

Quality in Tourism (QT) Accreditation

Presumed Asked Questions (FAQ) Document – Updated 07 July 2020

HBAA launched a major initiative in May 2020 to support the kick start of the Business Events, Accommodation and Meetings industry in post pandemic recovery, with a partnership with a C-19 cleaning Accreditation scheme.

This partnership is in collaboration with Quality in Tourism¹ (QT); which promote its 'Safe, Clean & LegalTM' Accreditation as a recognised industry standard of hygiene and cleanliness for Hotels/Venues, including Covid-19 protocols.

The objective is to promote customer confidence amongst delegates, guest/delegates, agencies, staff and employers.

A few questions and answers that we wanted to share are:

Updated on 07 July 2020

Government have provided the below statement, which can be found on their dedicated page, please click [here](#)

From 4 July, people can stay overnight away from home with their own household or support bubble, or with members of one other household. People should not stay overnight away from their home with members of more than one other household.

Updated from 23 June 2020

What happens if people staying in accommodation, have symptoms of COVID-19?

Government have provided the below statement, which can be found on their dedicated page, please click [here](#):

If a guest is displaying signs of the COVID-19 virus while staying in overnight accommodation for a permitted reason, they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have COVID-19, they should return home if they reasonably can. They should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.

Guests should follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection.

Previously Asked Questions from 11 June 2020

Where can you get more information about the Accreditation scheme and prices, for Hotels/Venues to start the process?

Please click [here](#)

In addition, there has been research carried out by BVA BDRC demonstrating the importance that customers are putting on accreditation. Please click [here](#) to see the details

Who is the Accreditation recognised by and how is it regulated?

Is this Accreditation regulated?

Yes, it is awarded to Hotels/Venues that meet or exceed minimum set standards across a wide range of factors, including compliance with hygiene and food safety regulations which has become paramount following the Covid-19 outbreak

Who is the regulated body?

It is reviewed and approved through Primary Authority Partnership with Cornwall Council, who acts as the lead Local Authority on behalf of the whole of the UK for the areas of Fire Safety, Environmental Health and Trading Standards

Who has this partnership been approved by?

Secretary of State for the Department of Business, Energy and Industrial Strategy via the Primary Authority

Who is the moderating body for the Accreditation?

Cornwall Council, who the Primary Authority Partner, and advises QT on legislation changes/updates and best practice.

Who is this Accreditation recognised by?

This accreditation is recognised by the Environmental Health Officer (EHO) who have supported QT in developing protocols and standards to protect staff/teams and their guest/delegates

This risk assessment has been approved by EHO's. The EHO at the Primary Authority will consider recommended changes, via QT, aligned to Government changes and also best practice for our sector and will act as advisors to QT in delivering the accreditation

Is the Accreditation applicable for all guest/delegates?

Yes; leisure and business guest/delegates

What does QT look for in post C-19 Safe, Clean and Legal™ Assessment?

- Cleanliness and hygiene
- Standards of practise designed to mitigate risk
- Safety and legal requirements (compliance to government standards required and includes i.e DPA Act 1998, GDPR 2018, Equality Act 2020, Consumer Protection from Unfair Trading Regulations 2008)
- Furniture, Facilities and Equipment (Equipment should comply with [BSS](#))
- Communications with guests

How does a hotel/venue get Accredited?

It is a pass or fail scheme, based upon a list of criteria set for each hospitality segment

Processes and applicable establishments that can apply for the Accreditation

What is the process of the Accreditation?

All properties receive guidance notes and C-19 cleaning protocols from which they complete and submit risk assessments. They are then audited to ensure that they maintain the rigorous levels of cleanliness and safety, providing greater reassurance to customers

QT qualified assessors will desk check the submissions and will either award the Safe, Clean and Legal™ accreditation (pending the full assessment visit) or ask for more information

Is an onsite inspection, carried out by a professional assessor?

Yes, and subject to social distancing rules. QT will send out an assessor, equipped with their own PPE, to carry out a thorough inspection, aligned to the criteria, and will confirm that the Hotel/Venue has passed based on these merits

How frequently will an assessor visit a Hotel/Venue, for the Accreditation?

Annually

Once the assessor has passed a Hotel/Venue, how will QT ensure the standards aligned to the Accreditation are maintained?

The Hotel/Venue is expected to adhere to the criteria as outlined in their Accreditation

When QT audit and it is found that standards are not being delivered; The Accreditation will be withdrawn, immediately. Please note an incident or suspected incident of C-19 infection is a RIDDOR reportable issue

What types of Accommodation and Meeting providers, does this Accreditation cover?

For the business sector it covers hotels, venues, serviced apartments and other accommodation providers throughout the UK. For the leisure market it also includes short-term lets (such as AirBnB); camping and glamping. In addition there are criteria for Leisure Clubs and Spas and Restaurants and Bars which should be available by the end of June

Are there plans to roll this accreditation out wider than the UK?

Yes QT are already in discussions with global affiliates and already have a Global brand working through accreditation in the UK

How does the Accreditation support with Government guidelines?

The Accreditation provides protocols in terms of tracking and tracing for guest/delegates and staff, reducing exposed risks

With regards to the Accreditation process, prior to award, what level of data will be required to be collected by hotels/ venues?

In terms of collecting individual data, QT and other accreditation bodies will want to check that Hotels/Venues have robust processes in place to request, collect and store any data that will assist with ensuring a safe environment and facilitating authorised track and trace schemes

As Hotels/Venues won't always have the end customers email address, how are agencies expected to support with this process?

Hotels/Venues should request that a questionnaire is to be completed by the guest/delegate, prior to arrival or on arrival whilst adhering to social distancing rules. Agencies can support by issuing the questionnaires to the end customer. It is then the responsibility of the end customer to complete and send back to the Hotel/Venue in advance of arrival. It is not the agencies responsibility to chase and send back

Will a guest/delegate be turned away if they haven't completed the questionnaire in advance of arrival?

No, however, they could be, if they are displaying signs of Covid-19 and/or if they completed the questionnaire and it is flagging that there are symptoms (this will be ideally notified, ahead of arrival)

This is a RIDDOR reportable issue and the government may prosecute, if mitigating risk processes are not followed

As part of the Assessment, it is mentioned that Hotels/Venues must be compliant to Safety and Legal requirements, including GDPR 2018, how does the Accreditation support this legislation?

When it comes to GDPR, the lawful basis for collection of this data is 'Public Interest' so Hotels/Venues are able to request the information, where appropriate

HBAA, Industry collaboration and displaying of Accredited Hotels/Venues

Is the Accreditation mandatory that HBAA and non HBAA Hotels/Venues must comply with?

No, it isn't mandatory, however, it does provide consistency across our sector, in terms of standards. Hotels/Venues can, and are, providing their own approaches to this

Can non HBAA hotel/venue members go through the Accreditation process and subject to passing, be accredited?

Yes

How will HBAA agencies/end customers know if a hotel/venue is accredited, via external tools?

HBAA are working with a number of platforms to be able to display this and also some of our agency members, have made adjustments to their own OBT to display. These platforms include [Venue Directory](#) and [Edge Venues](#), to date

How will HBAA members be able to search for accredited hotels/venues and also to list themselves as accredited?

By accessing via Your Membership, with HBAA website. Please click [here](#)

How will HBAA agencies/end customers know if a hotel/venue is accredited, via HBAA website?

This can be found by clicking [here](#)

Which other Industry membership organisations are endorsing this Accreditation?

- [The BTA](#)
- [Advantage](#)
- Also, discussions with other associations

Once passed, will the Hotel/Venue have an Accreditation badge to display on their own collateral?

Yes, QT issue a badge of approval (a marque). For Hotels/Venues that have been Accredited which includes the “Clean” aspect can be recognised due the fact that the badge of approval, is dated **2020-2021**.





Quality in Tourism

Quality in Tourism¹

Quality in Tourism works with hotels, DMOs, professional associations and tourist attractions to set and improve standards and provide consumer insight within the hospitality, leisure and tourism industry