

## **Your agreement with Yes Hotels Ltd. 2010**



### **General Obligations, Assessment and Fees**

#### **General Obligations**

1. Yes Hotel subscribers must maintain their premises to the standards of comfort and cleanliness required by Yes Hotels Ltd and provide a friendly, helpful service. The proprietor should try to reconcile any complaints with the guest directly. Should this not be possible the guest may refer the issue to Yes Hotels for arbitration with both guest and proprietor expected to abide by the decision made.
2. All hotel marketing material should be an accurate description of the standards and facilities provided by the business.
3. Membership fees and assessment fees, if necessary will be paid with the submission of this agreement form, in the unlikely event were an assessment is need the hotel failed to pass the quality assessment the balance of the fees will be paid back to the hotel after cost of the assessment is deducted.
4. Non payment of fees may result in the membership being cancelled.
5. In the event of cancelled membership the business should remove Yes Hotels branding from all printed literature and web sites and from their premises.

#### **Assessment**

Unless in possession of a valid accreditation certificate from either Visit Britain or The AA. We will be required to undergo an assessment conducted by a Yes Hotel approved and suitably experienced representative.

**Full details of the standards expected are given on our web site. Members should consult this to ensure that they achieve this standard.**

We also confirm that we meet all the legal requirements appropriate to our business and can make all documentation and certificates relating to these available for inspection.

Business Name.....

Address.....

.....

Post Code.....

Telephone Number.....

Website Address\*.....

Email Address\*.....

Current accreditation with

..... (please enclose a copy of the certificate)

\*For the purpose of our data base only and will not be passed to any other organisation.

**Yes Hotels Ltd** will provide an annual certificate of membership, annual window display material and the linking code to the Yes Hotel web site to all qualifying members. The Yes Hotel website will be maintained to provide up to date listings of members, material relevant to running hotel accommodation and lists and forums related to offers of benefit to members and to other appropriate information. Yes Hotels will actively pursue deals and offers of benefit to members and a proportion of surplus funds will be used to promote the Yes Hotel brand and so raise awareness of the participating businesses.

X.....  
signed

.....  
Date

X.....  
Signed

.....  
Date

# Yes Hotels 2010 Membership Order Form

£29.95 Yes Hotels 2010 Membership fee	£.....
£29.95 for assessment (if required)	£.....
£39.95 for wall/hanging plaque (if required)	£.....
£59.95 entry on blackpoolhotels.org *	£.....
£99.95 entry on blackpoolhotels.org**	£.....
Membership certificate and Logos (free)	£ 0.00
Total	£.....

\*For the discounted price we require a reciprocal link from the front page of your website to [blackpoolhotel.org](http://blackpoolhotel.org)

\*\*No reciprocal is required.

Please make cheques payable to Yes Hotel Ltd.  
Post cheque and completed forms (pages 1 to 3 + Plaque order form) and copy of current accreditation certificate to.

Yes Hotels Ltd  
18 Lynwood Ave  
Blackpool  
FY3 7DG

# Plaque order form

## Business Name

*(up to 2 lines)*



## Optional Line

Examples - *Hotel,*  
*Guest Accommodation,*  
*Self Catering,*  
*Owners Names*

Please enter your details clearly below in BLOCK CAPITALS

Business Name Line 1 .....

Business Name Line 2 .....

Optional Line . .....

Standard Wall Plaque  Hanging Plaque

Please order our plaque with the text as set out above

.....signed .....date. ....print name

## **Appendix - Yes Hotels Standards 2010**

### **Booking and Pre-Arrival**

In your adverts and literature, such as brochures, web site etc you should describe as accurately the facilities and services you provide.

You should make clear to guests what is included in the price. That is, accommodation, room type, other facilities, meals and any other refreshments provided.

At the time of booking guests must be informed of conditions that apply and hotel policies on smoking, payment and cancellations.

Guests should be advised of any access restrictions.

### **Guest Arrivals and Departure**

The proprietor or a member of staff should be on duty during guest arrival and departure.

All guests must be registered on arrival.

Guests should be made aware of any specific hotel policies

On request written receipts should be provided clearly identifying VAT if appropriate

### **Cleanliness**

It is essential that the premises reach a very high standard of cleanliness.

All facilities (private and public) must be cleaned to a high standard when in use. This includes particular attention to fittings and sanitary ware – plug-holes, shower curtains, flooring, mirrors and extractor fans.

All bedrooms should be checked and cleaned each day.

All public areas should be cleaned daily.

Crockery and cutlery must be free of damage and cleaned to a high standard.

### **Exterior**

The entry to the premises must be clearly located and all signage well maintained.

Exterior paths and open areas must be clean and in good condition.

Where car parking is provided it must be well lit and maintained with all signage in good condition.

### **Public Areas**

All fixtures, fittings and soft furnishings must be in good condition and suitable for purpose.

Interior decoration must be clean and in a good state of repair.

Floor coverings must be a good state of repair.

All public areas must be well lit especially during hours of darkness.

All public areas must be adequately ventilated and heats and passageways kept free of obstructions.

### **Dining Room**

Furniture should be in good condition and suitable for purpose.

There should be adequate spacing between tables to allow for easy movement.

There should be sufficient crockery, glassware and cutlery in clean sound condition.

## **Food and Drink**

Meal times may be set.

A cooked 'British' breakfast or Continental breakfast must be available. The continental breakfast should include a choice of bread, cereals, fruit juice and a hot beverage. The cooked breakfast should include a good selection of hot items with cereal, toast, fruit juice and a hot beverage.

Evening meal need not be offered.

## **Guest Rooms**

Suitable Bed	A bed suitable for an adult to sleep on. Not a camp bed.
Sheet/Quilt	For longer staying guest's sheets to be changed a least every four days
Pillows	At least one pillow per person
Towel	At least one hand towel and one bath towel per person
Soap	At least one bar per person
Refreshment Tray	With enough cups and ample tea, coffee and milk
Fitted Carpet	A fitted carpet should be free of fraying. A hard floor must have a suitable rug
Sufficient Lighting	Adequate lighting should be provided with shades as required
Curtains	Opaque curtains for the right size for windows
Décor	This should be suitable for the room and in general keeping with the hotel
Heating	The room must have adequate heating
Windows	Windows with apertures should open easily. Windows should be free of drafts
Waste Bin	A bin made of non flammable (preferably metal) should be supplied
Power Sockets	At least two per room
Mirror	Should be at a suitable height for an average height adult to use
Clothes Hanging	Suitable provision of either a wardrobe or rail should be made for hanging clothes
Drawers/Shelves	Should be Suitable and sufficient for the storage of clothes and other guest possessions. Drawers should be easy open.
Seating	A chair or stool should be supplied
Guest Notice	This should clearly explain the hotel terms and conditions and emergency information including fire safety procedures
Television	If provided this should be free of charge
General	Rooms should be tidy, free from dirt and well maintained

## **Bathrooms & En Suites**

\*Shower and Toilet Facilities:- where any bedroom does not have an en-suite shower and toilet (where the guest does not have to enter any public area to use it) then there should be a minimum of one toilet and one shower for every 3 rooms. For this purpose a room is defined as sleeping 2 adults.

Shower Curtain	This should be clean and of a suitable size and easy to move.
Soap	At least one bar per person
Running Hot Water	Readily available and at no extra charge
Extractor Fans	These should be clean, efficient and not make excessive noise
WC	This should be in keeping with other features, be clean and fitted with a suitable lid.
Toilet Paper	Available and provided free of charge
Brush/Holder	Supplied and clean
Bin	A small bin with a lid
Hooks/Bars	Sufficient for hanging all towels as required
Décor	Clean and in good order
General Cleanliness	Clean and free from odours, dirt and smears
Drinking Glass	Suitable glass or wrapped plastic beaker for each person
Ratio	– there should be one bathroom with full facilities per 6 adult guests

### **Other Information**

Were televisions are not provided in the bedrooms a suitable lounge with comfortable seating should be provided at all reasonable times. Televisions should be provide free of charge.

An iron and ironing board should be available on request and the facility advertised in the bedrooms

An early morning call or an alarm should be available on request

24 hour access by provision of a door key/pass card or via 24 hour reception should be available for all registered guests

Meal times and bar opening times must be displayed

An electric shaver adaptor should be available on request

### **Legal Requirements**

Members must be able to supply documentation about the following –

- Fire risk assessment – an annual inspection

- Fire extinguishers – an annual inspection

- Food Hygiene Certificate

- Maintain an accident book

Alcohol licensing certificate, Weights & Measures Act notice, Tariff including ABV as applicable (all displayed in the bar area)

Gaming Machine licensing (displayed by machines)

Also prominently displayed – Emergency numbers, Hotel Proprietors Act (not applicable to Private Hotels), Public Liability Insurance certificate and correctly configured No Smoking signs.

Brochure, web site and other information provided to guests and potential guests should be up to date and relevant to the premises.

Registration documents completed and stored according to prevailing legislation