



### Quality Assurance Schemes

Quality Assurance Schemes are in place to assist customers when making accommodation bookings. They are an indication of the range of facilities and the quality of accommodation on offer.

Accommodation on this website falls into three categories:-

**Quality Assured Properties.** These hotels, guesthouses or self catering units have passed an annual quality inspection by either Visit Britain or The AA.

The ratings range from 1 to 5 stars. 1= Basic to 5 = Luxury. There is also a “Budget” rating for motel style accommodation.

**Awaiting Inspection.** These hotels, guesthouses or self catering units have applied for a quality inspection by either Visit Britain or The AA and are awaiting an inspection visit.

**Non Inspected.** These hotels, guesthouses or self catering units have chosen not to apply for a quality inspection by either Visit Britain or The AA.

Some non inspected accommodation may have a company quality assurance scheme which is run “in house”. This type of self assessment is usually found in hotel chains and groups.

### Information to help you make a booking

- Quality Assurance Schemes (Star Ratings) are a good indicator of the facilities on offer.
- When choosing a non inspected hotel or guest house, check other customer’s reviews on sites like [www.tripadvisor.com](http://www.tripadvisor.com) to help you.
- If you have particular access needs, please contact the hotel or check their website before booking. Some of the districts hotels have information available on [www.disabledgo.com](http://www.disabledgo.com)

### What to do if you want to make a complaint about your stay

- Speak to the hotel staff or manager to try and resolve your complaint.
- If unresolved check to see if the hotel has a central complaints office that you can contact.
- If the hotel is inspected by Visit Britain or The AA you can raise your complaint direct with them, if it is still not resolved.

Inclusion on this website does not imply an official recommendation from Wakefield Council. Please see our terms and conditions section on [www.experiencewakefield.co.uk](http://www.experiencewakefield.co.uk) for full details.