

Heart of Devon Tourism Partnership Membership Terms and conditions

Terms

Heart of Devon Tourism Partnership is your Area Tourism Partnership and first port of call for tourism promotion and development matters, and will deal with your day to day enquiries relating to your membership and the tourism industry. Heart of Devon's role is to help businesses to thrive, offer marketing & advertising opportunities, business support initiatives and other membership benefits. Heart of Devon Tourism Partnership is one of six Area Tourism Partnerships (ATP) that represent the different areas within Devon.

Visit Devon is the county's official tourism organisation responsible for promoting Devon to the world. Their aim is to increase the volume and value of tourism in the county through working collaboratively with Devon's six Area Tourism Partnerships.

'Establishment' is the organisation making the application to become a commercial member of the Heart of Devon Tourism Partnership.

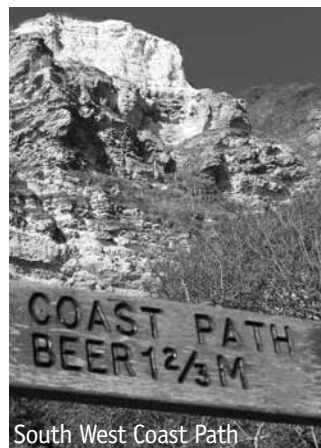
'Product' is the type of business, activity or event to be promoted on the Destination Management System (DMS).

'Destination Management System' (DMS) is the database from which product details are published onto the Heart of Devon, Visit Devon and, where appropriate, Visit England and Visit Britain websites.

Conditions

- on receipt of your completed application form and the appropriate membership fee, Heart of Devon Tourism Partnership will contact you to request 'Product' information and images (up to six) to appear in the Destination Management System (DMS). The DMS acts as a database from which product details are published onto the Heart of Devon website as an enhanced listing
- Heart of Devon Tourism Partnership reserves the right to edit over-worded or unsuitable copy and reject poor quality images. All entries published on the Heart of Devon Tourism Partnership website are displayed on the assumption that they comply with the Trade Descriptions Act
- once the appropriate membership fee has been paid the applicant shall be entitled throughout the period of membership (one year) to display an accurate reproduction of the Heart of Devon Tourism Partnership logo on the establishment's letterheads, brochures, website and appropriate promotional material
- the applicant should be aware that accommodation requires a minimum grading level. This can be achieved via a local accommodation inspection or through the National Quality Assessment Scheme (VisitEngland or the AA)

- the applicant must ensure that any information provided by the Establishment, its agents or representatives in relation to or in connection with the Establishment, is accurate and that they will notify Heart of Devon Tourism Partnership promptly of any changes to such information
- whilst Heart of Devon Tourism Partnership will use all reasonable endeavours to ensure the accuracy of any entry relating to the applicant's Establishment, the applicant agrees that Heart of Devon shall not be responsible for any errors or omissions in such entries, or for failure to include any such entry in any media
- Heart of Devon Tourism Partnership will not be liable for any loss, damage, costs or expenses incurred by the applicant as a result of any such error or non-publication. Heart of Devon Tourism Partnership will as a matter of goodwill, take all reasonable steps to rectify any errors if made within seven working days of notification in writing
- Heart of Devon Tourism Partnership cannot guarantee or be held responsible for the number of enquiries that an establishment receives during the membership year
- the applicant shall be entitled to terminate membership at any time on the giving of at least 28 days notice in writing to Heart of Devon Tourism Partnership. On the termination of Heart of Devon Tourism Partnership membership, however caused, the applicant shall:
 - remove all Heart of Devon Tourism Partnership recognition signs from the establishment's website;
 - make no further use of, and withdraw from circulation, any documents or other material showing the Heart of Devon Tourism Partnership logo or otherwise indicating an existing or part Heart of Devon Tourism Partnership recognition;
 - make no further representation, in any form that the establishment holds or has held Heart of Devon Tourism Partnership recognition



South West Coast Path



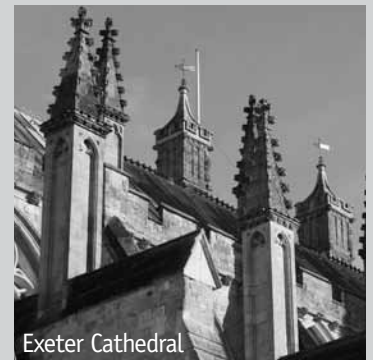
Seaton Tramway

- the applicant should be aware that members are required to place a reciprocal link to www.heartofdevon.com on their business website. We can advise how to do this
- the applicant agrees that at all times they follow all laws and regulations applicable to running their business, including amongst others, Health & Safety, Fire Safety and Trading Standards
- by signing your application/renewal form you are agreeing that you have read, understood and accepted these Terms and Conditions and compliance

Compliance

Compliance with the following is required. This list, whilst comprehensive, is not exclusive and other requirements may apply:

- hold current Public Liability Insurance of £2m or more.
- hold current Employer's Liability Insurance, if you employ at least one person
- possess a current Fire Safety Risk Assessment in the form of a written document
- check that all electrical equipment is safe and meets electrical safety regulations (Portable Appliance Test)
- check that gas and oil appliances and flues are correctly installed and maintained
- comply with the Disability Discrimination Act 1995
- for accommodation providers to maintain a guest registration system that records the full name and nationality of all guests over 16 years of age
- for accommodation providers to keep accurate records of passport numbers of non E.U. residents on arrival and details of the next destination on departure
- any complaint is to be handled courteously and promptly. If not settled amicably and to everyone's satisfaction, it should be reported to the local Tourist Information Centre
- if you play or perform live any copyright music in public on your premises (this currently includes guests' bedrooms) you need a Performing Rights Society licence (PRS). This only applies to accommodation businesses with more than one unit (self-catering) and more than three guest bedrooms (serviced)
- if you play music in public from record, tape, compact disc, video etc, you require a Phonographic Performance Licence (PPL) and probably need a licence if you play music from the radio or television



For further information on joining the Heart of Devon Tourism Partnership please call: 01392 265209 or visit: www.heartofdevon.com/membership

The Heart of Devon Tourism Partnership is a public and private sector partnership of Exeter City Council, Exeter & the Heart of Devon Hotels & Restaurants Association, Axe Valley Promotions, Blackdown Hills Business Association, East Devon Area of Outstanding Natural Beauty, University of Exeter and Tourist Information Centres.