



Tourism Accommodation Standards Charter and free website listing

Dover District Council remains committed to both the National Quality Assurance Scheme run by The AA, Kent Accommodation Scheme and other accreditation schemes/guides like Alistair Sawday, Michelin etc. This independent view can provide valuable insight and excellent advice tools to assist you with running and developing your business. They also provide an award to use on your website and promotional materials.

In order to ensure quality is maintained by our local accommodation businesses and recognised by our visitors, Dover District Council has developed an 'Accommodation Charter.' Any non-accredited district wide accommodation businesses have the opportunity to sign up to the Charter as a requirement to being promoted on the White Cliffs Country website and other potential promotional activities (advertising and PR activity) undertaken by us and partners like Visit Kent and Tourism South East. The Charter will also enable the districts Visitor Information Centre's to make bookings through you on behalf of their visitors. The Charter will cover important areas such as legal considerations, health and safety and good customer care practice.

There is also a complaints procedure which, together with the Charter, will provide a feedback mechanism for visitors who may be unhappy with their chosen accommodation.

To sign up and enjoy free website advertising, please email sandra.killick@dover.gov.uk to request a copy of the Accommodation Standards Charter and website listing form.