

# Scarborough Hospitality Rules



## Association Offices

Suite 21, Yorkshire Coast Enterprise Centre,  
Auborough Street,  
Scarborough, YO11 1HT  
Telephone 07891 291139

Email [info@scarboroughhospitality.com](mailto:info@scarboroughhospitality.com)

[www.scarboroughhospitality.com](http://www.scarboroughhospitality.com)

### President

**Shirley Smith**, Cravendale Holiday Flats,  
11 St Martin Square, South Cliff, Scarborough YO11 2DQ  
Telephone: 07891 291139

### Vice President

**Lynn Jackson**, The Paragon, 123 Queens Parade,  
Scarborough YO12 7HU  
Telephone: 01723 372676

## Executive Committee

**For names and contact details for current Executive Committee Members  
please visit the SHA website: [www.scarboroughhospitality.com](http://www.scarboroughhospitality.com)**

The Association was formed in 1923, and has steadily grown and adapted to the present-day requirements of its Members. It has evolved into one of the most active and foremost organisations in the town, working for its membership in many ways. Local issues affecting

# Scarborough Hospitality Rules

Tourism are always monitored and when necessary campaigned by the Officers and Executive Committee. Often this has successful results which might not have transpired without the Association support. A close liaison with the Tourism and Amenities Department and Council Offices has been forged over many years, enabling consultation on important matters, to keep the membership abreast of anything that might affect their industry and indeed other residents in the town.

## **Executive Committee**

This is comprised of 12 Members elected annually for a term of three years. This includes a President and Vice-President and all Executive Committee Members hold Office for a minimum of one year. At the end of each of their three year term, the President, Vice-President and Executive Members may seek re-election for a further term except for the President and Vice-President who may only seek re-election in their respective Offices up to a maximum of two consecutive terms i.e. six years. Should the President or Vice-President wish to terminate their position at any time during their three year term, a period of six months' notice must be given and served to enable the Association to elect a replacement and allow a suitable transition for a transfer of duties and responsibilities.

This is comprised of 12 Members as follows :

President, Vice President, 10 other Committee Members, Secretary/Treasurer to be employed by the Executive Committee as required

The President, Vice President and all Executive Committee Members hold Office for a minimum of one year and each serve for a term of three years. Having completed their three year term Members shall be eligible for re-election. The President and Vice President may not serve more than two consecutive terms in their respective Offices (i.e six years)

The President or Vice President should give six months notice of their intention to terminate their position at any time during their three year term. Notice must be given and served to enable the Association to elect a replacement and allow a suitable transition of duties and responsibilities.

The time spent on the Executive Committee involves a lot of demanding work and commitment and is supported by the Secretary which is a salaried position and whose duties include running the Office administration and accounts as well as being a contact point for Members, although the Committee are available by telephone whenever required. The Office can help with any queries, problems or advice on most matters, and if the Secretary cannot help personally, he/she will try to find somebody who can!

## **Sub-Committees**

The various sub-committees undertake specific tasks and play an important role in benefiting Members, often involving work which does not come directly to your attention but takes up much of their time outside their own businesses. The Association is also represented on various local committees – not only to provide a voice for the hospitality industry in the

# Scarborough Hospitality Rules

town, but ensuring its best interests are served. Such committees are : Police Liaison and Forum for Tourism

## **Marketing**

The efforts of our Marketing team have proved beyond doubt to be of benefit to Scarborough itself, as well as those Members who have taken the opportunity to participate in schemes such as Discover Yorkshire Coast Holiday Guide and website, Scarborough Town maps and Scarborough Pocket Guide whilst working within a tight budget. The Association often works jointly with the Tourism Services, presenting a professional package at many exhibitions and individual promotions.

## **Social Events and Entertainments**

Throughout the year various social events are arranged which include visits to local tourist attractions and the Annual Dinner Dance for the Yorkshire Coast, which is a successful evening and very well attended. This is an opportunity for Members to mix socially and especially for newcomers to meet their fellow Members.

## **Complaints**

Although complaints are rare, it is inevitable that at some time you will receive one. Anything concerning our Membership is dealt with by the appropriate body, who can consider both sides of a problem and, it is hoped, resolve any difficulties to the mutual satisfaction of the parties involved. Further advice on complaints can be found within this book.

## **Membership Meetings**

These are usually held out of season and although they are informal, often include discussions on current issues and topics that may be of concern. Guest speakers, suppliers and manufacturers of products that will be of interest to Members are invited to make these meetings enjoyable and relevant.

## **Complaints**

Happily, we can report that complaints are very few in comparison to the number of visitors who stay in our Members' establishments, and we are sure that this reflects the caring attitude by much of our Members towards their guests.

Those premises which are not in Membership will have any complaint dealt with direct by a representative from the Council; as will small number of premises which have unfortunately had to be expelled from Membership due to be unwilling or unable to maintain the required minimum standard as set out in the Quality in Tourism Standards of Enjoy England and AA.

# Scarborough Hospitality Rules

Of those complaints that are reported to us, many may have been avoided by tactful attention to problems on the spot; but others arise either through neglecting to maintain standards, or by giving inaccurate details of the accommodation available.

***Copies of the required minimum standards can be obtained from the Office/Website.***

## Minimum Standards

The change from the Scarborough Hotels Association to the Scarborough Hospitality Association became effective from 1<sup>st</sup> April 2003.

This change enabled the recruitment of new Members from the wider hospitality industry in Scarborough such as camping and caravan parks, cafes and restaurants as well as all types of tourist attractions.

The minimum standards set out by Enjoy England and the AA in their Quality Standards in Tourism were adopted by the previous Hotels Association are now the basis for the minimum standards for hotel, guest house, bed & breakfast and self-catering establishments of the Scarborough Hospitality Association.

The minimum standards as set out by Enjoy England and the AA are also adopted by Scarborough Hospitality Association in respect of the minimum standards for caravan and camping parks.

The minimum standards required for hotel, guest house, bed & breakfast establishments providing food along with cafes and restaurants will be those as set out by the Food Standards Agency and operated in partnership with Scarborough Borough Council. The scheme known as 'Scores on the Doors' will be the governing factor and a score of '3' will be the lowest score allowed for Membership to Scarborough Hospitality Association.

All Establishment Members must comply with the minimum standards detailed above. This must be confirmed by either Membership of the quality assurance schemes of the AA or Enjoy England, Welcome to Yorkshire's Y Quality Charter or by an independent annual inspection by an SHA appointed or approved inspector at an annual fee. Additionally, for hotel, guest house, bed & breakfast establishments providing food and in the case of restaurants and cafes, the Food Standards Agency operated in partnership with Scarborough Borough Council.

## Statutory Obligations

The following is a list relating, but not limited, to your statutory obligations:

### **Safety**

Health & Safety at work  
Fire, gas & electrical  
safety

Electrical appliance  
testing  
Produce safety  
British standards applying  
to such items such as

cots, high chairs, and play  
pens.

### **Records**

Data protection

# Scarborough Hospitality Rules

Immigration hotel records

Consumer protection

## **Premises**

Planning permission

Private water supplies

Housing

TV licensing

## **Trade Description**

Advertising

Pricing

Unfair contract terms

## **Discrimination**

Sex discrimination

Race discrimination

Disability discrimination

It is a condition of your Membership of Scarborough Hospitality Association that you have Public Liability Cover and is being maintained. Proprietors will be required to provide a signed confirmation as part of your Membership application and renewal and that the requirements of the above list of Statutory Obligations are being fulfilled.

For the avoidance of doubt Scarborough Hospitality Association accepts no responsibility or liability in respect of any individual Members Public Liability Cover or the breach of any Statutory Obligations by and individual Member.

---

## Aims of the Association

1. General protection of individual interests of those engaged in the industry, and the progressive development of the industry in the Borough of Scarborough.
2. Increased amenities and improvements of the resort for visitors and residents, and to forward considered representations to the Town Authorities on approved needs.
3. Support and suggestions for the publicity of Scarborough to attract visitors, conferences and new businesses to the town.
4. The interchange of opinion and experience in any matter relating to the Tourism, Hospitality and Conference Industry.
5. The provision of meetings to disseminate useful information to all members.
6. The furtherance of co-operation among members and create a social fellowship throughout the Membership.

## Rules of the Association

1. The Association shall be named "The Scarborough Hospitality Association".
2. The objectives of the Association shall be to promote friendly relationships amongst Members and within its power, to promote, advance and protect their commercial and general interests.
3. All bona-fide Establishments shall be eligible for Membership providing they comply

# Scarborough Hospitality Rules

with the standards laid down by the Association.

If the proprietor of any such Establishment is a Limited Company, such Company shall be eligible for Membership and may nominate such officer or servant of the Company as the Executive Committee shall approve to attend and vote at any general meeting, and such nominee shall be capable of being elected as a Member of the Executive Committee.

4. It is a condition of Membership that the Proprietor shall consent upon request, at any reasonable time, to permit their premises to be inspected by any person or persons authorised by the Executive Committee.
5. It is a further condition of Membership that the Proprietor shall hold and maintain Public Liability Insurance Cover. Furthermore, the Proprietor consents upon request to provide to any person or persons authorised by the Executive Committee evidence of current Public Liability Insurance Cover. For the avoidance of doubt Scarborough Hospitality Association accepts no responsibility or liability in respect of any individual Members Public Liability Cover or the breach of any Statutory Obligations by and individual Member.
6. It is a condition of Membership that there will be no permanent residents in any Member Establishments where visitors to Scarborough are accommodated except for the proprietors, their family, staff members, or bona fide financially self-supporting guests. For the avoidance of doubt, a "Permanent Resident" is defined as anyone for whom the Establishment is their only residence.
7. The Executive Committee retain the right to admit, reject, refuse or terminate Membership of any premises, associated or Affiliated Membership, without assigning any reason, and to confirm Honorary Life Membership to such persons deemed to have advanced the interests of the Association.
8. On application for Membership of the Association, the Proprietor shall sign a form of application giving all particulars required by the Association with an undertaking to be bound by the rules of the Association.
9. The application from the candidate shall be considered at the next meeting of the Executive Committee and shall be informed of their decision. All relevant literature and the Association Rules will be made available online to the successful applicant or a hard copy sent upon request.
10. Membership Subscription rates will be reviewed annually and agreed at the Annual General Meeting, and variations shall be implemented from the commencement of the Subscription year being 1<sup>st</sup> June.
11. Businesses that are allied to the Tourist and Hospitality Industry but do not provide accommodation either serviced, self-catering or camping and caravan parks may also apply for Affiliated Membership. On payment of the Affiliated Membership fees, the Affiliated Members will be allowed to attend social functions and Members' meetings with voting rights.

## Scarborough Hospitality Rules

12. Any Proprietor failing to pay Annual Membership Subscriptions by 30<sup>th</sup> June of the current year, will, after notice had been sent calling attention thereto, have their Membership of the Association terminated. However, if at any time a satisfactory explanation can be given to the Executive Committee and upon payment of arrears, Membership may be renewed.
13. Any Proprietor may resign their premises' Membership on giving the Secretary twenty eight days written notice. No refund of subscriptions will be considered.
14. Accepted premises shall be termed "Member Establishments" and in the case of a Proprietor taking over a Member Establishment it will be necessary for him to inform the Secretary of the change, and make the premises available for inspection.

Any person or persons taking over a Member Establishment as a going concern (with the object of carrying on the business) will be deemed to have accepted Membership of the Association, the Association's Rules, statutory obligations and minimum standards as laid down by the Association.

If any person or persons taking over a Member Establishment do not wish to be a Member of the Association, it is the responsibility of the outgoing proprietor to inform the Association of such, thereby relinquishing responsibilities of Association standards on that premises.

15. The continued display of the Association plaque on any premises which are not recognised as Member Establishments will not be acceptable. Nor will the use of the Associations logo on any stationery, letterheads, or on any advertising media whether printed or displayed electronically on the internet or otherwise. The Association reserves its right to institute legal proceedings in respect of any breach.
16. The management of the Association shall be vested in an Executive Committee. The Executive Committee will comprise of:
  - President
  - Vice-President
  - 10 Other Committee Members
  - Secretary or Secretary/Treasurer – To be employed by the Executive Committee as required.

The President, Vice-President, and Committee Members will each serve a term of three years and having completed their three-year term members of the Executive Committee shall be eligible for re-election. The President and Vice-President may not serve more than two consecutive terms in each capacity.

The outgoing President standing down at the Annual General Meeting on the completion of their term, or second consecutive term, may become an ex-officio Member of the Executive Committee for one year from the date of that Annual General Meeting.

## Scarborough Hospitality Rules

Should the President or Vice-President wish to terminate their position at any time during their three year term, a period of six months' notice must be given and served to enable the Association to elect a replacement and allow a suitable transition for a transfer of duties and responsibilities.

The positions of President, Vice-President and Executive Committee Members will be elected by the Members at the Annual General Meeting. Nominations for such positions must be proposed and seconded in writing by two Members of the Association and lodged with the Secretary by 12 noon at least twenty-eight days prior to the day of the Annual General Meeting. The election shall be by ballot, each Member Establishment to have one vote for each vacancy.

The nominations for the positions of President and Vice-President shall be put forward by the Executive Committee.

The nominees for the positions of President and Vice-President must be a serving or sitting Executive Committee Member and have completed at least twenty four months continuous service on the Executive Committee. They must also have at least twelve months continuous experience of running a business in the Tourist and Hospitality Industry.

A maximum of three Affiliated Members can be elected to the Executive Committee.

The Executive Committee may employ either a Secretary or Secretary/Treasurer as required. All Executive Committee Members including the Secretary to have voting rights. In the event of a vote being equal, the President, or Vice-President in the President's absence, will have the casting vote.

The quorum at all meetings of the Executive Committee shall be four.

17. The Executive Committee shall have the power to co-opt up to three Members on to the Committee, in addition to the elected members. Such co-opted Members to hold office without voting rights until the next Annual General Meeting. A meeting of the Executive Committee must be held at least 9 times a year, Minutes recorded and such Minutes accepted, Minutes shall be available for Member Establishments' to inspection.
18. In the event of the dissolution of the Association, any monies left in the bank accounts shall be given to a local charity. The charity shall be chosen at the time of dissolution by the current Executive Committee.
19. The President and/or Vice-President together with sufficient Members of the Executive Committee to form a quorum of four, shall have the power to act in case of emergency. A minimum of four hours' notice, either verbal or in writing, of a meeting of the Emergency Committee shall be given to all Committee Members.

Other Standing Committees shall be : Membership, Social, Marketing and Special



## Scarborough Hospitality Rules

Events. Such committees having a Chairman, and being composed of Members of the Executive Committee. The formation of these Sub-Committees to be agreed at the first Executive Committee meeting following the Annual General Meeting.

20. Should an Executive Committee Member fail to attend meetings of the Executive Committee, without explanation, for a period of three consecutive months, they shall be contacted regarding their intentions on the Committee. If an explanation is not acceptable to the Executive Committee, their Executive position will be withdrawn.
21. The Association's financial year end is 31<sup>st</sup> March and the Annual General Meeting should be held as soon after as is considered convenient and desirable by the Executive Committee, but in no case more than two months thereafter.
22. The Treasurer's Accounts, having first been audited by an Auditor or Auditors that have been elected annually by the Executive Committee, shall be circulated to members at least seven days before the Annual General Meeting.
23. All subscriptions and receipts shall be paid into the Association's bank accounts and all payments made by cheque shall be signed by any two of the following: President, Vice-President or any such authorised Executive Committee Member empowered by the Executive Committee.  
  
All payments made electronically using the Bankers Automated Clearing Services (BACS) shall be approved by any two of the following : President, Vice-President, Treasurer and any such authorised Executive Committee Member empowered by the Executive Committee.
24. Notice of all meetings, both Association and the Executive Committee (other than a meeting of the Emergency Committee) shall be given by the Secretary by circular to each Member concerned at least three days prior to the date of the meeting. The notice shall state the business to be transacted.
25. Any Member wishing to introduce a special subject for discussion at an Annual General Meeting shall give notice in writing to the Secretary at least fourteen days before any such meeting.
26. The Executive Committee may convene a Special Meeting of the Association at any time. A Special Meeting may be called by the Members' subject to the written request of one fifth of the paid-up Membership to the Secretary. Such written request must set forth the object for which the meeting is required and on receipt of such written request, the Secretary shall at once call a Special Meeting of all Members giving a minimum of seven days' notice.
27. The votes of the Association may be taken by a show of hands. However, if so required by at least three Members present and before the show of hands is taken, the vote on any question shall be taken by ballot. In the event of any equality of votes, the Chairman of any meeting shall have the casting vote.

## Scarborough Hospitality Rules

28. The Chair shall be taken at all meetings of the Association by the President or, in his or her absence, the Vice-President, or by a Delegated Officer.
29. On occasion, and where practicable, the Executive Committee may permit the use of an electronic vote using email in a ballot to allow the greatest involvement of the Membership. The vote on questions to be taken by an electronic ballot are to be circulated to Members with a minimum of five days' notice prior to the closing date and time of the electronic ballot. Only one electronic vote per Member Establishment will be accepted. [info@scarboroughhospitality.co.uk](mailto:info@scarboroughhospitality.co.uk)

The Association accepts no responsibility or liability for undelivered questions. The Association accepts no liability in respect undelivered ballots. The Association accepts no responsibility for undelivered votes.

30. No Rule shall be made or altered except by a resolution at an Annual or Special General Meeting of the Association. Any proposed addition or alteration must be lodged in writing with the Secretary twenty one days prior to any such Annual or Special Meeting. These proposed changes are then to be circulated as a resolution to Member Establishments at least seven days before the date of the given meeting. No such resolution shall be deemed to have been passed unless it be carried by a majority of at least two thirds of the Member Establishments present and voting thereon. In the event, of an electronic ballot allowed under Rule 27, no such resolution shall be deemed to have been passed unless it be carried by a majority of at least two thirds of the paid-up Member Establishments.
31. TRUSTEES : The number of Trustees shall not be fewer than two nor more than four.

The Trustees shall hold Office until death, resignation or removal from Office by a resolution of the Members.

There shall be vested in the Trustees all the property of the Association other than cash which will be under the control of the Treasurer.

The Trustees may deal with the property so vested in them by way of sale mortgage charge lease or otherwise as directed by the Association. Such direction shall be given by a resolution of the Members present at a duly convened meeting of the Association and when so passed shall in favour of a purchaser mortgage charge lessee or grantee be binding upon all Members of the Association. A certificate purporting to be signed by the Secretary for the time being of the Association shall in favour of those persons be conclusive evidence that a direction complying in all respects with the above provisions of this Rule was duly given to the Trustees.

**INDEMNITY:** The Trustees shall not be liable (otherwise than as Members) for any loss suffered by the Association as a result of the discharge of their duties on behalf of the Association except such loss as arises from their wilful default and they shall be entitled to an indemnity out of the assets of the Association for all expenses and other liabilities incurred by them in the discharge of their duties.

## Scarborough Hospitality Rules

32. It is forbidden for any Member of the Executive Committee to derive benefit, financial or otherwise, from their position on the Executive Committee over and above that which is permitted as a Member of Scarborough Hospitality Association.
33. Should any Member, Executive or otherwise, be a signatory on any Scarborough Hospitality Association, YCTA or Social bank accounts, they must at once complete a new bank mandate removing their signature from any such accounts should they resign from the Association.
34. The Executive Committee shall be the sole authority for the interpretation of these Rules, and the decision of such Committee upon any question of interpretation, or upon any matter affecting the Association and not provided for by these Rules, shall be final and binding on the Members.

## Standing Orders

### Executive and Annual General and Special Meetings

1. That at every meeting, the Minutes of the preceding meeting be read and, if approved, signed by the President.
2. That all communication received by the President or Secretary requiring consideration of the meeting, shall be read immediately after the Minutes are confirmed.
3. The Reports of the Committee shall have preference of ordinary motions.
4. Any proposal must be seconded, thereby becoming a motion, which is then subject for discussion from the floor and to the vote.

Only one amendment to a motion can be put before the meeting at a time, which must be decided by the meeting voting for, or against it.

Any amendment which is carried shall take the place of the original motion, and be subject to fresh amendments.

A motion which has been amended becomes a substantive motion, and if carried, becomes a substantive resolution.

5. That no Member can speak more than once on the same Motion or Amendment, except the mover of the motion, who shall have the right of reply.
6. Each Member shall address the President, and not only any other Member, and while one Member is speaking all others shall remain silent. If two or more Members rise together for the purpose of speaking, and not one of them is willing to resume his or her seat, it shall rest with the President to decide who shall speak first; and whenever the President rises to speak, no other Member shall remain standing, nor shall any member rise until the Chair be resumed.

## Scarborough Hospitality Rules

7. That if the Meeting be adjourned, business shall be resumed at a continuation of the former Meeting, providing the Standing Order No. 2 be observed.
8. That the decision of the President in regard to the application of the foregoing Orders shall be final.