



States of Guernsey

QUALITY ASSURED - CODE OF PRACTICE

Holders of a Tourism Quality Assured accreditation or award must at all times:

- Comply with the criteria of the relevant quality standard.
- Comply with all relevant statutory requirements approved by the States of Guernsey.
- 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 advertised prices, including information about any surcharges that may apply for additional services and/or facilities.
- Where advance booking is possible, give a clear statement of the policy on cancellations at the time of booking i.e. by telephone, fax, email, or by writing to guests.
- Adhere to, and not exceed, prices quoted at the time of booking.
- Advise potential customers and those with advance bookings as soon as possible of any material change of circumstances that will impact on the advertised experience.
- On request, provide written details of payments due, and a receipt for payments made.
- Deal promptly and courteously with all enquiries, bookings, correspondence and feedback.
- Ensure that formal procedures are in place so that complaints are investigated promptly and courteously, with the outcome communicated clearly to the complainant.
- Give consideration to the requirements of persons with special needs, making reasonable provision for them where appropriate, and welcoming all clients courteously and without discrimination.
- Carry out an Access audit, and publish an Access Statement.
- Allow reasonable access to officers and representatives of Quality in Tourism.
- Ensure that all staff are aware of this Code, and follow it when engaging with the public.
- Provide a clean, safe, comfortable and well-maintained environment at all times