

MEMBERSHIP APPLICATION FORM

Business Name	
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Address	
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Telephone		Contact Name	
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E-mail		Website	
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Facebook User Name		Twitter User Name	
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Business Type	<input checked="" type="checkbox"/>		
Attraction		Event Organiser	
Accommodation Provider		Community / Regeneration Group	
Restaurant or Tearoom		Other	

Membership Rate based on Number of Employees	Annual Fee*	<input checked="" type="checkbox"/>
1-10	£30	
10+	£50	
Charity / Not for Profit	£20	

*Memberships run from April to March. Prices exclude VAT.

Please indicate if you would be interested in further benefits:

Additional Benefits	Fee	<input checked="" type="checkbox"/>
Event guidance & training	POA*	
Quality North Lincolnshire Mystery shopper, training & accreditation scheme	From £99	
Advanced business listing	£75	
Home page carousel	£35	
Home page feature	£35	
Social media #TakeOverTuesday	£35	
Prominent High Street window advertising	£75	
Event ticket sales	10% commission	

*Event guidance and training costs will be dependent on the level of service required.

On registering an interest for additional benefits, a Partnership Officer will contact you to discuss further, but please use this space to detail any preferred dates, as well as details of events for which you would like event guidance and training.

Please sign below to agree to code of practice overleaf:

Printed Name: _____

Signature: _____ **Date:** _____

**Please return completed membership form to:
e-mail: tourism@northlincs.gov.uk**

Code of Practice for Partnership Members

As a Partnership member, the owner and management of the business have undertaken:

To work together – with the Partnership, its members and other tourism related organisations, to positively and proactively promote North Lincolnshire as a quality visitor destination.

To play a key role in the North Lincolnshire visitor experience – by maintaining the standards of this Code of Practice and by ensuring customer facing staff are able to assist visitors and signpost them to other attractions, services and sources of further information.

To provide a warm welcome - to all visitors and offer a professional and courteous service without discrimination.

To provide a quality service – and ensure customer satisfaction, comfort and safety by sustaining a high standard of maintenance, customer care and cleanliness.

To provide accurate and timely information – which is readily available in terms of opening times, pricing, booking requirements, cancellations and descriptions of amenities, facilities, goods and services. For attractions or services where restrictions exist for safety reasons, to indicate this clearly on all promotional material.

To have in place a complaints policy – that can be implemented speedily and effectively, to ensure that any issues that may arise can be resolved by prompt, professional and polite action.

To promote accessibility – and ensure that facilities and services are reasonably accessible to all. To assist customers with disabilities and specific needs to maximise the visitor experience as far as possible and where appropriate, maintain an accessibility guide.

To be aware of sustainability – and manage the business in a way that supports the natural environment, reduces carbon footprint and encourages the use of local produce, businesses and shops wherever reasonable.

To fulfil all legal obligations and responsibilities – including but not exclusive to fire precautions, display orders, food safety/hygiene, licensing, health and safety, discrimination, trade descriptions, data protection, Hotel Proprietors Act, Public Liability Cover.

To share visitor data – including footfall and demographic statistics. To measure our success, understand our visitors and be able to set our objectives moving forward it is vital that we share intelligence.