



# Accessible & Inclusive Tourism Award

Recognises tourism businesses providing truly memorable visitor experiences for everyone, particularly those with accessibility requirements, and demonstrating excellence across every aspect of the business.

**This sample application form is for information only  
and all applications must be made via the online  
application system.**

## Eligibility criteria

- Directly involved in tourism, making a contribution to the visitor economy with a significant proportion of business generated by people visiting from outside the local area.
- Meets the tourism product definition:
- Only tourism businesses who directly serve the end-users are eligible (i.e. the tourist/ visitor/ guest). Business to business agencies or intermediaries e.g. that manage business to consumer (B2C) presence for tourism businesses; would not be eligible.
- 'Tourism product' covers a number of different categories including:
  - Accommodation e.g. hotels, bed & breakfasts, guest houses, self-catering/serviced apartments, hostels, holiday boats, camping, caravanning, glamping, lodges, shepherds huts, chalets
  - Hospitality i.e. a single food and beverage service business e.g. pub, restaurant, café, tea room, coffee shop, bistros, food and drink markets, kiosks & street food (in a regular location). [For these purposes the definition of a food and drink market is a collection of independent food and drink establishments with ancillary services (e.g. parking area, toilets, security, visitor information) and maintained by a management firm as an entity.]
  - Transport services e.g. rail, road, water, airports and rental
  - Guided tours
  - Cultural services, e.g. theatres, musical entertainment venues, sporting venues
  - Travel agencies and other reservation services, including tour operators and destination management companies
  - Sporting, adventure and recreational activities
  - Retail i.e. a single retail outlet or shopping centre that attracts a significant number of people visiting from outside the local area [For these purposes the definition of a shopping centre is a collection of independent retail stores with ancillary services (e.g. parking area, toilets, security, visitor information) and maintained by a management firm as an entity.]
  - Businesses providing supporting services to visitors in-person within the destination e.g. visitor information providers, left luggage services
  - Visitor attractions that meet the visitor attraction definition: a permanently established excursion destination, a primary purpose of which is to allow access for entertainment, interest, or education and can include places of worship; rather than being primarily a retail outlet or a venue for sporting, theatrical, or film performances. It must be open to the public, with or without prior booking, for published periods each year, and should be capable of attracting day visitors or tourists as well as local residents.
- Businesses that serve food must have a minimum food hygiene rating of three out of five. The competition organisers reserve the right to refuse an application if this minimum requirement is not met at any point prior to the awards ceremony. An exception is made for new businesses who have not yet been graded.
- Events and festivals are not eligible to apply to this category due to the likelihood of VisitEngland Awards for Excellence winners not being announced until one or two years

after the event took place e.g. an event taking place in 2021 may not be recognised by VisitEngland until 2023; the event may have ceased or declined in quality since then.

- Businesses of all sizes can apply as this category is judged within the context and style of the business.
- Applications from a chain or group operator must relate to a single site and not multiple sites.
- Businesses that have been trading for at least three months and up to two years when applications open, are strongly recommended to apply to the New Tourism Business of the Year category before considering applying to any other categories.
- For the purpose of eligibility for this competition, 'trading' means serving customers. If the business has not been trading this long, then they will need to wait to apply to the competition in 2023/24.

## Applicant & business details

(not scored)

### Applicant's name:

Enter the applicant's name here.

### Applicant's job title:

Enter the applicant's job title here.

### Applicant's phone number:

Enter the applicant's phone number here.

### Applicant's email:

Enter applicant's email here.

### Business name:

Name of business application relates to. Give the name used to promote the business, as you wish it to appear in all publicity materials, on certificates, in presentations etc.:

Enter your business name here.

### Business address:

Enter your business address here.

**Closures during judging period** (the judging period runs from November 2022 to March 2023):

Enter closures during the judging period here.

### **Promotional Description**

Provide a promotional description of your business.

- Focus on its strengths and stand out features
- Write your description with regard to this category
- This wording will be used in PR and awards literature
- Wording provided is subject to edit
- 120 word maximum

Enter the promotional description here.

### **Promotional Images**

Provide up to three landscape high resolution photos.

- Photos should relate to this category
- Photos should not be edited in any way e.g. embedded text or logos, a collage
- Only include photos that you own the copyright for
- If the photo requires a credit e.g. photographer, please provide details
- These photos will be used in PR and awards literature

## Background

(not scored)

**Briefly outline the story of your business (250 words maximum).**

For example:

- Length of time business has been trading and time under current ownership
- Target market(s) and typical customer profile
- Key milestones in developing the business
- Indication of size of business
- Number of staff employed, if any

Enter information on the background of your business here.

**List any awards, ratings, accolades and COVID-19 reassurance accreditations received in the last two years, relating specifically to the accessibility of your business. Include the title, awarding body, level and date achieved.**

For example:

- Successes in this competition and the VisitEngland Awards for Excellence
- Accessibility certification e.g. National Accessible Scheme, Autism Friendly Award
- Disability Confident employer scheme
- Annual awards for accessibility – or individual aspects of it – whether at local, regional, national or international level
- VisitEngland's 'We're Good to Go'; the AA's 'COVID-19 Confident'; Quality in Tourism's 'Safe clean and legal'

Enter information on any awards, ratings or accolades here.

**There is no requirement for your business to be quality assessed. However, if you have an independent quality assessment/mystery shopping report from the last two years, you might wish to attach it when emailing your completed application form /upload it here (optional).**

## Online presence & reviews

(this section is 30% of the final score)

Provide links to your online presence, which will be reviewed and scored by judges in addition to your answers to the four questions. Other sites may also be checked.

As part of this review, judges will be looking for evidence of your commitment to Accessible and Inclusive Tourism and Ethical, Responsible and Sustainable Tourism, in addition to COVID-19 customer reassurance.

### Website (10%)

Enter the website URL here.

**Accessibility & inclusivity information** (Provide links to your accessibility and inclusivity information.)

Enter the accessibility & inclusivity information URL here.

**Sustainability information** (Provide links to your sustainability information.)

Enter the sustainability information URL here.

### Social media platforms (10%)

Provide links to all business pages/profiles on Facebook, Instagram etc. and Twitter handles

Enter social media platforms here.

### Online review sites (10%)

Provide specific links to customer review listings for your business e.g. TripAdvisor, Facebook, Booking.com, Google, Euan's Guide, UpFront Reviews

Enter online review sites here.



## Question 2 - Your Recent Improvements

(this question is 20% of the final score)

**Tell us about up to five ways in which you have developed your business and/or improved the customer experience for people with accessibility requirements over the last two years (500 words maximum).**

One or more of the following example areas may be relevant to address in your answer (it is not mandatory to cover every area):

(Only include examples of improvements undertaken in the last two years.)

- Promotional initiatives e.g. Accessibility Guide, Disabled Access Day, Purple Tuesday
- Improving the disability and accessibility awareness of you and your team
- Online and on-site information in alternative formats e.g. subtitled videos, large print, audio, Braille, visual story
- Expansion, upgrade of inclusive facilities, or enhancements to your services
- Input from people with accessibility requirements and access consultants
- Innovative adaption to restrictions, diversification and resilience building during the COVID-19 pandemic

Enter answer to question 2 here.

Links to relevant supporting evidence online (optional):

You will not be penalised if you have not included supplementary evidence. Any written answers that are included within the supplementary evidence, attempting to circumvent the question word counts, will be disregarded.

Enter links to supplementary evidence here.

### Question 3 - Your Results

(this question is 15% of the final score)

**Tell us about three successes in meeting the needs of customers with accessibility requirements from the last year, providing figures where relevant (300 words maximum).**

One or more of the following example areas may be relevant to address in your answer (it is not mandatory to cover every area):

- Whether you are able to attribute success directly to any of the improvements that you've made (mentioned in Question 2)
- Percentage increase in customer satisfaction from people with accessibility requirements
- Percentage increase in online activity e.g. unique visits to website
- Business generated from marketing activity
- The significance of the level of impact on your business

Enter answer to question 3 here.

Links to relevant supporting evidence online (optional):

You will not be penalised if you have not included supplementary evidence. Any written answers that are included within the supplementary evidence, attempting to circumvent the question word counts, will be disregarded.

Enter links to supplementary evidence here.

## Question 4 – Your Future Plans

(this question is 15% of the final score)

**Tell us about three ways you will develop and promote your business to meet the needs of customers with accessibility requirements over the next year and the reasons why (300 words maximum).**

One or more of the following example areas may be relevant to address in your answer (it is not mandatory to cover every area):

- Improving the disability and accessibility awareness of you and your team
- Expansion, upgrade of facilities, or enhancements to your services
- Marketing and PR, including partnerships with other businesses
- Inspiring other businesses to be more inclusive and helping drive the development of an accessible visitor destination
- Continued adaption, diversification and resilience building as a result of the COVID-19 pandemic

Enter answer to question 4 here.

Links to relevant supporting evidence online (optional):

You will not be penalised if you have not included supplementary evidence. Any written answers that are included within the supplementary evidence, attempting to circumvent the question word counts, will be disregarded.

Enter links to supplementary evidence here.