**Terms and Conditions**

**Visit Winchester Partnership and Marketing Programme 2024-25**

**Payment**

Payment confirms your membership of the Visit Winchester Partnership and Marketing Programme for 1 April 2024 until 31 March 2025. Preferred payment is by credit/debit card via the online booking form at the time of booking. If you select the option to be invoiced Winchester City Council will invoice you accordingly and your membership will be activated as soon as payment has been received.

**Cancellation**

Membership of the Visit Winchester Partnership and Marketing Programme cannot be cancelled after acceptance. Failure to meet the eateries and accommodation criteria (as shown below) from the 1 April 2024 – 31 March 2025 will result in the establishment’s advert being removed from [www.visitwinchester.co.uk](http://www.visitwinchester.co.uk).

**General**

Winchester City Council reserves the right to refuse, amend, withdraw or otherwise deal with all advertisements and website entries submitted at their discretion. All advertisements and website entries must comply with the British Code of Advertising Practice and must in no way contravene the Trade Descriptions Act.

If there is any error or omission in respect to any advertisement as it appears in published form, Winchester City Council shall be under no liability to the advertiser, other than to consider a refund of the advertisement charge or a correction on the website in question. Winchester City Council will not refund the advertisement charge for inaccuracies not corrected by the advertiser.

**Photographs and artwork**

Digital photographs must be in high resolution, at least **72 dpi** but **no larger than 1mb** in size. **At least 1 of them needs to be 455 x 455**. Please either upload via the online form, send to

[advertising@winchester.gov.uk](mailto:advertising@winchester.gov.uk) or via www.wetransfer.com. Cropping may be necessary at the designer’s discretion.

Please note that any images supplied may be used by Winchester City Council, national and regional tourist boards, tourist information centres and other carefully selected third parties for tourism related purposes. Where relevant please ensure that the agreement of any individual featured in an image has been obtained for such use. Winchester City Council cannot guarantee that the image supplied will be published or used.

All photographs supplied must not infringe any existing copyright or intellectual property right. The image must be accurate and if published must not constitute any offence under the Trade Descriptions Act or the Consumer Protection Act, or any other code of practice relating to advertising or sales promotion.

**Accommodation Providers**

Whilst we do not require accommodation providers to be assessed we do ask that all providers commit to provide the following level of standards to their guests:

* Provide, in promotion material or online entry, an accurate description of the quality, standard of facilities and services of the establishment.
* Welcome all visitors courteously and without discrimination in relation to gender, sexual orientation, disability, race, religion or belief.
* Describe accurately and display clearly the prices and terms and conditions of the services or special offers being offered including any service charges and taxes where appropriate
* Maintain good standards of service and cleanliness
* Have a complaints policy that can be implemented speedily and effectively.
* Maintain a fair and effective cancellations policy.
* Fulfil all legal obligations and responsibilities.
* Manage the business in a way that supports the local environment and community.

The Visitor Information Centre will, on occasions, book accommodation on behalf of customers should they require assistance. Customers are charged a booking fee for this service but the total cost of the room is payable to the accommodation provider directly by the customer. Accommodation providers should advise the customer of payment methods accepted prior to booking.

Visit Winchester expects any accommodation establishment to be open for a minimum of 6 months per year.

All accommodation providers are required to provide Visit Winchester with an access statement, this is a written, clear and accurate, and above all honest description of your current facilities and the services you offer, to enable a potential visitor to make an informed decision as to whether your business meets their particular access needs.

**Food & Drink providers**

All eating establishments must have achieved a 3 or above in the Food Hygiene Rating Scheme. Failure to do so for the period 1 April 2024 – 31 March 2025 will result in the establishment’s advert being removed from www.visitwinchester.co.uk.

**Data protection**

By completing this form you details will automatically be stored on the Winchester City Council contact database. With the new EU data protection laws that came into effect in 2018 we want to make it clear what your data will be used for. Your data will be used by Winchester City Council for business marketing and financial communications. We do not share your data with third parties other than stated previously. If you would like to opt out at any time please email [advertising@winchester.gov.uk](mailto:advertising@winchester.gov.uk).

For full details of Winchester City Council’s Data Protection and Privacy Policy see: [www.winchester.gov.uk/about/data-protection-privacy](http://www.winchester.gov.uk/about/data-protection-privacy)   
  
**We cannot accept a booking until all outstanding payments on your account with Winchester City Council are cleared.**