

Accommodation star ratings and awards

When you choose to stay in White Cliffs Country, you can be confident that it has been checked out before you arrive. All accommodation featured on our website has been quality assessed by either Visit England, the AA or has recently applied for a rating and is awaiting assessment or has signed the White Cliffs Country Accommodation Charter.

Ratings made easy

Accommodation on the website assessed by Visit England or the AA is rated with stars. The star ratings are designed to meet expectations of consumers with regards to quality and facilities.

Hotels

Must have a minimum of five bedrooms, be licensed (unless categorised as a Metro Hotel) and all bedrooms must be ensuite or with private facilities.

Budget Hotels

Part of a large "branded" Hotel Group offering clean and comfortable ensuite facilities, 24-hour reservations and a consistent level of facilities.

Guest Accommodation

Properties are likely to be smaller than hotels with perhaps a family home feel and approach and a less structured service.

Self-Catering

The layout and design of the accommodation and the range and quality of the kitchen equipment is assessed as well as the quality and comfort of bedrooms and bathrooms.

Holiday Parks, Caravans and Camping

Star ratings reflect the overall quality of the park from one to five stars - five stars being reserved for parks of exceptional quality.

Ratings explained

- * Simple and practical, no frills
- ** Well-presented and well run
- *** Good level of quality and comfort
- **** Excellent service throughout
- ***** Exceptional with a degree of luxury

Guides to Awards

Gold and Silver Awards from Visit England are given in recognition of exceptional quality within a property's star rating or for outperforming a star rating. Yellow Stars from the AA are for providing Highly Commended accommodation.

Breakfast Awards

Visit England Breakfast awards are made for choice of breakfast service and hospitality over and above their star rating.

The Green Tourism Business Scheme

Awarded to accommodation providers on their effort to reduce their environmental impact.

Booking information

Book directly with the accommodation you've chosen, contact details are on each of the advertisements. Please mention that you found your accommodation on the White Cliffs Country website when booking direct.

Visitor Information Centres

Contact one of our [Visitor Information Centres](#) who, for a small fee, should be able to book accommodation for you. Alternatively, you can call in when you arrive in White Cliffs Country. They can also Book a Bed Ahead for you.

Payments, Cancellation and Complaints

Making a booking is a legally binding contract and therefore cancellation procedures should be checked with each establishment before booking. Each establishment has a cancellation clause which will be strictly enforced if you do not give adequate notice.

Should you have cause for complaint, you should inform the manager or owner at the time of your stay, while they have the chance to put things right. You can also contact the relevant assessment agency www.visitenglandassessmentservices.com or www.theaa.com/hotel-services

Establishments will generally accept credit card bookings by telephone and payment of a deposit may be requested. It is not normal to ask you to pay for the full amount of your stay in advance unless this is for an inclusive holiday. Some proprietors may charge a supplement to customers paying by credit cards to cover their commission charges over those paying cash or cheque; they are obliged under the law to inform you if such a supplement is applicable.

Special Requirements

If you have any special requirements - dietary, accessibility or otherwise, please notify the proprietor when booking.