



Brecon Beacons Tourism - Code of Practice:

In order to ensure that high standards are enjoyed by our visitors I undertake to abide by Brecon Beacons Tourism's code of practice, namely:

- To enhance the Brecon Beacons reputation as a visitor destination
- To maintain at all times high standards of customer care, courtesy, cleanliness, and maintenance to ensure visitor safety, comfort and service.
- To detail facilities, amenities and services accurately, throughout all website, advertising or promotional work, illustrating clearly what all prices include, and to display prices clearly at public entry points (including service charges and taxes where applicable).
- To give due consideration to access and other provision for people with impaired mobility and for others with special needs, and to make suitable provision where practicable.
- To maintain premises and operate businesses in accordance with all relevant statutory requirements and to be licensed /accredited as appropriate for the market sector.
- To deal promptly and courteously with all correspondence or complaints from visitors.

Brecon Beacons Tourism Shared Values:

As Brecon Beacons Tourism businesses we:

- Work harder - together to provide a distinctive experience for our visitors
- Care more - for our visitors and the landscape that attracts them
- Aim further - in our aspirations for a sustainable destination
- Share more - our knowledge and expertise for the benefit of all