



CODE OF PRACTICE FOR BOARDING PERMIT HOLDERS:

A Boarding Permit Holder must at all times:

- Comply with the provisions of the Tourist (Guernsey) Law (1948-1998) , any permit granted under the Laws, and any conditions attached to it.
- Comply with the criteria of the approved quality standard for the accommodation
- Describe accurately in any advertising or publications undertaken in any medium, the facilities and services provided. The current approved Advertising Standard should be followed at all times.
- Make clear to visitors exactly what is included in all prices quoted for accommodation, including taxes, and any other surcharges. Charges for additional services/facilities should also be specified.
- Give a clear statement of the policy on cancellations to guests at the time of booking i.e. by telephone, fax, email, or in by writing.
- Adhere to, and not exceed, prices quoted at the time of booking.
- Advise visitors at the time of booking, or subsequent to any change, if the accommodation offered is in an unconnected annex or similar, and to indicate the location of such accommodation, and any difference in comfort and/or amenities from the accommodation in the establishment.
- Give each visitor, on request, written details of payments due and a receipt.
- Deal promptly and courteously with all enquiries, requests, bookings and correspondence.
- Ensure that formal complaint-handling procedures are in place; that complaints are investigated promptly and courteously and the outcome is communicated clearly to the client.
- Give consideration to the requirements of visitors with special needs, making suitable provision for them where appropriate, including the publication of an access statement.
- Welcome all guests courteously and without discrimination.
- Comply with all relevant statutory requirements of the States of Guernsey
- Allow reasonable access to the establishment by marketing & Tourism on request
- Ensure that all staff are familiar with, and adhere to, this code when dealing with guests.
- Provide guests with clean, hygienic, safe and well-maintained accommodation at all times.