

Serviced Accommodation Data Collection Questionnaire

Please use this questionnaire to register the details of your **Serviced Accommodation** with the New Vision Destination Management System database. Please obtain additional questionnaires from **Visit York** if you wish to register self-catering or other types of accommodation, or venue information. All details should be given in **BLOCK CAPITALS**. Shaded boxes must be completed.

We reserve the right to edit data to fit the space available in the computer system. **Please return to: Paul Whiting, Visit York, 1 Museum Street, York, YO1 7DT**

This form consists of four parts:

1. **Contact:** Gives details of the main public contact plus other people fulfilling key roles.
2. **Property:** Provides the address, description, directions to and facilities of the property. One copy of this form should be completed for each property with a different address.
3. **Rooms:** Provides information on each selling unit at the property. Complete one page for each room or type of room.
4. **ASA Information:** Use this part of the form to provide Self-Assessed Accessibility information about your property.

1. Contact

Please use this first form to give details of the main contact at your business.

Business Name:			
Contact Name:	Mr / Mrs / Miss / Ms		
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"/>
	General Manager <input type="checkbox"/>	HR <input type="checkbox"/>	Marketing <input type="checkbox"/>
		Events <input type="checkbox"/>	Finance <input type="checkbox"/>
		Owner <input type="checkbox"/>	Press & PR <input type="checkbox"/>
Job Title:			

Please use this form, and additional copies of it if required, to give details of any other key contacts, for example those with other roles, working at the business.

Contact Name:	Mr / Mrs / Miss / Ms									
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:										

Contact Name:	Mr / Mrs / Miss / Ms									
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:										

2. 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:	<input type="text"/>	Total no. bedspaces (double bed = 2):	<input type="text"/>	Total no. staff:	<input type="text"/>
Earliest arrival time:	<input type="text"/>	Latest arrival time:	<input type="text"/>	Latest checkout time:	<input type="text"/>

Please tick any months that you are normally closed:

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please tick to indicate that you are closed during these periods:

Christmas:	<input type="checkbox"/>	New Year:	<input type="checkbox"/>
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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:

Awarding body:	VisitBritain	<input type="checkbox"/>	AA	<input type="checkbox"/>	Locally Inspected	<input type="checkbox"/>
Grading level:	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"/>
Other awards:	Silver award	<input type="checkbox"/>	Gold award	<input type="checkbox"/>	Yellow stars	<input type="checkbox"/>
	Cyclists welcome	<input type="checkbox"/>	Walkers welcome	<input type="checkbox"/>	Families 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 tick the facilities that your property has to offer:

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

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

Property Facilities		
<input type="checkbox"/> Air conditioning <input type="checkbox"/> Central heating <input type="checkbox"/> Conference facilities <input type="checkbox"/> Disabled facilities <input type="checkbox"/> Dogs/pets accepted by arrangement <input type="checkbox"/> Dogs/pets NOT accepted <input type="checkbox"/> Regular entertainment	<input type="checkbox"/> Regular entertainment <input type="checkbox"/> Internet access for visitors <input type="checkbox"/> Ironing facilities <input type="checkbox"/> Laundry facilities <input type="checkbox"/> Laundry/valet service <input type="checkbox"/> Lounge for residents' use	<input type="checkbox"/> Night porter <input type="checkbox"/> Passenger lift <input type="checkbox"/> Real log/coal fires <input type="checkbox"/> Smoking allowed <input type="checkbox"/> Totally non-smoking <input type="checkbox"/> Telephone (public)

Children	Catering	Room Facilities (applies to all rooms)
<input type="checkbox"/> Children welcome <input type="checkbox"/> Children's indoor play area <input type="checkbox"/> Children's outdoor play area <input type="checkbox"/> Baby listening service <input type="checkbox"/> Cots available <input type="checkbox"/> High chairs available	<input type="checkbox"/> Continental breakfast only <input type="checkbox"/> Evening meals <input type="checkbox"/> Licensed (table) <input type="checkbox"/> Packed lunches provided <input type="checkbox"/> Restaurant open to non-residents <input type="checkbox"/> Snacks/afternoon tea <input type="checkbox"/> Special diets available <input type="checkbox"/> Vegetarian diet available <input type="checkbox"/> Unlicensed	<input type="checkbox"/> Electric shaver points <input type="checkbox"/> Hairdryer <input type="checkbox"/> Tea/coffee making in bedrooms <input type="checkbox"/> Minibar in bedrooms <input type="checkbox"/> Telephone <input type="checkbox"/> Radio <input type="checkbox"/> Satellite television <input type="checkbox"/> Colour television <input type="checkbox"/> CD Player <input type="checkbox"/> Video/DVD

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

Minimum age for children:
 (to indicate the lowest age at which
 you accept children)

Please provide a short description of the main attractions of your property (240 characters maximum):

Please provide a full description of the main attractions of your property, including any information that would be useful to visitors:

Please provide 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 **paw@visityork.org** You are responsible for the images which you send to **Visit York** By sending images to **Visit York** 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.

Depending on your publishing option on each website up to 2 small images and 2 or more large images can be displayed. Please contact the relevant website owner for further details.

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 250-300 pixels wide and a maximum of 300 pixels high. 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 **Visit York** 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 **paw@visityork.org**

3. 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) 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: (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.

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

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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.

4. ASA Information

Please complete the following section to provide details about the accessible features of your property.

Parking:

	Yes	No
Is designated parking provided for guests with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>
If yes, is it within 50 metres from the main entrance?	<input type="checkbox"/>	<input type="checkbox"/>
Is the surface of the car park and pathway leading to entrance:		
- Solid i.e. tarmac / concrete etc?	<input type="checkbox"/>	<input type="checkbox"/>
- Gravel	<input type="checkbox"/>	<input type="checkbox"/>
- Other (please specify)		
Is there a drop-off point for guests immediately outside the main entrance?	<input type="checkbox"/>	<input type="checkbox"/>
Is the route from the parking area to the entrance:		
- Flat (i.e. without steps)	<input type="checkbox"/>	<input type="checkbox"/>
- With a ramp	<input type="checkbox"/>	<input type="checkbox"/>
- With steps and no ramp	<input type="checkbox"/>	<input type="checkbox"/>

Building Entrance:

	Yes	No
Are there any steps to the main entrance?	<input type="checkbox"/>	<input type="checkbox"/>
If 'yes', how many steps?		
If 'yes', is there a handrail by the steps?	<input type="checkbox"/>	<input type="checkbox"/>
Is there a ramp to the main entrance?	<input type="checkbox"/>	<input type="checkbox"/>
If 'yes', is there a handrail by the ramp	<input type="checkbox"/>	<input type="checkbox"/>
Is the entrance well lit?	<input type="checkbox"/>	<input type="checkbox"/>
Is there a bell at the main entrance?	<input type="checkbox"/>	<input type="checkbox"/>

Access to public areas:

	Yes	No	N/A
Is there level access (i.e. no steps or thresholds), or access by a ramp or lifts at the following facilities (if available):			
From the entrance to reception?	<input type="checkbox"/>	<input type="checkbox"/>	
To a specially adapted public toilet suitable for wheelchair users?	<input type="checkbox"/>	<input type="checkbox"/>	
To one or more bedrooms?	<input type="checkbox"/>	<input type="checkbox"/>	
To the lounge?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To the bar?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To the swimming pool?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To the gym / leisure centre?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No	N/A
Is there good contrast between the floor and walls?	<input type="checkbox"/>	<input type="checkbox"/>	
Is the lift equipped with verbal floor announcements (if available)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the lift equipped with raised floor numbers or Braille numbers or letters (if available)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do clear surfaces such as glass doors have contrast markings on them?	<input type="checkbox"/>	<input type="checkbox"/>	
Do you provide baby changing facilities in public areas?	<input type="checkbox"/>	<input type="checkbox"/>	
Is guest information available in large print (14pt and over)?	<input type="checkbox"/>	<input type="checkbox"/>	

Restaurant / Breakfast / Dining Room:

	Yes	No
Is there level access (ie no steps or thresholds), or access by ramp or lift to the restaurant / breakfast / dining-room?	<input type="checkbox"/>	<input type="checkbox"/>
Is there good contrast between the floor and walls?	<input type="checkbox"/>	<input type="checkbox"/>
Are menus available in large print (14pt and over)?	<input type="checkbox"/>	<input type="checkbox"/>
Can the restaurant / breakfast / dining room provide meals for guests with special dietary requirements?		
- Sugar free (diabetic)	<input type="checkbox"/>	<input type="checkbox"/>
- Gluten free (coeliacs)	<input type="checkbox"/>	<input type="checkbox"/>
- Lactose free (dairy free)	<input type="checkbox"/>	<input type="checkbox"/>
- Low potassium	<input type="checkbox"/>	<input type="checkbox"/>
- Low sodium	<input type="checkbox"/>	<input type="checkbox"/>
- Nut free	<input type="checkbox"/>	<input type="checkbox"/>
- Additive free	<input type="checkbox"/>	<input type="checkbox"/>
- Organic	<input type="checkbox"/>	<input type="checkbox"/>
- Vegetarian	<input type="checkbox"/>	<input type="checkbox"/>
- Vegan	<input type="checkbox"/>	<input type="checkbox"/>

Bedrooms and Bathrooms – General:

	Yes	No
Can bedroom furniture be rearranged, if requested by the guests?	<input type="checkbox"/>	<input type="checkbox"/>
Can you provide bedrooms with non-allergic bedding (i.e. non-feather pillows)?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have any bedrooms with no fitted carpets?	<input type="checkbox"/>	<input type="checkbox"/>
Do you provide bathrooms with:		
- Separate shower units	<input type="checkbox"/>	<input type="checkbox"/>
- Bath with shower	<input type="checkbox"/>	<input type="checkbox"/>
- Bath	<input type="checkbox"/>	<input type="checkbox"/>
- Wet room	<input type="checkbox"/>	<input type="checkbox"/>

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.

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

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