

The Hoteliers' Charter



1. Commit to develop team members through training, apprenticeships, coaching, mentoring and career development, reflecting the fact that hotels offer careers, not just jobs.
2. Supports The Hospitality Commitment to respect team members' work/life balance, rotas and working hours - providing sufficient notice for changes and requests. As our Hotels trade 7 days a week, a range of shift patterns are available to support working families, students and part time working.
3. Support the ambition to end low pay, believe passionately in giving people opportunities to develop their careers, and give access to financial and pension guidance.
4. Champion a fair and transparent service charge/tronc/gratuities system where all monies are distributed with only agreed costs retained.
5. Offer colleagues access to an employee assistance programme, to provide confidential support across all facets of their physical and mental wellness, both in and outside the workplace.
6. Provide a positive and nourishing workplace environment and culture for colleagues, nurturing social networks around their teams and facilitating social activities to build cohesive workplace communities.
7. Support industry charities, and other charities relating to the community they serve. And they respect their colleagues' commitments to charity support and community engagement.
8. Drive environmentally sustainable businesses with a commitment to reduce, reuse and recycle and support the government's commitment in practical terms to be carbon neutral by 2050.
9. Are diversity ambassadors, advocating inclusion and equality for all, ensuring that all possible practical measures are taken to make their hotels accessible to all colleagues and guests with disabilities. Charter Hoteliers also offer access to English lessons for colleagues where needed.
10. Commit to the Modern Slavery Act and ensure that all suppliers act in accordance with the core values of the Hoteliers' Charter and The Hospitality Commitment.

As a Charter Hotelier we are committing to apply these ten pledges to our hotel. We are also committing to actively advancing the reputation of the Hospitality Sector as a career of choice, both in educational establishments and via industry associations we are involved in.