



## Quality in Tourism: Our Credentials

### Incomparable knowledge of the market and industry

- Over 15 years of delivering hospitality accreditation in the UK and across the world, with 200 years of experience.
- Unrivalled market knowledge across accreditation.
- Modernised schemes and product enhancements.
- A team driven to deliver customer satisfaction supporting the participants to continuously improve
- International and national coverage



*"I am delighted to lead our team of highly qualified assessors and business advisors, and to have the ability to be modern influencers and supporters of great hospitality businesses"*

**Deborah Heather**  
Director, Quality in Tourism



### The property has:

#### **A recognised accreditation for its cleaning standards:**

79% selected "Very Important" or "Important"  
Just 3% selected that this was "Not important at all".

#### **Sanitising hand gel or wipes are available throughout:**

77% selected "Very Important" or "Important"  
Just 3% selected that this was "Not important at all".

#### **Social distancing is enforced:**

77% selected "Very Important" or "Important"  
Just 4% selected that this was "Not important at all".

#### **The maximum capacity is reduced:**

73% selected "Very Important" or "Important"  
Just 4% selected that this was "Not important at all".

## Consumer Survey



**79% of consumers expect  
cleanliness accreditation  
from their accommodation  
provider before they travel**

BVA / BDRC as part of their COVID sentiment tracking



- **Safe, Clean and Legal™** underwrites every assessment, including **REST, WellBMe & Star Ratings**
- **Safe, Clean and Legal™** is the only hospitality accreditation scheme in the UK\* with **Primary Authority**.
- Primary Authority Partnership with Cornwall Council, Direct and Co-ordinated approved by Secretary of State for BEIS.
- Developed with technical advice from EHO, Fire Safety etc
- **UPDATED TO INCLUDE ALL LATEST CV19 cleaning protocols.**





**Safe Clean & Legal™**  
Per Industry Segment:

**Phase 1 (complete)**

- Hotels
- B&B's/Guest Houses
- Venues (M&E)
- Parks
- Self Catering
- Serviced Apartments
- STR
- Camping
- Glamping

**Phase 2**

- Restaurants
- Bars/Pubs
- Sports & social clubs
- Attractions
- Entertainment venues/cinemas
- Spas/Leisure clubs
- Retail





# Safe Clean & Legal™ - C-19 Cleaning Protocols (sample criteria)



Assessment Details							
QT Reference No:				Date:			
Business Name:				Address:			
Insurance Certificate:	X	Gas Safety Certificate:	X	Fire Risk Assessment:	X	Carbon Monoxide Detectors:	X
Completion Guide							
Notes go here...							
Job Hazard Exposure / Detailed Hazard	Possible Harm and Effects	Existing Control Measures	Recommended Controls / Information (In Priority Order)	S	L	R	
<p><b>Person to person contact during COVID 19 pandemic (Host and guest)</b></p>	<p>Becoming infected with COVID19 and further spread the infection</p>		<p>Health questionnaire sent to arriving guests.</p> <p>Minimise contact between the two parties by suspending physical welcome meeting.</p> <p>Provide a pre arrival/ departure pack for guests explaining procedures</p> <p>Place key in a key lock and supply pin number</p> <p>Host to video call or phone the guests after guest arrival to ensure customer satisfaction and to answer all queries</p> <p>Suspend all linen changes and interim cleaning services (provide linen packs)</p> <p>Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency)</p> <p>Provide a FAQ document on all aspects of the property for example:</p> <p>When bin day is How the boiler works How to switch the heating on How the cooker works</p> <p>This will minimise any visit to the property</p> <p>Suspend amenities packs unless all single</p>				



## Safe Clean & Legal™

Per Industry Segment:

### Process:

- Application & Payment
- C-19 cleaning Protocols / segment specific guidance notes
- Segment specific Risk assessment
- Online training modules
- Relevant (by segment) compliance checks
- Risk assessment review (desktop)
- Risk analysis score
- Mitigating Risk support
- Assessor visits
- Accreditation

[www.qualityintourism.com/quality-assessment/safe-clean-and-legal](http://www.qualityintourism.com/quality-assessment/safe-clean-and-legal)

