

Please use this questionnaire to register the details of your **Serviced Accommodation** with the New Vision Destination Management System database. Please obtain additional questionnaires if you wish to register self-catering or other types of accommodation, or venue information. All details should be given CLEARLY. **Shaded boxes must be completed.** We reserve the right to edit data to fit the space available in the computer system. **Please return to: Joy Dunlop, Cumbria Tourism, Windermere Road, Staveley, Kendal, Cumbria LA8 9PL or email: [jdunlop@cumbriatourism.org](mailto:jdunlop@cumbriatourism.org).**

**Main Contact Details :** Please use this to give details of the main contact at your business.

**Business Name:**

**Contact Name:**

**Address for correspondence:**

**Postcode:**

**Telephone No:**  **Booking Tel No:**

**Fax No:**  **Mobile No:**

**Email:**

**Roles (please tick all those that apply):**

Administration <input type="checkbox"/>	Bookings <input type="checkbox"/>	Conferences <input type="checkbox"/>	Events <input type="checkbox"/>	Finance <input type="checkbox"/>
General Manager <input type="checkbox"/>	HR <input type="checkbox"/>	Marketing <input type="checkbox"/>	Owner <input type="checkbox"/>	Press & PR <input type="checkbox"/>

**Job Title:**

**Additional contact detail –** who fulfil a different role. Please use additional sheets for other contacts.

**Contact Name:**

**Address for correspondence:**

**Postcode:**

**Telephone No:**  **Booking Tel No:**

**Fax No:**  **Mobile No:**

**Email:**

**Roles (please tick all those that apply):**

Administration <input type="checkbox"/>	Bookings <input type="checkbox"/>	Conferences <input type="checkbox"/>	Events <input type="checkbox"/>	Finance <input type="checkbox"/>
General Manager <input type="checkbox"/>	HR <input type="checkbox"/>	Marketing <input type="checkbox"/>	Owner <input type="checkbox"/>	Press & PR <input type="checkbox"/>

**Job Title:**

**Property Details** - Please use this form to provide details about your property. You can request additional forms of the appropriate type for each property you manage.

**Property Name:**

**Address for correspondence:**   
  
  
 **Postcode:**

**Website:**

**Email address for visitor use:**

Please select the most appropriate type of property from the list. If your property has a VisitBritain or AA grading, please select the accommodation type that matches the certificate:

Bed & Breakfast <input type="checkbox"/>	Guest Accommodation <input type="checkbox"/>	Motel <input type="checkbox"/>
Budget Hotel <input type="checkbox"/>	Guest House <input type="checkbox"/>	Restaurant with Rooms <input type="checkbox"/>
Conference Centre <input type="checkbox"/>	Hotel <input type="checkbox"/>	Small Hotel <input type="checkbox"/>
Country House Hotel <input type="checkbox"/>	Inn <input type="checkbox"/>	Townhouse Hotel <input type="checkbox"/>
Farm <input type="checkbox"/>	Metro Hotel <input type="checkbox"/>	

The next questions give more information which will help visitors to choose this property. This includes where it is, what kind of accommodation is provided, and what facilities are on offer.

**Total no. bedrooms:**       **Total no. bedspaces (double bed = 2):**       **Total no. staff:**

**Earliest arrival time:**       **Latest arrival time:**       **Latest checkout time:**

Please tick any months that you are normally closed:

Jan <input type="checkbox"/>	Feb <input type="checkbox"/>	Mar <input type="checkbox"/>	Apr <input type="checkbox"/>	May <input type="checkbox"/>	Jun <input type="checkbox"/>	Jul <input type="checkbox"/>	Aug <input type="checkbox"/>	Sep <input type="checkbox"/>	Oct <input type="checkbox"/>	Nov <input type="checkbox"/>	Dec <input type="checkbox"/>
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Please tick to indicate that you are open during these periods:

Christmas:       New Year:

Please tick the option(s) that best describe the location of your property:

Area of Outstanding Beauty <input type="checkbox"/>	International Airport (within 5 miles) <input type="checkbox"/>	Seafront (within 100 metres) <input type="checkbox"/>
City/Town Centre <input type="checkbox"/>	Motorway Junction (within 6 miles) <input type="checkbox"/>	Village <input type="checkbox"/>
City/Town Outskirts <input type="checkbox"/>	Mountains (within walking distance) <input type="checkbox"/>	Waterfront (within 100 metres) <input type="checkbox"/>
Countryside (Rural Location) <input type="checkbox"/>		

Please give details of any gradings that your property has been awarded. **Please enclose supporting documentation when returning the form: non-inspected properties will not be promoted.**

<b>Awarding body:</b>	VisitBritain <input type="checkbox"/>	AA <input type="checkbox"/>	Quality Cumbria <input type="checkbox"/>			
<b>Grading level:</b>	Awaiting grading <input type="checkbox"/>	1 star <input type="checkbox"/>	2 stars <input type="checkbox"/>	3 stars <input type="checkbox"/>	4 stars <input type="checkbox"/>	5 stars <input type="checkbox"/>
<b>Other awards:</b>	Silver award <input type="checkbox"/>	Gold award <input type="checkbox"/>	Yellow stars <input type="checkbox"/>	Red stars <input type="checkbox"/>		
	Cyclists welcome <input type="checkbox"/>	Walkers welcome <input type="checkbox"/>	Families welcome <input type="checkbox"/>	Pets welcome <input type="checkbox"/>		

Please give details of any National Accessibility Rating(s) that your property has been awarded. **Please enclose supporting documentation when returning the form:**

Elderly & less mobile <input type="checkbox"/>	Assisted wheelchair user – exceptional <input type="checkbox"/>
Part-time wheelchair user <input type="checkbox"/>	Hearing level 1 <input type="checkbox"/>
Independent wheelchair user <input type="checkbox"/>	Hearing level 2 <input type="checkbox"/>
Assisted wheelchair user <input type="checkbox"/>	Visual level 1 <input type="checkbox"/>
Independent wheelchair user - exceptional <input type="checkbox"/>	Visual level 2 <input type="checkbox"/>

Please provide a short description of the main attractions of your property (240 **characters** max): this description shows in tourist information centres


Please provide a full description of the main attractions of your property, including any information that would be useful to visitors: please incorporate the small description as this information, if subscribed to, shows on websites.


































Please provide concise directions to your property from the nearest through route and by public transport:


Images can be provided with your record. You can send a photograph, a copy of the images on a CD, give us permission to take photographs from your accommodation's website, or email images to [jdunlop@cumbriatourism.org](mailto:jdunlop@cumbriatourism.org). You are responsible for the images which you send to **Cumbria Tourism**. By sending images to **Cumbria Tourism** you acknowledge that you must own and/or have the required rights to use, display, modify and distribute the said image. You are deemed to accept that failure to acquire a license and/or rights to any image may incur legal penalty and retribution, that this will not be the responsibility of the New Vision Group, its staff, directors, or affiliates and you agree to fully indemnify the New Vision Group for any and all costs, liabilities or expenses it may incur due to such failures.













































When emailing pictures or saving them to CD please note that small images should be 125 pixels wide by 86 pixels high, and large images should be 300 x 225 pixels wide and pixels high, minimum. Please tick an option below if you are providing images for your entry.

- I have enclosed printed images in landscape format with this form
- I have enclosed images on CD with this form
- I give my permission for Cumbria Tourism to take a copy of images of their choice from the website address given previously in this form to use with this entry
- I will email images to you at [jdunlop@cumbriatourism.org](mailto:jdunlop@cumbriatourism.org)

*Please tick the facilities that your site has to offer:*

Site Features	Leisure Facilities	Languages
 <input type="checkbox"/> Building of historical interest	 <input type="checkbox"/> Cycles for hire	"Ar" <input type="checkbox"/> Staff fluent in Arabic
 <input type="checkbox"/> Public house/Inn	 <input type="checkbox"/> Fishing (onsite or nearby)	"Ch" <input type="checkbox"/> Staff fluent in Chinese
 <input type="checkbox"/> Working farm	 <input type="checkbox"/> Golf available (onsite or nearby)	"Nd" <input type="checkbox"/> Staff fluent in Dutch
 <input type="checkbox"/> Garden	 <input type="checkbox"/> Pony trekking/horse-riding	"Fr" <input type="checkbox"/> Staff fluent in French
 <input type="checkbox"/> Free private parking	 <input type="checkbox"/> Shooting	"Ger" <input type="checkbox"/> Staff fluent in German
 <input type="checkbox"/> On street/public parking	 <input type="checkbox"/> Water sports onsite	"Hi" <input type="checkbox"/> Staff fluent in Hindustani
<b>Booking &amp; Payment Details</b>		
 <input type="checkbox"/> American Express accepted	 <input type="checkbox"/> Games room onsite	"It" <input type="checkbox"/> Staff fluent in Italian
 <input type="checkbox"/> Visa/Mastercard/Switch accepted	 <input type="checkbox"/> Snooker/billiards/pool onsite	"Jp" <input type="checkbox"/> Staff fluent in Japanese
 <input type="checkbox"/> Euros accepted	 <input type="checkbox"/> Gym on site	"Pl" <input type="checkbox"/> Staff fluent in Polish
 <input type="checkbox"/> Christmas special programme	 <input type="checkbox"/> Health/beauty facilities onsite	"Po" <input type="checkbox"/> Staff fluent in Portuguese
 <input type="checkbox"/> Senior citizens reduced rates	 <input type="checkbox"/> Leisure club (onsite or nearby)	"Ru" <input type="checkbox"/> Staff fluent in Russian
 <input type="checkbox"/> Travel agent bookings	 <input type="checkbox"/> Sauna onsite	"Sp" <input type="checkbox"/> Staff fluent in Spanish
<b>Target Markets</b>		
 <input type="checkbox"/> Coach parties welcomed	 <input type="checkbox"/> Squash onsite	"We" <input type="checkbox"/> Staff fluent in Welsh
 <input type="checkbox"/> Gay friendly	 <input type="checkbox"/> Swimming pool – indoor onsite	
 <input type="checkbox"/> Single sex groups NOT accepted	 <input type="checkbox"/> Swimming pool – outdoor onsite	
 <input type="checkbox"/> Single sex groups welcomed	 <input type="checkbox"/> Tennis onsite	

Please tick the facilities that your property & rooms have to offer:

Property Facilities	Children	Room Facilities (applies to all rooms)
 <input type="checkbox"/> Air conditioning	 <input type="checkbox"/> Children welcome	 <input type="checkbox"/> Electric shaver points
 <input type="checkbox"/> Central heating	 <input type="checkbox"/> Children's indoor play area	 <input type="checkbox"/> Hairdryer
 <input type="checkbox"/> Conference facilities	 <input type="checkbox"/> Children's outdoor play area	 <input type="checkbox"/> Tea/coffee making in bedrooms
 <input type="checkbox"/> Disabled facilities	 <input type="checkbox"/> Baby listening service	 <input type="checkbox"/> Minibar in bedrooms
 <input type="checkbox"/> Dogs/pets accepted by arrangement	 <input type="checkbox"/> Cots available	 <input type="checkbox"/> Telephone
 <input type="checkbox"/> Dogs/pets NOT accepted	 <input type="checkbox"/> High chairs available	 <input type="checkbox"/> Radio
 <input type="checkbox"/> Regular entertainment	<b>Catering</b>	
 <input type="checkbox"/> Internet access for visitors	 <input type="checkbox"/> Continental breakfast only	 <input type="checkbox"/> Satellite television
 <input type="checkbox"/> Ironing facilities	 <input type="checkbox"/> Evening meals	 <input type="checkbox"/> Colour television
 <input type="checkbox"/> Laundry facilities	 <input type="checkbox"/> Licensed (table)	 <input type="checkbox"/> CD Player
 <input type="checkbox"/> Laundry/valet service	 <input type="checkbox"/> Packed lunches provided	 <input type="checkbox"/> Video/DVD
 <input type="checkbox"/> Lounge for residents' use	 <input type="checkbox"/> Restaurant open to non-residents	
 <input type="checkbox"/> Night porter	 <input type="checkbox"/> Snacks/afternoon tea	
 <input type="checkbox"/> Passenger lift	 <input type="checkbox"/> Special diets available	
 <input type="checkbox"/> Real log/coal fires	 <input type="checkbox"/> Vegetarian diet available	
 <input type="checkbox"/> Smoking allowed	 <input type="checkbox"/> Unlicensed	
 <input type="checkbox"/> Totally non-smoking		
 <input type="checkbox"/> Telephone (public)		
 <input type="checkbox"/> Television available		

Minimum age for children:

Please add any further notes about facilities (such as location of leisure facilities etc):


## Room Details

Please complete the following details for each room you wish to register with the DMS. For identical rooms, complete one section and give one room number. Please continue on additional sheets for further rooms.

**Room number**  **Room name (optional)**  **No. of rooms of this type**

**Type** (use flexible for double/twin/family)

<input type="checkbox"/> Single	<input type="checkbox"/> Double	<input type="checkbox"/> Twin	<input type="checkbox"/> Family	<input type="checkbox"/> Flexible	<input type="checkbox"/> Suite
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**Facilities** (please tick those that apply)

<input type="checkbox"/> Shower ensuite	<input type="checkbox"/> Bath ensuite	<input type="checkbox"/> Ensuite room
<input type="checkbox"/> Private facilities	<input type="checkbox"/> Shared facilities	<input type="checkbox"/> Spa bath
<input type="checkbox"/> Non-smoking room	<input type="checkbox"/> Four poster bed	<input type="checkbox"/> King-sized bed
<input type="checkbox"/> Accepts pets	<input type="checkbox"/> Scenic view/seaview	<input type="checkbox"/> Ground floor room

Please enter information about how many people this room can sleep. The normal occupancy is the normal number of people who can stay in the room (i.e. 2 people for a double). Pricing is based on the normal occupancy. The occupancy range allows you to enter the minimum amount of people you allow stay in the room (i.e. if you let a double to a single occupant), and the maximum (i.e. if you provide an extra bed in a double room).

**Occupancy** Normal  **Occupancy range (min and max the room sleeps):**  -

**Price** Current £  **Range for seasonal & other variations** £  - £

**Pricing method**

<input type="checkbox"/> per person per night for bed & breakfast	<input type="checkbox"/> per person per night	<input type="checkbox"/> per room per night for bed & breakfast	<input type="checkbox"/> per room per night
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**Pricing Notes:** (eg single sup., children discounts). Pricing details may be entered online through tariffs.

**Room Description:** (eg aspect, furnishing, beds in family rooms etc)

Nb. Full pricing information can be entered via Guestlink.

## Additional room details

Room number  Room name (optional)  No. of rooms of this type

Type (use flexible for double/twin/family)  Single  Double  Twin  Family  Flexible  Suite

Facilities (please tick those that apply)

<input type="checkbox"/> Shower ensuite	<input type="checkbox"/> Bath ensuite	<input type="checkbox"/> Ensuite room
<input type="checkbox"/> Private facilities	<input type="checkbox"/> Shared facilities	<input type="checkbox"/> Spa bath/Jacuzzi
<input type="checkbox"/> Non-smoking room	<input type="checkbox"/> Four poster bed	<input type="checkbox"/> King-sized bed
<input type="checkbox"/> Seaview	<input type="checkbox"/> Scenic view	<input type="checkbox"/> Ground floor room

Please enter information about how many people this room can sleep. The normal occupancy is the normal number of people who can stay in the room (i.e. 2 people for a double). Pricing is based on the normal occupancy. The occupancy range allows you to enter the minimum amount of people you allow stay in the room (i.e. if you let a double to a single occupant), and the maximum (i.e. if you provide an extra bed in a double room).

Occupancy Normal  Occupancy range (min and max the room sleeps):  -

Price Current £  Range for seasonal & other variations £  - £

Pricing method  per person per night for bed & breakfast  per person per night  per room per night for bed & breakfast  per room per night

**Pricing Notes:** (e.g. single sup., children discounts). Pricing details may be entered online through tariffs.

**Room Description:** (e.g. aspect, furnishing, beds in family rooms etc)

nb. Full pricing information can be entered via Guestlink.

**Access Information** – Please complete the following section to provide details about the accessible features of your property.

<b>PARKING</b>			
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 where appropriate</i>	
3a	Solid ie tarmac / concrete etc?	YES	NO
3b	Gravel	YES	NO
3c	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>choose one</i>	
5a	Flat (ie without steps)	YES	NO
5b	With a ramp	YES	NO
5c	With steps and no ramp	YES	NO
<b>BUILDING ENTRANCE</b>			
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 a bell at the main entrance?	YES	NO
<b>ACCESS TO PUBLIC AREAS</b>			
10	Is there level access (ie no steps or thresholds), or access by a ramp or lifts at the following facilities (if available):	<i>tick where appropriate</i>	
10a	From the entrance to reception?	YES	NO
10b	To a specially adapted public toilet suitable for wheelchair users?	YES	NO
10c	To one or more bedrooms?	YES	NO
10d	To the lounge?	YES	NO
10e	To the bar?	YES	NO
10f	To the swimming pool?	YES	NO
10g	To the gym / leisure centre?	YES	NO
11	Is there good contrast between the floor and walls?	YES	NO
12	Is the lift equipped with verbal floor announcements (if available)?	YES	NO
13	Is the lift equipped with raised floor numbers or braille numbers or letters (if available)?	YES	NO
14	Do clear surfaces such as glass doors have contrast markings on them?	YES	NO
15	Do you provide baby changing facilities in public areas?	YES	NO
16	Is guest information available in large print (14pt and over)?	YES	NO

**RESTAURANT / BREAKFAST / DINING ROOM**

17	Is there level access (ie no steps or thresholds), or access by ramp or lift to the restaurant / breakfast / dining-room?	YES	NO
18	Is there good contrast between the floor and walls good?	YES	NO
19	Are menus available in large print (14pt and over)?	YES	NO
20	Can the restaurant / breakfast / dining room provide meals for guests with special dietary requirements?	<i>tick where appropriate</i>	
20a	Sugar free (diabetic)	YES	NO
20b	Gluten free (celiacs)	YES	NO
20c	Lactose free (dairy free)	YES	NO
20d	Low potassium	YES	NO
20e	Low sodium	YES	NO
20f	Nut free	YES	NO
20g	Additive free	YES	NO
20h	Organic	YES	NO
20i	Vegetarian	YES	NO
20j	Vegan	YES	NO

**BEDROOMS AND BATHROOMS – GENERAL**

20	Can bedroom furniture be rearranged, if requested by the guests?	YES	NO
21	Can you provide bedrooms with non-allergic bedding (ie non-feather pillows)?	YES	NO
22	Do you have any bedrooms with no fitted carpets?	YES	NO
23	Do you provide bathrooms with:		
23a	Separate shower units	YES	NO
23b	Bath with shower	YES	NO
23c	Bath	YES	NO
23d	Wet room	YES	NO
24	Where there are separate shower units, are any of these fitted with support handrails?	YES	NO
25	Where there are separate shower units, are there fixed shower seats or shower chairs provided?	YES	NO
26	Where there are baths, are any of these fitted with support handrails?	YES	NO
27	Where there are WCs in bathrooms, are these fitted with handrails?	YES	NO
28	Do any of your bathrooms have an emergency call system?	YES	NO
29	Do you provide bedrooms with emergency call systems such as vibrating pads (if fire alarm is activated)?	YES	NO
30	Do you provide bedrooms with emergency call systems such as flashing lights (if fire alarm is activated)?	YES	NO
31	Are there bedrooms with en suite bathrooms suitable for guests who use a wheelchair?	YES	NO
32	Are there bedrooms with separate, private or shared bathrooms suitable for guests who use a wheelchair?	YES	NO
33	Do you have any bathrooms that have been specially adapted for wheelchair users?	YES	NO

**GENERAL QUESTIONS**

34	Are proprietors / staff available 24 hours?	YES	NO
35	Are there emergency evacuation procedures for the safe exit of guests with disabilities?	YES	NO
36	Have all personnel who have contact with guests had disability awareness training?	YES	NO

**ADDITIONAL INFORMATION – PLEASE SUPPLY ON SEPARATE SHEET**

37	Have you attached a copy of your access statement?	YES	NO
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## Submitting your Information for Promotion

This questionnaire is your way of telling Tourist Boards, 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 tourism promoters or may be used by Tourist Information Centres for helping with enquiries.

Occasionally, the tourism promoters may wish to share the information with other organisations so that it can be included in tourism-related publications. By submitting your information you agree to the sharing of your information in this manner.

There is no guarantee that your information will be published or used. If it is, the tourism promoters will make every reasonable effort to ensure accuracy. However, they regret that they cannot accept liability of any kind arising from the use or publication of the information, either by themselves or third parties, including where this is as a result of any error or omission on the part of the tourism promoters.

### Your Declaration

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.

**NB: You must ensure that the prices and other details that you display through the DMS are current and up to date. It is against the Trade Descriptions Act to charge prices higher than those you describe in your advertising.**

*If you agree to your information being used in the following ways, please tick the appropriate boxes:*

- 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 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 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.
- Please tick to confirm you would like to be promoted via Cumbria's Tourist Information Centre (TIC) network. Accommodation bookings from TICs incur a 10% commission; this is paid as a deposit by the visitor to the TIC and deducted from the price detailed on DMS. The balance is paid by the visitor direct to the provider.

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

Signature			
Print Name			
Position			
Date			
Office code:	<table border="1"><tr><td></td><td>(for office use only)</td></tr></table>		(for office use only)
	(for office use only)		