

This form is your way of giving us information to use on your visitlakedistrict.com website listing. Completing and returning this form will ensure that we have up to date information about your business for use in promotional activities on the website.

**IMPORTANT** - Please read the Code of Conduct, tick the data protection boxes and sign the declaration at the end of the questionnaire, then return the completed form to us at

[website@cumbriatourism.org](mailto:website@cumbriatourism.org)

### Business & Contact Details to display on your website listing:

<b>Business Name</b>	
<b>Address 1</b>	
<b>Address 2</b>	
<b>Address 3</b>	
<b>Town</b>	
<b>County</b>	
<b>Postcode</b>	
<b>E-Mail</b>	
<b>Website</b>	
<b>Telephone</b>	
<b>Fax</b>	

### Short Description

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Full Description (around 300 words if possible)

Public Transport Directions

Road Directions

## Facilities (Please tick all that apply)

Accessibility					
<input type="checkbox"/>	Disabled Access	<input type="checkbox"/>	Facilities for hearing impaired	<input type="checkbox"/>	Wheelchairs available
<input type="checkbox"/>	Disabled toilets	<input type="checkbox"/>	Facilities for visually impaired		

Booking & Payment Details					
<input type="checkbox"/>	Cash point	<input type="checkbox"/>	Credit cards accepted	<input type="checkbox"/>	Currency exchange

Catering					
<input type="checkbox"/>	On-site catering	<input type="checkbox"/>	O-nsite light refreshments	<input type="checkbox"/>	Picnic site

Children					
<input type="checkbox"/>	Baby changing facilities	<input type="checkbox"/>	Children welcome	<input type="checkbox"/>	Pushchairs available

Covid-19 Response					
<input type="checkbox"/>	1m distancing in place	<input type="checkbox"/>	Delivery only	<input type="checkbox"/>	Open now
<input type="checkbox"/>	2m distancing in place	<input type="checkbox"/>	Eat Out to Help Out	<input type="checkbox"/>	Outside seating
<input type="checkbox"/>	Advance booking essential	<input type="checkbox"/>	Face mask essential (not provided)	<input type="checkbox"/>	Paid stay-at-home policy for staff with symptoms
<input type="checkbox"/>	Capacity limit	<input type="checkbox"/>	Face mask essential (provided)	<input type="checkbox"/>	Pets welcome during COVID-19 restrictions
<input type="checkbox"/>	Clear signage	<input type="checkbox"/>	Face masks available for visitors	<input type="checkbox"/>	Queuing system
<input type="checkbox"/>	Click & collect	<input type="checkbox"/>	Face masks required for staff in public areas	<input type="checkbox"/>	Regular temperature checks for staff
<input type="checkbox"/>	Closed to non-members	<input type="checkbox"/>	Facilities must be booked	<input type="checkbox"/>	Regularly sanitised high-traffic areas
<input type="checkbox"/>	Contactless payment only	<input type="checkbox"/>	Floors clearly marked for social distancing	<input type="checkbox"/>	Socially distanced spaced seating
<input type="checkbox"/>	Contactless payment possible	<input type="checkbox"/>	Food available during COVID-19 restrictions	<input type="checkbox"/>	Staff required to regularly wash hands
<input type="checkbox"/>	Contactless payment only	<input type="checkbox"/>	Hand sanitizer available to visitors & staff	<input type="checkbox"/>	Takeaway available
<input type="checkbox"/>	Contactless payment possible	<input type="checkbox"/>	Hygiene screens in place	<input type="checkbox"/>	Takeaway only
<input type="checkbox"/>	COVID-19 measures in place	<input type="checkbox"/>	Interactive displays closed	<input type="checkbox"/>	Touch-free toilet facilities
<input type="checkbox"/>	COVID-19 refund and cancellation policy in place	<input type="checkbox"/>	Mealtimes must be booked	<input type="checkbox"/>	Temperature checks for visitors
<input type="checkbox"/>	COVID-19 risk assessment completed	<input type="checkbox"/>	One-way system	<input type="checkbox"/>	Temperature checks for visitors
<input type="checkbox"/>	COVID-19 staff training completed	<input type="checkbox"/>	Online booking only	<input type="checkbox"/>	Time-limited visits
<input type="checkbox"/>	Currently closed	<input type="checkbox"/>	Online booking possible	<input type="checkbox"/>	Touch-free toilet facilities
<input type="checkbox"/>	Delivery available	<input type="checkbox"/>	Online ordering available	<input type="checkbox"/>	Virtual menus
				<input type="checkbox"/>	Virtual queuing system

Groups			
<input type="checkbox"/>	Educational/study area	<input type="checkbox"/>	Facilities for groups
<input type="checkbox"/>	Facilities for educational visits	<input type="checkbox"/>	Guided tour for groups

Languages			
<input type="checkbox"/>	French signs/guides	<input type="checkbox"/>	Italian signs/guides
<input type="checkbox"/>	German signs/guides	<input type="checkbox"/>	Spanish signs/guides

Meetings, Conference & Wedding Facilities					
<input type="checkbox"/>	Air conditioning	<input type="checkbox"/>	Facilities for corporate hospitality	<input type="checkbox"/>	Sole use of venue
<input type="checkbox"/>	Bar area	<input type="checkbox"/>	Grounds for outdoor activities	<input type="checkbox"/>	Venue approved for civil marriage
<input type="checkbox"/>	Board/flipchart	<input type="checkbox"/>	Helicopter landing	<input type="checkbox"/>	Wedding planner available
<input type="checkbox"/>	Business support	<input type="checkbox"/>	Leisure facilities onsite	<input type="checkbox"/>	Wedding receptions
<input type="checkbox"/>	Facilities for conferencing	<input type="checkbox"/>	Mobile phone coverage		

Parking					
<input type="checkbox"/>	Car Charging	<input type="checkbox"/>	Free Parking	<input type="checkbox"/>	Parking with charge

Property Facilities					
<input type="checkbox"/>	Dogs accepted	<input type="checkbox"/>	Guided tours mandatory	<input type="checkbox"/>	Smoking allowed
<input type="checkbox"/>	Dogs not accepted (except guide dogs)	<input type="checkbox"/>	Passenger lift	<input type="checkbox"/>	Smoking not allowed
<input type="checkbox"/>	Gift shop	<input type="checkbox"/>	Post box	<input type="checkbox"/>	Telephone
<input type="checkbox"/>	Guided tours for individuals	<input type="checkbox"/>	Public toilets	<input type="checkbox"/>	Wi-fi or internet access

Site Features			
<input type="checkbox"/>	English Heritage property	<input type="checkbox"/>	Regional Tourist Board Member
<input type="checkbox"/>	National Trust property	<input type="checkbox"/>	Welcome Host

Target Markets			
<input type="checkbox"/>	Accepts groups	<input type="checkbox"/>	Coach parties accepted

Other			
<input type="checkbox"/>	Electric car charging point		



# Tourism For All – Accessibility Information

Parking			
<input type="checkbox"/>	Designated Parking for Guests with disabilities?	<input type="checkbox"/>	Designated parking is within 50 metres approx. of entrance
<b>Surface of the car park and pathway leading to entrance is:</b>			
<input type="checkbox"/>	Solid i.e. tarmac / concrete etc	<input type="checkbox"/>	Gravel
<input type="checkbox"/>	Drop-off point for guests outside entrance	<input type="checkbox"/>	Other:
<b>Route from the parking area to the entrance:</b>			
<input type="checkbox"/>	Is flat (i.e. without steps)	<input type="checkbox"/>	Has a ramp
<input type="checkbox"/>		<input type="checkbox"/>	Has steps and no ramp

Entrance			
<input type="checkbox"/>	Steps to the main entrance?	Number of steps:	<input type="checkbox"/>
<input type="checkbox"/>	Ramp to entrance	<input type="checkbox"/>	Handrail by ramp
<input type="checkbox"/>	Entrance well lit	<input type="checkbox"/>	Automatic door at main entrance
<input type="checkbox"/>		<input type="checkbox"/>	Handrail by steps

Public Areas (Attractions and Activities)			
<b>Level access (no steps/thresholds) or access by ramp or lift:</b>			
<input type="checkbox"/>	From the entrance to reception/ticket area	<input type="checkbox"/>	To a specially adapted public toilet suitable for wheelchair users
<input type="checkbox"/>	Good contrast between the floor and wall	<input type="checkbox"/>	Lift equipped with verbal floor announcements
<input type="checkbox"/>	Contrast markings on clear surfaces such as glass doors	<input type="checkbox"/>	Baby changing facilities
<input type="checkbox"/>	Hearing loop installed in public areas	<input type="checkbox"/>	To the gift shop
<input type="checkbox"/>		<input type="checkbox"/>	Lift equipped with raised floor numbers or braille numbers or letters
<input type="checkbox"/>		<input type="checkbox"/>	Visitor information available in large print (14pt and over)

Food/Dining			
<input type="checkbox"/>	Level access (no steps/thresholds) or access by ramp or lift	<input type="checkbox"/>	Level access (ie no steps or thresholds), or access by ramp or lift to the toilets
<input type="checkbox"/>	Good contrast between the walls and floors	<input type="checkbox"/>	Contrast markings on clear surfaces such as glass doors
<input type="checkbox"/>		<input type="checkbox"/>	Level access (ie no steps or thresholds) or access by ramp to a specially adapted toilet for wheelchair users
<input type="checkbox"/>		<input type="checkbox"/>	Menus available in large print (14pt and over)
<b>Restaurant/café provides meals for visitors with special dietary requirements:</b>			
<input type="checkbox"/>	Sugar free (diabetic)	<input type="checkbox"/>	Gluten free (Coeliac)
<input type="checkbox"/>	Low potassium	<input type="checkbox"/>	Low sodium
<input type="checkbox"/>	Additive free	<input type="checkbox"/>	Organic
<input type="checkbox"/>	Vegan	<input type="checkbox"/>	Lactose free (dairy free)
<input type="checkbox"/>		<input type="checkbox"/>	Nut free
<input type="checkbox"/>		<input type="checkbox"/>	Vegetarian
<input type="checkbox"/>	Seating suitable for wheelchair users, ie moveable and good height for person sitting in a wheelchair	<input type="checkbox"/>	High-chairs for children
<input type="checkbox"/>		<input type="checkbox"/>	Children's Menu

General			
<input type="checkbox"/>	Service dogs NOT allowed	If selected, please specify:	
	Hearing loop system	Seating available for visitors with limited mobility	Clear signage
	Effective lighting for visually impaired visitors	Good colour/tonal contrast for visually impaired visitors	
	Wheelchairs provided	Fee payable for provided wheelchairs	Wheelchairs provided free
	Routes/pathways suitable for wheelchair users or visitors with limited mobility	Displays at suitable height for wheelchair users/children	
	Audible alarm system	Visual alarm system	

Notes – please add details here of any accessibility information not already covered

## Opening Times

Please add details here of normal opening for your property, either seasonal or general as applicable.

Special opening			
<input type="checkbox"/> Open all year <input type="checkbox"/> Open Christmas <input type="checkbox"/> Open New Year			
Seasons    If you operate seasonal opening times, please detail below			
Season Name	From	To	Open? Yes/no
General Opening notes    Please detail any opening information you would like to display, such as daily opening times, times when you are not open, or times when normal opening does not apply.			

## Social Media links

Please let us know the full address of your social media channels that you would like to link into your listing on visitlakedistrict.com

Facebook	
Twitter	
Instagram	
Pinterest	
Trip Advisor	



## Video links

If you have a promotional video that you would like to link into your listing on [visitlakedistrict.com](http://visitlakedistrict.com), please let us know the full URLs below


## Image Request

We need at least one image for your listing on [visitlakedistrict.com](http://visitlakedistrict.com); but more is even better. You can have up to a maximum of 20 images per listing. Your images should be at least 1500px wide x 879px high and all images should be supplied in digital format ie jpeg; to [website@cumbriatourism.org](mailto:website@cumbriatourism.org). We can accept images larger than the size stated. If sending larger images, we recommend using a free large-file transfer service such as [wettransfer.com](http://wettransfer.com).

## Declaration

1. I/we warrant that the information provided is true and accurate and if published will not constitute an offence under the Trade Descriptions Act 1968 or the Consumer Protection Act 1987.
2. I/we warrant that each image which I/we have supplied may be used by Cumbria Tourism for promoting my business and that, where relevant, the consent of any individual featured in an image has been obtained for such use. In addition I/we agree that the image may be used on the [visitlakedistrict.com](http://visitlakedistrict.com) website pages with a suitable credit, or supplied to other carefully selected third parties for tourism-related purposes.
3. I/we accept that it cannot be guaranteed that the image and/or text supplied will be published or used in either the form submitted or at all.
4. I/We warrant that I/we are authorized to supply the image and that it does not infringe any existing copyright or other intellectual property right. We further warrant that the image is accurate and if published, will not constitute an offence under the Trade Descriptions Act 1968, the Consumer Protection Act 1987 or breach any codes of practice relating to advertising or sales promotion.
5. I/We undertake to indemnify local, national and regional tourist organisations and any third parties to whom the image is supplied against any loss, damage or proceedings arising from breach of these warranties.

<b>Signed</b>	
<b>Name (in block capitals)</b>	
<b>Position</b>	
<b>Date (DD-MM-YYYY)</b>	

# Declaration

## LEGAL STATEMENT FOR SUBMISSION OF INFORMATION TO CUMBRIA TOURISM

### Code of Conduct

Only those establishments that agree to use their best endeavours to meet the following requirements may be eligible to participate in marketing and publishing activities undertaken by Cumbria Tourism and Area Tourism Partnerships:

- To fulfill all appropriate statutory obligations.
- To have Public Liability Insurance.
- To maintain their buildings, their fixtures, furnishings, fittings and decor in sound and clean condition and fit for the purposes intended.
- To observe the following Code of Conduct:
  1. To ensure high standards of courtesy and cleanliness, catering and service appropriate to the type of establishment.
  2. To describe fairly to all visitors and prospective visitors the amenities, facilities and services provided by the establishment, whether by advertisement, brochure, word of mouth or any other means. To allow visitors to see accommodation, if requested, before booking.
  3. To make clear to visitors exactly what is included in all prices quoted for accommodation, meals and refreshments, including service charges, taxes and other surcharges. Details of charges, if any, for heating or for additional services or facilities available should also be made clear.
  4. To adhere to, and not to exceed, prices current at time of occupation for accommodation or other services.
  5. To give each visitor, on request, details of payments due and a receipt, if required.
  6. To deal promptly and courteously with all enquiries, requests, reservations, correspondence and complaints from visitors.
  7. To allow a representative reasonable access to the establishment on request, to confirm that the Code of Conduct is being observed.

### Data Protection

- I understand that the information I have provided within this questionnaire may be used for the selected purposes outlined below:

Contact information will be used by Cumbria Tourism and their tourism partners to contact me on a regular basis to ensure that address and contact records are accurate (including by phone, sms, email, post or fax).

The information provided within the questionnaire will be processed for use in the web system for the purpose of advertising your business to a wide potential customer base and to service enquiries from the public and third parties.

Cumbria Tourism and their tourism partners may use the descriptive information to identify gaps in products and services available to customers, developing existing services, and for market research purposes. The information you provide may also be processed for inclusion in tourism publications and websites; statistical analysis; the promotion and sale of tourism services; customer service; administration monitoring; tracking and recording participation in projects and publications.

The information held within the DMS system will be made available to registered users and other users as specified above through password enabled web access. The full details provided in your questionnaire are accessible only by Cumbria Tourism, their tourism partners and yourselves.

I agree that Cumbria Tourism and their tourism partners as specified above may use my contact information for marketing purposes: this may include receiving information about new services, initiatives or events that may be of interest; targeting offers, promotions, services and other events to businesses and notification of changes to our services (locally and nationally) or our database (including by phone, sms, email, post or fax).

- I agree that my Cumbria Tourism may pass my contact information to carefully selected third parties involved in the marketing of goods and services in order to: a) contact me about their products and services that may be of interest and b) include my information at their discretion in tourism related publications and websites for the purposes of providing potential additional customers and sales activity.

**Cumbria Tourism and the tourism partners set out in the data protection statement (hereafter "the tourism promoters") do not guarantee that the information supplied by your organisation (hereafter "you") in the questionnaire will be published or used in the form that you have submitted, or at all. If your information is used, the tourism promoters will make every reasonable effort to ensure accuracy but will not 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 tourism promoters.**

**The tourism promoters expressly reserve the right, in their absolute discretion, to refuse or withdraw your eligibility to participate in any of their marketing or publishing activities. In consideration for any decision by the tourism promoters to allow your participation in any of their marketing and / or publishing activities, you agree to comply fully with all of the requirements listed in this document under the Code of Conduct.**

**By signing below, you warrant that the information you have provided is true and accurate and, if published, will not constitute an offence under the Trade Descriptions Act 1968 or the Consumer Protection Act 1987. Your signature also constitutes agreement to indemnify the tourism promoters against any and all liability, loss, damage, costs and expenses which the tourism promoters may suffer as a result of a third party alleging that the tourism promoter's use of any information provided by you constitutes an infringement of that third party's intellectual property rights.**

I/We have read the above statement and hereby confirm that I/we understand and accept the conditions therein.

<b>Signed</b>	
<b>Name (in block capitals)</b>	
<b>Position</b>	
<b>Date (DD-MM-YYYY)</b>	