















# BOOKING YOUR ACCOMMODATION





















## Facilities, Grading & Advice

The following pages contain details of holiday accommodation on offer in North Devon and Exmoor. These pages have been divided into six different areas of the region and colour coded to help you find your way around. These areas are not precise divisions but merely give a general indication of location. Many of the adverts include a colour box, indicating basic details such as prices, months open and facilities on offer. These details are offered as a general guideline and you should check on any particular point that may be important to you (see pages 93-96). The following symbols have been used to represent facilities on offer:

### SERVICED ACCOMMODATION (Hotels, Guest Houses, B&Bs, Farmhouses & Inns)

 Children welcome (see age)  
  TV in room  
  No smoking bedrooms  
  Totally non smoking site  
  Pets by arrangement  
 Toilet facilities in room  
  Linen/bed  
  Private parking  
  Ground floor bedrooms  
  Swimming pool  
 Baby cotting  
  Lift  
  Entertainment  
  N&S level 14

### SELF CATERING/CARAVAN AND CAMPING

 Garden/day area on site  
  Laundry on site  
  Breakfast table  
  Electric hook-ups  
  Detailed rules & regulations  
 Shop on site  
  Pets by arrangement  
  Sea/tyre exchange  
  TV in some/all units  
  Bed linen included  
 Games room on site  
  Entertainment on site  
  Café/restaurant on site  
  Linen/bed on site  
  Swimming pool  
 Bed linen for hire  
  Private parking  
  N&S level 14  
 Bicycle in some/all units  
 Walking machine in some/all units

### HOW TO BOOK

You should contact the advertiser direct, requesting a brochure and further details. Advance booking is always recommended, particularly in high season, and it is essential that all prices and descriptions are confirmed prior to booking. It will be helpful to mention this Guide when you make enquiries. Once you have made a booking and the reservation has been confirmed by either party, a contract exists and cancellation charges may apply. It is recommended that you take out holiday insurance to cover against the possibility of cancellation due to circumstances beyond your control.

### COMPLAINTS

Occasionally a visitor may have cause for complaint against an establishment. It is always advisable to take up the matter with the owner or manager in the first instance. If you wish to take the matter further and the property is registered with an official grading scheme, any complaints should be referred to the relevant body. Whilst every effort has been made to ensure the accuracy of information in this guide, the North Devon Marketing Bureau cannot accept liability for any property advertised herein.

### NATIONAL ACCESSIBLE SCHEME



Accommodation that displays one or more of the signs shown opposite are committed to accessibility. When you see any of these symbols, you can be sure that the establishment has been thoroughly inspected against demanding criteria.

#### Mobility



#### Hearing Impairment



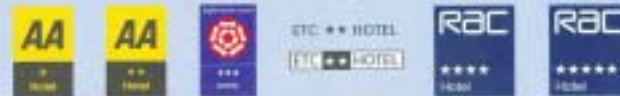
#### Visual Impairment



You can obtain more details on specific ratings by contacting the AA & RAC direct. In respect of the ETC, an information pack is available from any Tourist Information Centre (see page 21).

### GRADING FOR HOTELS

Hotels are given a rating from 1 to 5 stars - the more stars, the higher the quality and the greater the range of facilities and level of service provided. In addition Gold and Silver accolades are awarded for outstanding levels of service.



### GRADING FOR GUEST ACCOMMODATION

Guest accommodation covers a wide range of serviced accommodation including bed and breakfast, guest houses, inns and farmhouses. Establishments are rated from 1 to 5 diamonds and the more diamonds awarded the higher the overall quality of standards, service and hospitality.



### GRADING FOR SELF-CATERING

The English Tourism Council operates a rating system for self-catering establishments, in apartments, bungalows and houses, which are awarded 1 to 5 stars - the more stars, the wider the range of facilities and equipment on offer.

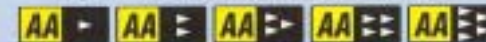


### GRADING FOR HOLIDAY, CARAVAN AND CAMPING PARKS

The English Tourism Council operates a star rating in respect of holiday, caravan and camping parks. The star rating reflects the overall quality of the park and the highest rating of 5 stars is reserved for parks of exceptional quality, which provide specific facilities and service.



The AA operate a pennant scheme, whereby holiday parks are classified on a 1 to 5 pennant scale, according to the style and range of facilities on offer. As the pennant rating increases the park will offer a higher quality and variety of facilities.



### STEPPING STONES INSPECTION SCHEME

In this guide, accommodation providers which are not showing a national rating are taking part in the 'Stepping Stones' (SS) initiative. While not yet participating in the National Quality Assurance Standards, they are committed to quality and are working towards a Star or Diamond rating. You can expect these properties at the very least to provide accommodation that's clean, safe and fit for the purpose. All have been inspected to an agreed minimum standard, so you can book with confidence.\*

\* Excludes self-catering agencies. It isn't graded as a holiday park.