



CONFIRMATION OF
PARTICIPATION
ENTRY DEADLINE 25TH JUNE 2013
PLEASE COMPLETE THESE DETAILS

Please mail to:

Accommodation Awards, P O Box 802,
Highlands North, 2037

Or scan and email to:

lilizela@accommodationawards.co.za

Establishment Name:			
Contact:		Designation:	
Tel:		Cell:	
Email:		Fax:	
Postal Address:			
Physical Address:			
Suburb:		Town:	Province:
No. of Rooms/Units:		Website:	
General Manager:		Email:	Contact Number:
Star Graded : YES		Number of stars:	Assessor:
Tell us which associations you are a member of:			
Category:	<input type="checkbox"/> Hotel	<input type="checkbox"/> Lodge	<input type="checkbox"/> Guest House
	<input type="checkbox"/> B&B	<input type="checkbox"/> Country House	<input type="checkbox"/> Self Catering
	<input type="checkbox"/> Backpacker & Hostelling	<input type="checkbox"/> Caravan & Camping	<input type="checkbox"/> MESE

TELL US HOW YOU WOULD PREFER TO PARTICIPATE (CIRCLE YOUR CHOICES)

A	<p>Electronic Feedback: <i>Submit guest reviews directly into the Guest Review section on your complimentary webpage on www.lilizela.co.za (the URL will be sent to you)</i></p> <p>AND / OR</p> <p>QR Code: <i>Your guests can scan your QR code using their smart phones (your QR code will be sent to you)</i></p>
B	<p>eGuestSurv Reviews: <i>I hereby authorise eGuestSurv to supply our electronic reviews to South African Tourism for use in the Lilizela Tourism Awards Programme.</i></p>
C	<p>Intellimetrix Reviews: <i>I hereby authorise Intellimetrix to supply our electronic reviews to South African Tourism for use in the Lilizela Tourism Awards Programme.</i></p>
D	<p><i>I choose to participate by giving Guest Review forms to my guests and I hereby undertake that only genuine responses from bona fide guests will be submitted. Paper forms may be ordered in batches of 250 forms. Guests can post back directly or you can collect and post to reach us by 25 June 2013.</i></p> <p>ENGLISH 250 <input type="checkbox"/> 500 <input type="checkbox"/></p>

TELL US WHO THE MAJORITY OF YOUR GUESTS ARE

	<input type="checkbox"/> Majority Domestic Travellers	<input type="checkbox"/> Majority International Travellers
1	Limited budget	
2	People who can afford infrequent trips/breaks	
3	People who travel frequently/business travellers	
4	Top-end executives and/or leisure travellers	
5	Sophisticated travellers who expect high-end luxury	
6	An exceptionally exclusive market	



SOUTH AFRICAN TOURISM

- I confirm my participation in Lilizela Tourism Awards Programme.
- I offer at least one (1) night of accommodation under the normal terms and conditions offered to guests (i.e. room only, B&B, full board etc) and will supply 1 or more vouchers for all the facilities (accommodation, restaurant, game drive, spa etc) to be used by a mystery guest/assessor who may visit during the review gathering period of this Awards programme in order to provide the organisers with a confidential Verification Report of my establishment.
- I agree to abide by the Code of Conduct below.

Signature

Name (Caps)

Date

THE LILIZELA TOURISM AWARDS CODE OF CONDUCT

Aims:

- To ensure that Reviews from genuine guests are processed to enable the programme to select establishments offering an outstanding hospitality experience.

The Code of Conduct requires that a participating establishment and their staff members should, with regards to their guests:

- Maintain a high standard of courtesy and overall hospitality
- Offer services and facilities of a consistently high standard
- We understand that we raise the expectations of our guests by how we present ourselves in the market including the accreditations that we hold. We aim to meet or exceed the expectations that we raise.
- Deal with complaints promptly and efficiently
- Uphold the laws and constitution of our country

And with regard to the Awards Programme, participants are expected to:

- Compete in the programme with an honest effort to follow the rules and the spirit of the competition
- Undertake not to submit or approve any other person to submit fictitious reviews
- Return all completed Guest Review Forms to the organizers regardless of their content – or to supply guests with information as to how to supply electronic reviews
- Report to the organizers in writing any cause for concern that may jeopardize the outcome or integrity of the programme
- Acknowledge their responsibility in upholding the reputation of this programme, both to the trade and the consumer
- Exercise mutual respect and maintain good working/networking relationships with fellow participants
- Acknowledge that any form of entry with incomplete or unverifiable guest contact details will be ignored in terms of our verification process
- Accept that a sufficient number of guest reviews must be received – failing which you will not be able to be considered an achiever in the programme.

PLEASE COMPLETE AND SIGN BELOW, THEN PLEASE SCAN AND EMAIL TO: lilizela@accommodationawards.co.za

Name of Establishment:

Town

Signature

Name (Caps)

Date



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LILIZELA
TOURISM AWARDS



SOUTH AFRICAN TOURISM