

Cumbria Tourism

Please use this questionnaire to register the details of **places to visit, attractions, services, sources of local information and events** with the New Media DMS. Please give all details clearly and comprehensively. We reserve the right to alter data to fit the space available in the computer system.

The form consists of four parts:

1. **Contact:** gives details of the person who we can contact to check details.
2. **Venue:** describes the place the visitor goes to use a service, visit an attraction, or attend an event. Complete one copy of this page for each venue with a different address.
3. **Attraction:** describes a particular attraction or service available at a venue including admission details (prices and opening times). Complete one copy of this page for each attraction at a venue that has different admission details.

Always complete one copy of the contact and venue pages and at least one of the attraction and events page. A large attraction such as a National Trust House & Gardens might have 2 or more attractions (eg house, gardens) and several events (eg Easter Egg hunt, Musical evening, Medieval banquet). In the description of the venue summarise all the attractions of the place. A small landscape picture should be provided for the venue and a larger portrait picture for each major attraction or event. There may be additional charges for multiple pictures.

1. Contact

Please give the details of the person for us to contact to confirm details in this questionnaire. This name and address will not be published to members of the public. Please copy this section if different people fulfil roles.

Business Name:

Contact Name:

Mr / Mrs / Miss / Ms

Address for correspondence:

Postcode:

Fax No:

Telephone No:

Mobile No:

Email:

Company Registration No:

VAT No:

Roles (please tick those that apply):

Administration Bookings Conferences Finance
General Manager Marketing Press & PR

2. Venue

Please give the details of the location of the attraction, service or event.

Venue Name:		
Address of venue		
Postcode:		
Web site		

Please provide a short description of the venue that summarises its main features (no more than 150 chars):

Please tick if picture of venue enclosed:

Please provide directions to your property from the nearest through route:

Free parking:	<input type="checkbox"/>	Parking with charge:	<input type="checkbox"/>
		Easy to access by public transport:	<input type="checkbox"/>
Nearest station:		No of miles from nearest station:	

Please tick the amenities that the venue has to offer:

- | | | |
|--------------------------------------------------------------|---------------------------------------------------------------|-------------------------------------------------------------|
| <input type="checkbox"/> Accept groups | <input type="checkbox"/> Facilities for conferencing | <input type="checkbox"/> Quality Assured Visitor Attraction |
| <input type="checkbox"/> Baby changing facilities | <input type="checkbox"/> Facilities for corporate hospitality | <input type="checkbox"/> Picnic site |
| <input type="checkbox"/> Cash Point | <input type="checkbox"/> Facilities for groups | <input type="checkbox"/> Postbox |
| <input type="checkbox"/> Coach parties accepted | <input type="checkbox"/> Facilities for educational visits | <input type="checkbox"/> Public toilets |
| <input type="checkbox"/> Credit cards accepted (no fee) | <input type="checkbox"/> French signs/guides | <input type="checkbox"/> Pushchairs available |
| <input type="checkbox"/> Credit cards accepted (with charge) | <input type="checkbox"/> German signs/guides | <input type="checkbox"/> Regional Tourist Board Member |
| <input type="checkbox"/> Currency Exchange | <input type="checkbox"/> Gift shop | <input type="checkbox"/> Spanish signs/guides |
| <input type="checkbox"/> Disabled access | <input type="checkbox"/> Italian signs/guides | <input type="checkbox"/> Telephone (public) |
| <input type="checkbox"/> Disabled toilets | <input type="checkbox"/> National Trust Property | <input type="checkbox"/> Welcome Host |
| <input type="checkbox"/> Education/study area | <input type="checkbox"/> On-site catering | <input type="checkbox"/> Wheelchairs available |
| <input type="checkbox"/> English Heritage Property | <input type="checkbox"/> On-site light refreshments | |

Themes: Wet Weather Great For Kids

Comments about amenities:

3. Attraction

Please give details of each substantial attraction or service(eg museum, church, shop, restaurant) at the venue.

Name of attraction:

Please tick if picture of attraction is enclosed:

Please give details of entry charges including concessions and special rates for groups :

Entry is free <input type="checkbox"/>
Do you admit TIC staff free of charge (with a tourist board staff card)? YES/ NO

Please give contact details for members of the public to use:

Contact Name:	Mr / Mrs / Miss / Ms		
Telephone No:		Mobile No:	
Website:			
Email:			

Please tick the amenities that the attraction has to offer:

- | | | |
|----------------------------------------------------------------|-------------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Children welcome | <input type="checkbox"/> Guided tours for groups | <input type="checkbox"/> Smoking not allowed |
| <input type="checkbox"/> Disabled access | <input type="checkbox"/> Guided tours for individuals | <input type="checkbox"/> Venue approved for civil marriage |
| <input type="checkbox"/> Dogs accepted | <input type="checkbox"/> Guided tours mandatory | <input type="checkbox"/> Wedding receptions |
| <input type="checkbox"/> Dogs not accepted (except guide dogs) | <input type="checkbox"/> Smoking allowed | |

Please give a full description of the attraction or service (continue overleaf if required):

Please give opening time(s) for each day eg 9:00-13:00, 14:30 – 17:00 (if not open on a day please put a cross through it) or tick here if open 24 hours a day 365 days a year:

Season dates	Mon	Tues	Wed	Thur	Fri	Sat	Sun
__/__/__ to __/__/__							
__/__/__ to __/__/__							
__/__/__ to __/__/__							

Bank Holidays – if **different** from normal opening time (if not open on a day please put a cross through it).

New Year	Good Fri	Easter Sat	Easter Sun	Easter Mon	May Day	May BH Sat
May BH Sun	May BH Mon	Aug BH Sat	Aug BH Sun	Aug BH Mon	Christmas	Boxing Day

Further notes on opening arrangements (eg latest admission time)

ATTRACTIONS - SELF ASSESSMENT QUESTIONNAIRE

Name of Establishment:

PARKING

1	Is designated parking provided for guests with disabilities?	YES	NO
2	If yes, is it within 50 metres from the main entrance?	YES	NO
3	Is the surface of the car park and pathway leading to entrance:	<i>tick one</i>	
3a	Solid ie tarmac / concrete etc?	YES	NO
3b	Gravel	YES	NO
3c	Grass	YES	NO
3d	Other		
4	Is there a drop-off point for guests immediately outside the main entrance?	YES	NO
5	Is the route from the parking area to the entrance:	<i>tick one</i>	
5a	Flat (ie without steps)	YES	NO
5b	With a ramp	YES	NO
5c	With steps and no ramp	YES	NO

BUILDING ENTRANCE

6	Are there any steps to the main entrance?	YES	NO
6a	If 'yes', how many steps?		
6b	If 'yes', is there a handrail by the steps?	YES	NO
7	Is there a ramp to the main entrance?	YES	NO
7a	If 'yes', is there a handrail by the ramp?	YES	NO
8	Is the entrance well lit?	YES	NO
9	Is there an automatic door at the main entrance?	YES	NO

ACCESS TO PUBLIC AREAS

10	Is there level access (ie no steps or thresholds), or access by a ramp or lifts?	<i>tick where appropriate</i>	
10a	From the entrance to reception / ticket area?	YES	NO
10b	To a specially adapted public toilet suitable for wheelchair users?	YES	NO
10c	To the gift shop?	YES	NO
11	Is there good contrast between the floor and walls?	YES	NO
12	Is the lift equipped with verbal floor announcements?	YES	NO
13	Is the lift equipped with raised floor numbers or braille numbers or letters?	YES	NO
14	Do clear surfaces such as glass doors have contrast markings on them?	YES	NO
15	Do you provide baby changing facilities?	YES	NO
16	Is visitor information available in large print (14pt and over)?	YES	NO
17	Is visitor information available in audio format?	YES	NO
18	Is a hearing loop installed in public areas?	YES	NO

RESTAURANT / CAFÉ			
19	Is there level access (ie no steps or thresholds), or access by ramp or lift to the restaurant / cafe?	YES	NO
20	Is there good contrast between the floor and walls?	YES	NO
21	Are menus available in large print (14pt and over)?	YES	NO
22	Can the restaurant / cafe provide meals for visitors with special dietary requirements?	<i>tick where appropriate</i>	
22a	Sugar free (diabetic)	YES	NO
22b	Gluten free (celiacs)	YES	NO
22c	Lactose free (dairy free)	YES	NO
22d	Low potassium	YES	NO
22e	Low sodium	YES	NO
22f	Nut free	YES	NO
22g	Additive free	YES	NO
22h	Organic	YES	NO
22i	Vegetarian	YES	NO
22j	Vegan	YES	NO
23	Is seating available suitable for wheelchair users, ie moveable and good height for person sitting in a wheelchair?	YES	NO
24	Are high chairs for children available?	YES	NO
25	Is a children's menu available?	YES	NO

GENERAL QUESTIONS			
26	Is there any reason why service dogs are NOT allowed in your attraction? IF YES GIVE REASONS:	YES	NO
27	Where appropriate, is there a hearing loop system (ie ticket counter / gift shop)?	YES	NO
28	Is seating available throughout the attraction at appropriate intervals for visitors with limited mobility?	YES	NO
29	Is there clear signage throughout the attraction (ie colour contrasted, large lettering, use of pictograms etc)?	YES	NO
30	Is the lighting effective throughout the attraction for visually impaired visitors?	YES	NO
31	Do clear surfaces such as glass doors have contrast markings on them?	YES	NO
32	Do you provide wheelchairs?	YES	NO
32a	If 'yes', tick whether these are: Free	YES	NO
32b	Chargeable	YES	NO
33	Are routes / pathways throughout the attraction suitable for wheelchair users or visitors with limited mobility?	YES	NO
34	Are displays at suitable height for wheelchair users / children to use comfortably?	YES	NO
35	Is there an audible alarm system?	YES	NO
36	Is there a visual alarm system?	YES	NO

ADDITIONAL INFORMATION			
37	Have you attached a copy of your access statement?	YES	NO
38	Do you have any other comments that you would like to make regarding the facilities that you provide that aids accessibility within your attraction?		
<i>Open Text</i>			

Legal Statement For Submission Of Information To Tourism Promoters

This questionnaire is your way of telling Cumbria Tourism, Local Councils and Visit Britain about your tourism product or service and of being part of their promotional activities for the coming year.

The information you provide may be published by the tourist boards or be made available to Tourist Information Centres in helping with enquiries from the public and other third parties. Additionally, the tourist boards may pass the information to third parties for inclusion, at their discretion, in tourism-related publications. There is no guarantee that the information, which you may have supplied, will be published or used either in the form submitted or at all. If it is, the tourist boards will make every reasonable effort to ensure accuracy but regret that they cannot accept liability of any kind arising from or in connection with the use or publication of the information, either by themselves or third parties, including as a result of any error or omission on the part of the tourist boards. Nothing in the foregoing disclaimer shall operate or be construed so as to bar any claim resulting in the personal injury or death of any person.

I have read the information supplied and warrant that the information provided is true and accurate and if published will not constitute an offence under the Consumer Protection Act From Unfair Trading Regulations 2008.

Please tick the following boxes if you agree to your data being used for use in the following areas.

- The Tourism Promoters sometimes make data available to carefully selected organisations whose products and services may be of interest to you. Please tick if you do wish your data to be passed on in this way.
- The Tourism Promoters sometimes make data available to carefully selected organisations for inclusion in tourism-related publications and websites for the purpose of, but not limited to, providing you with potential additional customers and/or sales leads. Please tick if you do wish your data to be passed on in this way.
- Please tick if you consent to the Tourism Promoters passing the information you have supplied to persons and/or organisations located outside the European Economic Area.

Declaration

I accept the above statement for submission of information to tourism promoters.

Signature		
Print Name		
Position		
Date		
Office code:		(for office use only)

Please return to Joy Dunlop, Cumbria Tourism, Windermere Road, Staveley, Kendal, Cumbria, LA8 9PL or phone 015398 2222.