FOR CHILDREN CHILDREN'S VIDEOS/DVDS AVAILABLE FOOD/BOTTLE WARMING AVAILABLE

PARKING & TRANSPORT

- CAR PARKING ON SITE PARKING COURTESY TRANSPORT TO AIRPORT OFF SITE PARKING

LEISURE FACILITIES

- ACCESS TO GOLF COURSE FISHING HEALTH/FITNESS/BEAUTY FACILITIES OUTDOOR POOL SPA BATH WATER SPORTS FACILITIES ARRANGEMENTS FOR RIDING/PONY TREKKING GAMES ROOM INDOOR POOL SAUNA SWIMMING POOL CYCLE HIRE
 GYM OTHER SPORTING FACILITIES SOLARIUM TENNIS COURT

CATERING

- ADDITIONAL MEAL DETAILS HALF BOARD SUPPLEMENT (£.....) SERVE EVENING MEAL BAR ROOM SERVICE SERVE LUNCH
 CATER FOR VEGETARIANS SERVE BREAKFAST

PAYMENT METHODS

- AMERICAN EXPRESS ACCEPTED EUROS ACCEPTED MASTERCARD ACCEPTED STERLING TRAVELLERS CHEQUES ACCEPTED
 DELTA ACCEPTED JCB ACCEPTED SOLO ACCEPTED VISA ACCEPTED DINERS CLUB ACCEPTED MAESTRO ACCEPTED
 SPECIAL GROUP RATES

ROOM/UNIT FACILITIES

- CD PLAYER IN ALL BEDROOMS FOUR POSTER BEDS AVAILABLE MODEM POINT IN ALL BEDROOMS
 TEA & COFFEE MAKING FACILITIES IN ALL BEDROOMS COLOUR TV IN ALL BEDROOMS GROUND FLOOR BEDROOMS AVAILABLE
 NON SMOKING ROOMS AVAILABLE TELEPHONE IN ALL BEDROOMS DVD PLAYER IN ALL BEDROOMS HAIRDRYER IN ALL

BEDROOMS

- RADIO IN ALL BEDROOMS

ESTABLISHMENT FEATURES

- 24HR RETURN LAUNDRY SERVICE AVAILABLE FOR WEDDING RECEPTIONS CONFERENCE FACILITIES GARDEN/PATIO FOR GUESTS' USE
 LIFT PETS ACCEPTED REGULAR EVENING ENTERTAINMENT WELCOME SINGLE SEX GROUPS, E.G. STAG/HEN PARTIES ACCEPT COACH PARTIES
 BUSINESS FACILITIES (FAX/MODEM) CURRENCY EXCHANGE SERVICE IRONING FACILITIES NIGHT PORTER PUBLIC TELEPHONE
 SEPARATE GUESTS LOUNGE AIR-CONDITIONING THROUGHOUT CENTRAL HEATING THROUGHOUT EVENT VENUE
 LICENSED FOR CIVIL MARRIAGES NUMBER OF SHARED GUEST BATHROOMS REAL LOG/COAL FIRES STAFF FLUENT IN FOREIGN LANGUAGE

SPECIALIST FEATURES

- AIM TO ATTRACT CONFERENCES AND BUSINESS MEETINGS MARKETED TO OTHER SPECIALIST MARKET SPECIAL PROVISIONS FOR WALKERS
 MARKETED AS GAY FRIENDLY SPECIAL PROVISION FOR CYCLISTS MARKETED AS GREEN/ENVIRONMENTALLY FRIENDLY
 SPECIAL PROVISIONS FOR LONE FEMALE TRAVELLERS

LANGUAGES SPOKEN

- FRENCH SPOKEN GERMAN SPOKEN DUTCH SPOKEN SPANISH SPOKEN ITALIAN SPOKEN SWEDISH SPOKEN
 BRAILLE

CUSTOM FACILITIES

- WIRELESS BROADBAND COACH PARKING FACILITIES FULL LICENCE RESIDENTIAL LICENCE RESTAURANT LICENCE
 BABY SITTING/LISTENING SERVICE BAR MEALS BEACH NEARBY CONTINENTAL BREAKFAST SUITABLE FOR DISABLED GUESTS MOBILE PHONE RECEPTION

ACCESSIBILITY INFORMATION**PARKING**

- IS DESIGNATED PARKING PROVIDED FOR GUESTS WITH DISABILITIES? IS IT WITHING ABOUT 50 METRES FROM THE MAIN ENTRANCE?
 IS THERE A DROP-OFF POINT FRO GUESTS IMMEDIATELY OUTSIDE THE MAIN ENTRANCE? IS THE ROUTE FROM THE PARKING AREA TO THE ENTRANCE: (TICK ONE) FLAT, (IE WITHOUT STEPS) WITH A RAMP WITH STEPS AND NO RAMP

BUILDING ENTRANCE

- ARE THERE ANY STEPS TO THE MAIN ENTRANCE? HOW MANY STEPS? IS THERE A HANDRAIL BY THE STEPS?
IS THERE A RAMP TO THE MAIN ENTRANCE IS THERE A HANDRAIL BY THE RAMP?

ACCESS TO PUBLIC AREAS

- IS THERE LEVEL ACCESS (IE NO STEPS OR THRESHOLDS), OR ACCESS BY A RAMP OR LIFT FROM THE ENTRANCE TO RECEPTION? TO A PUBLIC TOILET? TO ONE OR MORE BEDROOMS? TO THE LOUNGE? TO THE BAR? TO THE SWIMMING POOL? TO THE GYM/LEISURE CENTRE?

RESTAURANT / BREAKFAST / DINING ROOM

- IS THERE LEVEL ACCESS (IE NO STEPS OR THRESHOLDS), OR ACCESS BY RAMP OR LIFT TO THE RESTAURANT/BREAKFAST/DINING ROOM?
CAN THE RESTAURANT/BREAKFAST/DINNING ROOM PROVIDE MEALS FOR GUESTS WITH SPECIAL DIETARY REQUIREMENTS? DO YOU

HAVE A NON-SMOKING AREA IN THE FOLLOWING ROOMS (PLEASE TICK THOSE THAT APPLY): RESTAURANT/BREAKFAST/DINNING ROOM
 BAR LOUNGE

BEDROOMS AND BATHROOMS:

GENERAL

CAN BEDROOM FURNATURE BE RE-ARRANGED IF REQUESTED BY THE GUEST? CAN YOU PROVIDE BEDROOMS WITH NON-ALLERGIC BEDDING (EG NON-FEATHER PILLOWS)? DO YOU HAVE ANY BEDROOMS WITH NO FITTED CARPETS? DO YOU PROVIDE BATHROOMS WITH (PLEASE TICK THOSE THAT APPLY): SEPARATE SHOWER UNIT BATH WITH SHOWER BATH WHERE THERE ARE SEPARATE SHOWER UNITS: ARE ANY OF THESE FITTED WITH SUPPORT HANDRAILS? ARE THERE FIXED SHOWER SEATS OR SHOWER CHAIRS PROVIDED? WHERE THERE ARE BATHS, ARE ANY OF THESE FITTED WITH SUPPORT HANDRAILS? WHERE THERE ARE WCS IN BATHROOMS, ARE THESE FITTED WITH HANDRAILS? DO ANY OF YOUR BATHROOMSHAVE AN EMERGENCY CALL SYSTEM?

BEDROOMS:

FOR GUESTS WHO USE A WHEELCHAIR

ARE THERE BEDROOMS WITH EN-SUITE BATHROOMS SUITABLE FOR GUESTS WHO USE A WHEELCHAIR? ARE THERE BEDROOMS WITH SEPARATE, PRIVATE OR SHARED BATHROOMS, SUITABLE FOR GUESTS WHO USE A WHEELCHAIR (IE NOT EN-SUITE)?

GENERAL QUESTIONS

ARE PROPRIETORS/STAFF AVAILABLE 24-HOURS? ARE THERE EMERGENCY EVACUATION PROCEDURES FOR THE SAFE EXIT OF GUESTS WITH DISABILITIES?
HAVE ALL PERSONNEL WHO HAVE CONTACT WITH GUESTS HAD DISABILITY AWARENESS TRAINING? DO YOU HAVE A NON-SMOKING POLICY THROUGHOUT YOUR ESTABLISHMENT? DO YOU PROVIDE SERVICES FOR GUESTS WITH HEARING IMPAIRMENTS? (PLEASE TICK):
TEXT TELEPHONE EMERGENCY CALL SYSTEM WITH VIBRATING PADS (IF FIRE ALARM IS ACTIVATED) EMERGENCY CALL SYSTEM WITH FLASHING LIGHTS (IF FIRE ALARM IS ACTIVATED)
OTHER:DO YOU PROVIDE SERVICES FOR GUESTS WITH VISUAL IMPAIRMENTS? (PLEASE TICK) CONTRAST MARKINGS ON GLASS DOORS AND FULL-HEIGHT WINDOWS GUEST INFORMATION IN LARGE PRINT FORMAT RESTAURANT/BAR MENUS/BAR PRICES AVAILABLE IN LARGE PRINT FORMAT TACTILE ROUTE WITHIN OR OUTSIDE THE PREMISES OTHER:
.....

ESTABLISHMENT BOOKABLE PRODUCTS

PLEASE SUPPLY DETAILS OF ALL YOUR ROOMS. IF YOU HAVE MORE THAN ONE ROOM, PLEASE USE ONE SECTION FOR EACH SEPARATE ROOM. ONLY USE ONE SECTION FOR MORE THAN ONE ROOM IF ALL THE DETAILS ARE IDENTICAL, I.E. TYPE OF ROOM, STANDARD OCCUPANCY AND FACILITIES. THE STANDARD OCCUPANCY SHOULD BE THE MAXIMUM NUMBER OF PEOPLE THE ROOM ACCOMMODATES IN PERMANENT, ADULT SIZED BEDS. THIS SHOULD NOT INCLUDE TEMPORARY OR CHILD SIZE BEDS. PRICES MUST INCLUDE SERVICE CHARGE AND VAT IF APPLICABLE. PLEASE STATE WHETHER PPPN OR PRPN.

TOTAL NUMBER OF ROOMS.....

SINGLE ROOMS TOTAL.....EN-SUITE..... WITH PRIVATE BATHROOM.....

WITH SHARED BATHROOM.....PRICE RANGE: 2012 MIN £.....MAX £.....

DOUBLE ROOMS TOTAL.....EN-SUITE..... WITH PRIVATE BATHROOM.....

WITH SHARED BATHROOM.....PRICE RANGE: 2012 MIN £.....MAX £.....

TWIN ROOMS TOTAL..... EN-SUITE..... WITH PRIVATE BATHROOM.....

WITH SHARED BATHROOM.....PRICE RANGE: 2012 MIN £.....MAX £.....

TRIPLE ROOMS TOTAL..... EN-SUITE..... WITH PRIVATE BATHROOM.....

WITH SHARED BATHROOM.....PRICE RANGE: 2012 MIN £.....MAX £.....

FAMILY ROOMS TOTAL.....EN-SUITE..... WITH PRIVATE BATHROOM.....

WITH SHARED BATHROOM.....PRICE RANGE: 2012 MIN £.....MAX £.....

MIN/MAX OCCUPANCY.....

SUITES TOTAL..... EN-SUITE..... WITH PRIVATE BATHROOM.....

WITH SHARED BATHROOM.....PRICE RANGE: 2012 MIN £.....MAX £.....

MIN/MAX OCCUPANCY.....

CONTACT NAME FOR YOUR ESTABLISHMENT

TITLE.....

FIRST NAME.....SURNAME.....

POSITION.....

TELEPHONE.....

MOBILE.....

FAX.....

EMAIL.....

OPENING DETAILS

OPEN ALL YEAR OPEN CHRISTMAS OPEN NEW YEAR

IF NOT OPEN ALL YEAR, PLEASE SUPPLY DETAILS IN THE FOLLOWING FORMAT (E.G. 16/March/2012 TO 10/September/2012)

FROM.....TO.....

IF YOU WISH TO MAKE ANY CHANGES TO SHORT/LONG DESCRIPTIONS THEN PLEASE ATTACH ON SEPERATER SHEET (SHORT DESCRIPTION MAXIUM OF 240 CHARACTERS & LONG DESCRIPTION MAXIUM OF 7900 CHARACTERS)

PLEASE NOTE THAT THE INFORMATION SUPPLIED FOR THIS SCHEME WILL BE STORED ON A DATABASE AND PASSED TO VISITBRITAIN. TRURO TIC MAKES NO GUARANTEE OF REVENUE TO THE ADVERTSIER AS A RESULT OF PLACING AN ADVERT. **UNFORTUNATELY NO REFUNDS ON MEMBERSHIP FEES CAN BE MADE ONCE PAYMENT HAS BEEN RECEIVED.**

I/WE HEREBY APPLY TO BE VOLUNTARILY REGISTERED UNDER TRURO CITY COUNCILS SCHEME FOR THE PERIOD 1st JANUARY 2012 – 31st DECEMBER 2012

SIGNED..... NAME.....

POSITION..... DATE.....

PLEASE ATTACH A CHEQUE MADE PAYABLE TO 'TRURO CITY COUNCIL' FOR THE AMOUNT THAT IS APPLICABLE TO YOUR ESTABLISHMENT