

Lancashire and Blackpool Tourist Board Membership Terms and Conditions

Lancashire and Blackpool Tourist Board is a professional organisation interested in working with and promoting likeminded companies and businesses that adhere to a high standard of service and professionalism. In order to ensure that we achieve this, we require our members to subscribe to the following terms and conditions.

TERMS AND CONDITIONS

General Business

1. Lancashire and Blackpool Tourist Board expects all members to maintain the highest standards of service and professionalism at all times and to enhance the reputation of Lancashire and Blackpool as a tourist destination.
2. Members should maintain and operate their premises/operations in accordance with all relevant statutory requirements.

Quality

1. All accommodation premises must have a current Quality Assurance grading from either VisitBritain or the AA. Only current grading should be displayed on site and on any publicity materials (electronic and other).
2. Accommodation premises must have a current grading, with either VisitBritain or the AA before it is eligible to apply (or re-apply) for membership. Accommodation premises that fail to renew their Quality Assurance will automatically be removed from membership. All attractions members must sign up to either VisitBritain's code of conduct or be a member of VisitBritain's VAQAS scheme. Confirmation of inclusion/lapsing with the above schemes is given by VisitBritain/AA directly to LBTB regularly.

Membership

1. Organisations accepted into membership of LBTB will be notified by a letter
2. LBTB is not obliged to accept any application for membership or give any reason for refusal.
3. Membership of LBTB is dependent on an annual membership fee being paid.
 - 3.1 Membership of LBTB is not transferable and non-refundable (it is the business that is in membership, not an individual).
 - 3.2 Each membership fee covers a year running from 1st April to 31st March. For an up-to-date list of membership fees visit www.lancashireandblackpool.com. Different forms of payment are available (visit www.lancashireandblackpool.com for more information on payment options).
 - 3.3 Membership of LBTB is for a **minimum of** twelve months should a member cancel prior to the expiry the full twelve months fee becomes due, if not already paid.
4. All members must complete a data collection questionnaire each year (issued at membership renewal), this is to ensure LBTB are holding accurate data on your venue, this information will be available to the public via channels such as www.visitlancashire.com.
5. Members agree to display the current year's free LBTB Membership Window Sticker in a prominent position at a point of entry for visitors to their venue and if membership lapses for any reason to remove this from display.
6. All accommodation bookings through the LOIS online system will be subject to a small commission (please contact the on-line marketing team for rates).
7. Annual renewal date for membership is 31st March. Any cancellation of membership must be made in writing within 28 days of receipt of invoice and all membership materials returned to LBTB.
8. LBTB reserves the right to carry out an inspection of any premises related in membership.
9. LBTB reserves the right to expel from membership any organisation which fails to comply with these terms and conditions or to expel any member that has, in the reasonable opinion of LBTB, repeatedly failed to meet their customers' reasonable expectations.

10. **Payment must be in full of all invoices within 30 days of the date of invoice.** Members who fail to settle their accounts with LBTB by the designated invoice date may at the sole discretion of the Board be removed from membership and may also have restrictions other services or support withdrawn and/or applied to other LBTB activity. For an up-to-date list of membership fees please visit www.lancashireandblackpool.com

Training & Skills

Members should:

1. Invest time in staff training and development to aid retention. Ensure that staff are given the correct training for their job and that when promoted are given access to higher level of training to assist them in their new role.
2. Ensure that employees feel valued members of staff and are encouraged to develop themselves and your business.
3. Consider offering industry placements to students to raise their awareness of the tourism industry.
4. Ensure visitors receive a knowledgeable and friendly Lancashire welcome and staff are aware of the wider tourism offering in the county.
5. Engage with skills and training programmes supported by LBTB.

Accessibility

Members should:

1. Welcome all customers without discrimination, meeting the minimum standard requirements of the Disability Discrimination Act, ensuring Lancashire is accessible to all; and so far as practicable in the circumstances.
2. Give due consideration to access for people with limited mobility and others with special needs.

Care of the Environment

Members should:

1. Take steps to minimise negative environmental impacts of your business and to encourage your visitors to do the same.

Performance Information

Members should:

1. Participate in surveys endorsed by LBTB to help measure the performance of the tourism sector in Lancashire e.g. hotel occupancy surveys, attendances at attractions, conferences etc.

Others

1. All sightseeing tour companies and ground handlers must comply with the necessary statutory requirements for each of their sectors.
2. All organisations offering Bureau de Change facilities must comply with the British Bankers Association Banking Code.

If you have any questions regarding any of the above terms and conditions please contact the Membership team on 01257 226612 or at membership@lbtbltd.com.