

# Quality Assurance fees

## 2022/23 scheme year

A warm welcome to the 2022/23 scheme year. As we look to shape recovery and rebuild the Tourism industry in Scotland, the Quality Assurance (QA) scheme has a vital role to play as you demonstrate to visitors that you are serious about investing in quality, and offering a safe, clean and welcoming experience for them.

Please note that all fees are exclusive of VAT, which will be added at the prevailing rate at the date of invoice. Where applicable, participants are charged an annual fee plus a per bedroom/unit fee.

### PARTICIPATION – SERVICED ACCOMMODATION

Description	Annual Fee	Cost per Bedroom
Annual Fee Serviced accommodation with 1 to 3 bedrooms	£142.05 + VAT	£12.60 + VAT
Annual Fee Serviced accommodation with 4 to 10 bedrooms	£156.15 + VAT	£12.60 + VAT
Annual Fee Serviced accommodation with 11 or more bedrooms	£167.10 + VAT	£12.60 + VAT
Exclusive Use Venue	£429.00 + VAT	

#### Notes:

The maximum fee charged is capped to the first 100 serviced bedrooms at £1,427.10  
For serviced accommodation that has a food offering, Taste Our Best assessment is included.

### PARTICIPATION – SELF-CATERING ACCOMMODATION & SERVICED APARTMENTS

Description	Annual Fee	Cost per unit
Annual Fee Self-catering accommodation & serviced apartments	£113.90 + VAT	£17.00 + VAT

#### Notes:

The maximum fee charged is capped to the first 20 self-catering properties & serviced apartments at £453.90.

For applicants with multiple self-catering properties **within a five-mile radius**, one annual fee plus the appropriate unit costs will be applicable.

For applicants with multiple self-catering properties situated more than five miles apart, separate annual fees plus the appropriate unit costs will be applicable.

## PARTICIPATION – CARAVAN & CAMPING PARKS

Annual Park Grading	Fee
Annual Fee 1-24 Licensed Pitches	£149.00 + VAT
Annual Fee 25-50 Licensed Pitches	£170.25 + VAT
Annual Fee 51-100 Licensed Pitches	£194.20 + VAT
Annual Fee 101-150 Licensed Pitches	£231.90 + VAT
Annual Fee 151-200 Licensed Pitches	£276.65 + VAT
Annual Fee 201-250 Licensed Pitches	£320.30 + VAT
Annual Fee Over 250 Licensed Pitches	£459.00 + VAT

Caravan Holiday Home for Hire	Cost for one CHH	Cost per additional van
Annual Fee Caravan Holiday Home	£92.55 + VAT	£19.65 + VAT

## PARTICIPATION – HOSTELS

Description	Annual Fee	Cost per Bedspace
Annual fee Hostel with 1-29 beds/Bods and Bothies	£49.70 + VAT	£3.14 + VAT
Annual fee Hostel with 30 - 100 beds	£98.55 + VAT	£3.14 + VAT

**Note:** The maximum fee charged is capped at 100 beds at £412.55

## PARTICIPATION – VISITOR ATTRACTIONS

Description	Fee
Annual Fee for Visitor Attractions	£138.30 + VAT

**Note:** For visitor attractions that have a food offering, Taste Our Best assessment is included in this participation fee.

## TASTE OUR BEST QUALITY ASSURANCE SCHEME

Description	Fee
Category 1: Takeaways	£53.20 + VAT
Category 2: Coffee Shops and Cafes	£79.80 + VAT
Category 3: Restaurant, Bistro, Brasserie, Bars and Pubs	£127.70 + VAT

**Note:** For serviced accommodation and visitor attractions that have a food offering, Taste Our Best assessment is included in their participation.

## ADVISORY SERVICES

This service is designed to give you confidence in your future plans for investing in quality.

Whether it's a hard-hat tour of your work in construction, or a show-around a visitor-ready property, why not invite one of our QTAs in to give feedback and advice on the quality of your product as it's coming to life.

Find out more: [Advisory Visits for Tourism Businesses | VisitScotland.org](https://www.visitScotland.org.uk/advisory-visits-for-tourism-businesses)

### Serviced Accommodation Advisory Visit

Description	Fee
Serviced accommodation with 1 to 3 bedrooms	£107.40 + VAT
Serviced accommodation with 4 to 10 bedrooms	£195.25 + VAT
Serviced accommodation with 11 or more bedrooms	£261.75 + VAT

### Self-catering Accommodation Advisory Visit

Description	Fee
Self-catering accommodation for up to 2 units	£107.50 + VAT
Self-catering accommodation for 3 units or more	£195.25 + VAT

### Caravan Parks Advisory Visit

Description	Fee
Parks with up to 100 licensed pitches	£118.05 + VAT
Parks with 100 to 250 licensed pitches	£201.15 + VAT
Parks with over 250 licensed pitches	£267.60 + VAT

### Hostels Advisory Visit

Description	Fee
Hostel with 1-29 beds/Bods and Bothies	£81.95 + VAT
Hostel with 30+ beds	£126.10 + VAT

### Visitor Attractions Advisory Visit

Description	Fee
Flat rate for all Visitor Attractions	£151.10 + VAT

### Exclusive Use Venue Advisory Visit

Description	Fee
Flat rate for all Exclusive Use Venues	£261.75 + VAT

## SECOND VISITS

A second visit may be requested by you if you did not get the outcome you were hoping for from a live grading visit. You may also wish to have a second visit organised following a refurbishment or implementation of other major changes.

### Serviced Accommodation Second Visit

Description	Fee
Serviced accommodation with 1 to 3 bedrooms	£101.10 + VAT
Serviced accommodation with 4 to 15 bedrooms	£145.75 + VAT
Serviced accommodation with 16 to 50 bedrooms	£176.10 + VAT
Serviced accommodation with 51 or more bedrooms	£220.20 + VAT

### Self-catering Accommodation Second Visit

Description	Fee
Self-catering accommodation for up to 1 unit	£101.10 + VAT
Self-catering accommodation for 2 to 5 units	£145.75 + VAT
Self-catering accommodation for 6 or more units	£176.10 + VAT

### Caravan Parks Second Visit

Description	Fee
1-24 licensed pitches	£93.60 + VAT
25-50 licensed pitches	£100.00 + VAT
51-100 licensed pitches	£106.40 + VAT
101-150 licensed pitches	£119.20 + VAT
151-200 licensed pitches	£134.05 + VAT
201-250 licensed pitches	£139.90 + VAT
Over 250 licensed pitches	£154.30 + VAT

### Hostels & Bods Second Visit

Description	Fee
Hostel with 1-29 beds/Bods and Bothies	£56.40 + VAT
Hostel with 30+ beds	£107.50 + VAT

### Visitor Attractions Second Visit

Description	Fee
Flat rate for all visitor attractions	£94.70 + VAT

### Taste Our Best Second Visit

Description	Fee
Category 1: Takeaways	£53.20 + VAT
Category 2: Coffee Shops and Cafes	£79.80 + VAT
Category 3: Restaurant, Bistro, Brasserie, Bars and Pubs	£127.70 + VAT

### Exclusive Use Second Visit

Description	Fee
Exclusive Use venue	£295.80 + VAT

### MYSTERY AUDITS

Good customer care is vital to any business looking to reach its potential, and this is something that's especially true in tourism. That's why getting an accurate, objective measurement of your customer care standards is so crucial.

Find out more: [Mystery Visits - Quality Assurance & Ratings | VisitScotland.org](https://www.visitScotland.org.uk/mystery-visits)

Description	Fee from
Hotel (1 night stay)	£677.20 + VAT
Hotel (2 night stay)	£1,166.00 + VAT
Golf course (must be attached to a hotel)	£430.35 + VAT
Spa (must be attached to a hotel)	£307.00 + VAT
Hostel	£307.00 + VAT
Visitor Attraction (small VA, half day visit)	£225.00 + VAT
Visitor Attraction (larger VA, for example with café/restaurant, guided tour. Full day visit)	£450.00 + VAT

Note: Mystery audits are only available in batches, with a minimum of 2 visits required. Expenses incurred during the visit will also be invoiced e.g. hotel nights, spa treatments, food and drink consumed, rounds of golf.