



# DMS Registration Form

Please use this questionnaire to register the details of **places to visit, attractions, services, sources of local information and events** with the NVG Destination Management System database. Please give all details clearly and comprehensively. We reserve the right to alter data to fit the space available in the computer system.

The form consists of four parts:

1. **Contact:** gives details of the person who we can contact to check details.
2. **Venue:** describes the place the visitor goes to use a service, visit an attraction or attends an event. Complete one copy of this page for each venue with a different address.
3. **Attraction:** describes a particular attraction or service available at a venue including admission details (prices and opening times). Complete one copy of this page for each attraction at a venue that has different admission details.

Always complete one copy of the contact and venue pages and at least one of the attraction and events page. A large attraction such as a National Trust House & Gardens might have 2 or more attractions (e.g. house, gardens) and several events (e.g. Easter egg hunt, Musical evening, medieval banquet). In the description of the venue summarise all the attractions of the place. A small landscape picture should be provided for the venue and a larger portrait picture for each major attraction or event. There may be additional charges for multiple pictures.

## 1. Contact

*Please give the details of the person for us to contact to confirm details in this questionnaire. This name and address will not be published to members of the public. Please copy this section if different people fulfil roles.*

Business Name:

Contact Name:

Address for correspondence:


Postcode:  Fax No:

Telephone No:  Mobile No:

Email:

Company Registration No:  VAT No:

Roles (please tick those that apply):

Administration <input type="checkbox"/>	Bookings <input type="checkbox"/>	Conferences <input type="checkbox"/>	Finance <input type="checkbox"/>
General Manager <input type="checkbox"/>	Marketing <input type="checkbox"/>	Press & PR <input type="checkbox"/>	

## 2. Venue

Please give the details of the location of the attraction, service or event.

Venue Name:		
Address of venue		
Postcode:		
Website		

Please provide a short description of the venue that summarises its main features (no more than 150 chars):


Please provide directions to your property from the nearest through route:

Free parking:	<input type="checkbox"/>	Parking with charge:	<input type="checkbox"/>
Easy to access by public transport:	<input type="checkbox"/>		
Nearest station:		No of miles from nearest station:	

Please tick the amenities that the venue has to offer:

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Accept groups                  | <input type="checkbox"/> Facilities for conferencing          | <input type="checkbox"/> Quality Assured Visitor Attraction |
| <input type="checkbox"/> Baby changing facilities       | <input type="checkbox"/> Facilities for corporate hospitality | <input type="checkbox"/> Picnic site                        |
| <input type="checkbox"/> Cash Point                     | <input type="checkbox"/> Facilities for groups                | <input type="checkbox"/> Postbox                            |
| <input type="checkbox"/> Coach parties accepted         | <input type="checkbox"/> Facilities for educational visits    | <input type="checkbox"/> Public toilets                     |
| <input type="checkbox"/> Credit cards accepted (no fee) | <input type="checkbox"/> French signs/guides                  | <input type="checkbox"/> Pushchairs available               |
| <input type="checkbox"/> Credit cards accepted (fee)    | <input type="checkbox"/> German signs/guides                  | <input type="checkbox"/> Regional Tourist Board Member      |
| <input type="checkbox"/> Currency Exchange              | <input type="checkbox"/> Gift shop                            | <input type="checkbox"/> Spanish signs/guides               |
| <input type="checkbox"/> Disabled access                | <input type="checkbox"/> Italian signs/guides                 | <input type="checkbox"/> Telephone (public)                 |
| <input type="checkbox"/> Disabled toilets               | <input type="checkbox"/> National Trust Property              | <input type="checkbox"/> Welcome Host                       |
| <input type="checkbox"/> Education/study area           | <input type="checkbox"/> On-site catering                     | <input type="checkbox"/> Wheelchairs available              |
| <input type="checkbox"/> English Heritage Property      | <input type="checkbox"/> On-site light refreshments           |   |

Themes:  Wet Weather  Great for Kids

Comments about amenities:


**3. Attraction**

Please give details of each substantial attraction or service (e.g. museum, church, shop, restaurant) at the venue. Please continue on additional sheets if necessary.

Name of attraction:

Please tick if picture of attraction is enclosed:

Please give details of entry charges including concessions and special rates for groups :

Entry is free <input type="checkbox"/>
Do you admit TIC staff free of charge (with a tourist board staff card)?    YES/ NO
Number of visitors annually:

Please give contact details for members of the public to use:

Contact Name:

Mr / Mrs / Miss / Ms

Telephone No:

Mobile No:

Website:

Email:


Please tick the amenities that the attraction has to offer:

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Children welcome                      | <input type="checkbox"/> Facilities for hearing impaired  | <input type="checkbox"/> Smoking allowed                   |
| <input type="checkbox"/> Disabled access                       | <input type="checkbox"/> Facilities for visually impaired | <input type="checkbox"/> Smoking not allowed               |
| <input type="checkbox"/> Dogs accepted                         | <input type="checkbox"/> Guided tours for groups          | <input type="checkbox"/> Venue approved for civil marriage |
| <input type="checkbox"/> Dogs not accepted (except Guide dogs) | <input type="checkbox"/> Guided tours for individual      | <input type="checkbox"/> Wedding receptions                |
|  | <input type="checkbox"/> Guided tours mandatory           |  |

Please give a full description of the attraction or service (continue overleaf if required):


Please give opening time(s) for each day eg 9:00-13:00, 14:30 – 17:00 (if not open on a day please put a cross through it) or tick here if open 24 hours a day 365 days a year:

Season dates	Mon	Tues	Wed	Thur	Fri	Sat	Sun
__/__/__ to __/__/__							
__/__/__ to __/__/__							
__/__/__ to __/__/__							

Bank Holidays – if **different** from normal opening time (if not open on a day please put a cross through it).

New Year	Good Fri	Easter Sat	Easter Sun	Easter Mon	May Day	May BH Sat
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May BH Sun	May BH Mon	Aug BH Sat	Aug BH Sun	Aug BH Mon	Christmas	Boxing Day
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Further notes on opening arrangements (e.g. latest admission times)

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## ATTRACTIONS - SELF ASSESSMENT QUESTIONNAIRE

<b>PARKING</b>		<b>YES</b>	<b>NO</b>
1	Is designated parking provided for guests with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>
2	If yes, is it within 50 metres from the main entrance?		
3	Is the surface of the car park and pathway leading to entrance:	<i>tick one</i>	
3a	Solid ie tarmac / concrete etc?	<input type="checkbox"/>	<input type="checkbox"/>
3b	Gravel	<input type="checkbox"/>	NO
3c	Grass	<input type="checkbox"/>	<input type="checkbox"/>
3d	Other		
4	Is there a drop-off point for guests immediately outside the main entrance?	<input type="checkbox"/>	<input type="checkbox"/>
5	Is the route from the parking area to the entrance:	<i>tick one</i>	
5a	Flat (ie without steps)	<input type="checkbox"/>	<input type="checkbox"/>
5b	With a ramp	<input type="checkbox"/>	<input type="checkbox"/>
5c	With steps and no ramp	<input type="checkbox"/>	<input type="checkbox"/>

<b>BUILDING ENTRANCE</b>		<b>YES</b>	<b>NO</b>
6	Are there any steps to the main entrance?	<input type="checkbox"/>	<input type="checkbox"/>
6a	If 'yes', how many steps?		
6b	If 'yes', is there a handrail by the steps?	<input type="checkbox"/>	<input type="checkbox"/>
7	Is there a ramp to the main entrance?	<input type="checkbox"/>	<input type="checkbox"/>
7a	If 'yes', is there a handrail by the ramp	<input type="checkbox"/>	<input type="checkbox"/>
8	Is the entrance well lit?	<input type="checkbox"/>	<input type="checkbox"/>
9	Is there an automatic door at the main entrance?	<input type="checkbox"/>	<input type="checkbox"/>

<b>ACCESS TO PUBLIC AREAS</b>		<b>YES</b>	<b>NO</b>
10	Is there level access (ie no steps or thresholds), or access by a ramp or lifts?	<i>tick where appropriate</i>	
10a	From the entrance to reception / ticket area?	<input type="checkbox"/>	<input type="checkbox"/>
10b	To a specially adapted public toilet suitable for wheelchair users?	<input type="checkbox"/>	<input type="checkbox"/>
10c	To the gift shop?	<input type="checkbox"/>	<input type="checkbox"/>
11	Is there good contrast between the floor and walls?	<input type="checkbox"/>	<input type="checkbox"/>
12	Is the lift equipped with verbal floor announcements?	<input type="checkbox"/>	<input type="checkbox"/>
13	Is the lift equipped with raised floor numbers or braille numbers or letters?	<input type="checkbox"/>	<input type="checkbox"/>
14	Do clear surfaces such as glass doors have contrast markings on them?	<input type="checkbox"/>	<input type="checkbox"/>
15	Do you provide baby changing facilities?	<input type="checkbox"/>	<input type="checkbox"/>
16	Is visitor information available in large print (14pt and over)?	<input type="checkbox"/>	<input type="checkbox"/>
17	Is visitor information available in audio format?	<input type="checkbox"/>	<input type="checkbox"/>
18	Is a hearing loop installed in public areas?	<input type="checkbox"/>	<input type="checkbox"/>

<b>RESTAURANT / CAFÉ</b>		<b>YES</b>	<b>NO</b>
19	Is there level access (ie no steps or thresholds), or access by ramp or lift to the restaurant / cafe?	<input type="checkbox"/>	<input type="checkbox"/>
20	Is there good contrast between the floor and walls?	<input type="checkbox"/>	<input type="checkbox"/>
21	Are menus available in large print (14pt and over)?	<input type="checkbox"/>	<input type="checkbox"/>
22	Can the restaurant / cafe provide meals for visitors with special dietary requirements?	<i>tick where appropriate</i>	
22a	Sugar free (diabetic)	<input type="checkbox"/>	<input type="checkbox"/>
22b	Gluten free (celiacs)	<input type="checkbox"/>	<input type="checkbox"/>
22c	Lactose free (dairy free)	<input type="checkbox"/>	<input type="checkbox"/>
22d	Low potassium	<input type="checkbox"/>	<input type="checkbox"/>
22e	Low sodium	<input type="checkbox"/>	<input type="checkbox"/>
22f	Nut free	<input type="checkbox"/>	<input type="checkbox"/>
22g	Additive free	<input type="checkbox"/>	<input type="checkbox"/>
22h	Organic	<input type="checkbox"/>	<input type="checkbox"/>
22i	Vegetarian	<input type="checkbox"/>	<input type="checkbox"/>
22j	Vegan	<input type="checkbox"/>	<input type="checkbox"/>
23	Is seating available suitable for wheelchair users, ie moveable and good height for person sitting in a wheelchair?	<input type="checkbox"/>	<input type="checkbox"/>
24	Are high chairs for children available?	<input type="checkbox"/>	<input type="checkbox"/>
25	Is a children's menu available?	<input type="checkbox"/>	<input type="checkbox"/>

<b>GENERAL QUESTIONS</b>		<b>YES</b>	<b>NO</b>
26	Is there any reason why service dogs are NOT allowed in your attraction? IF YES GIVE REASONS:	<input type="checkbox"/>	<input type="checkbox"/>
27	Where appropriate, is there a hearing loop system (ie ticket counter / gift shop)?	<input type="checkbox"/>	<input type="checkbox"/>
28	Is seating available throughout the attraction at appropriate intervals for visitors with limited mobility?	<input type="checkbox"/>	<input type="checkbox"/>
29	Is there clear signage throughout the attraction (ie colour contrasted, large lettering, use of pictograms etc)?	<input type="checkbox"/>	<input type="checkbox"/>
30	Is the lighting effective throughout the attraction for visually impaired visitors?	<input type="checkbox"/>	<input type="checkbox"/>
31	Do clear surfaces such as glass doors have contrast markings on them?	<input type="checkbox"/>	<input type="checkbox"/>
32	Do you provide wheelchairs?	<input type="checkbox"/>	<input type="checkbox"/>
32a	If 'yes', tick whether these are: Free	<input type="checkbox"/>	<input type="checkbox"/>
32b	Chargeable	<input type="checkbox"/>	<input type="checkbox"/>
33	Are routes / pathways throughout the attraction suitable for wheelchair users or visitors with limited mobility?	<input type="checkbox"/>	<input type="checkbox"/>
34	Are displays at suitable height for wheelchair users / children to use comfortably?	<input type="checkbox"/>	<input type="checkbox"/>
35	Is there an audible alarm system?	<input type="checkbox"/>	<input type="checkbox"/>
36	Is there a visual alarm system?	<input type="checkbox"/>	<input type="checkbox"/>

<b>ADDITIONAL INFORMATION</b>	

## Legal Statement For Submission Of Information To Tourism Promoters

This questionnaire is your way of telling Cumbria Tourism, Local Councils and Visit Britain about your tourism product or service and of being part of their promotional activities for the coming year.

The information you provide may be published by the tourist boards or be made available to Tourist Information Centres in helping with enquiries from the public and other third parties. Additionally, the tourist boards may pass the information to third parties for inclusion, at their discretion, in tourism-related publications. There is no guarantee that the information, which you may have supplied, will be published or used either in the form submitted or at all. If it is, the tourist boards will make every reasonable effort to ensure accuracy but regret that they cannot accept liability of any kind arising from or in connection with the use or publication of the information, either by themselves or third parties, including as a result of any error or omission on the part of the tourist boards. Nothing in the foregoing disclaimer shall operate or be construed so as to bar any claim resulting in the personal injury or death of any person.

I have read the information supplied and warrant that the information provided is true and accurate and if published will not constitute an offence under the Consumer Protection Act From Unfair Trading Regulations 2008.

*Please tick the following boxes if you agree to your data being used for use in the following areas.*

- The Tourism Promoters sometimes make data available to carefully selected organisations whose products and services may be of interest to you. Please tick if you do wish your data to be passed on in this way.
- The Tourism Promoters sometimes make data available to carefully selected organisations for inclusion in tourism-related publications and websites for the purpose of, but not limited to, providing you with potential additional customers and/or sales leads. Please tick if you do wish your data to be passed on in this way.
- Please tick if you consent to the Tourism Promoters passing the information you have supplied to persons and/or organisations located outside the European Economic Area.

## Declaration

I accept the above statement for submission of information to tourism promoters.

Signature		
Print Name		
Position		
Date		
Office code:		(for office use only)

**Please return to Rebecca Crofts at: Cumbria Tourism, Windermere Road, Staveley, Kendal, Cumbria, LA8 9PL or email: [rcrofts@cumbriatourism.org](mailto:rcrofts@cumbriatourism.org) or phone: 015398 22222.**