THE GLITTER STANDARD · DOCUMENT

Accreditation Agreement

What a venue signs: what you agree to, what we agree to, and what happens if it slips.

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The agreement between The Glitter Standard and a venue. Plain English, four pages, no small print. This is the contract that makes the badge mean something: it is what lets us take it back.

1. Who this is between

This agreement is between **The Glitter Standard CIC** ("we", "us"), and the venue named at the end ("you"). It starts on the day we confirm your accreditation and runs for twelve months, renewing each year unless either of us ends it under clause 9.

Everything referred to in this agreement is published at theglitterstandard.co.uk and can be read before you sign: **the Ten**, the **Testing Protocol**, the **Complaints, Appeals and Delisting Policy**, the **price list** and the **privacy notice**. If any of them changes, clause 10 says what happens.

2. What you agree to do

- **Meet all ten points of the Ten** and keep meeting them, as published on the day we confirm your accreditation.

- **Hold the base**: a current Best Bar None accreditation, or the Best Bar None policy set adopted and evidenced.
- **Train your people**: every customer-facing person completes the team module within three months of starting and once a year after, and you keep a trained Inclusion Lead.
- **Give true evidence.** Everything you upload, and everything anyone assessing you confirms on your behalf, is true and current. You sign a declaration to that effect each year.
- **Accept unannounced visits** by our Ambassadors, as set out in the Testing Protocol, and act within sixty days on anything a visit or your belonging score raises.
- **Display what we ask you to display**: the badge, the poster and the belonging cards, including inside the private facility.
- **Tell us within fourteen days** if your Inclusion Lead leaves, if your Best Bar None accreditation lapses, if the venue changes hands, or if anything else happens that would stop you meeting the Ten.
- **Pay the fee** for your venue type as published in the price list.

3. What we agree to do

- **Accredit you** when the evidence for the Ten is confirmed, and list you on the public map with the date of your accreditation and of your last Ambassador visit.
- **Give you everything included in the fee**: the Inclusion Lead course, the team module with unlimited seats, all templates and staff cards, the badge and window sticker, the poster and belonging cards, and the platform.
- **Report to you within 48 hours** of any Ambassador visit, whatever the result, with what was found.
- **Give you sixty days and one re-visit**, included in the fee, if something is found wanting. Nobody pays to fail.
- **Never waive a visit** for anyone at any price, and never treat a sponsored venue differently from one that pays.
- **Never sell, share or publish your data** beyond the fact of your accreditation or delisting, except as set out in the privacy notice.

- **Never require you to book a Glitterbomb event or anything else** to get or keep the badge.

4. The badge and the name

- While you are accredited you may display the Seal at your premises and on your website and social media, and describe yourself as **Glittered**. That is a licence to use them, not ownership of them.
- You may not alter the Seal, put anything inside it, or use it on another site, brand or venue that is not accredited.
- You may not say or imply that we have accredited anything we have not: another venue, an event, a person, a product or a policy.
- If your accreditation ends for any reason, you remove the Seal from your premises and from every digital channel **within seven days**, and stop using the word Glittered.
- The Seal and the marks belong to us or our licensor. Using them after accreditation ends is a breach of this agreement and an infringement of our rights.

5. Money

- The fee is the published price for your venue type, excluding VAT, payable annually in advance. We give thirty days' notice of any change to the price list and it applies from your next renewal, never mid-year.
- If a sponsor or a commissioner pays for your accreditation, nothing else in this agreement changes.
- If you do not pay within thirty days of an invoice we will remind you twice. If you still do not pay, your accreditation lapses: you come off the map, you remove the Seal within seven days, and we do not publish the lapse. You can rejoin at any time by paying.
- **Refunds.** If you end this agreement within fourteen days of signing and before we confirm accreditation, we refund you in full. After accreditation is confirmed

the fee is not refundable, because the training, the materials and the platform have already been provided.

6. Visits and results

- Ambassadors visit as ordinary guests, in pairs, for about twenty minutes, checking only what the Ten and the Testing Protocol say they check. They never identify themselves, never photograph or record, and never name a member of your staff in a report.
- Every accredited venue is in the visiting pool every year and is never told when or whether it will be visited.
- A complaint about you triggers a visit.
- You see the full report, minus anything that would identify an Ambassador.
- We publish area pass rates each year. We publish nothing about your individual result other than the fact of your accreditation or delisting.

7. If something goes wrong

WHAT HAPPENS	WHAT FOLLOWS
A visit finds a fail on the door, the toilets, the needs-led rule or Ask for Angela, or two other points unmet	Report within 48 hours. Sixty days to put it right. One re-visit included. Your badge stays up while you do.
A second such fail within twelve months	Delisting: the badge comes down, you come off the map within seven days, and the fact and month are published. The reasons are not.
A declaration or an evidence check turns out to be untrue	Delisting. If your venue is part of an estate, every venue checked by the same area manager is suspended until re-verified.
A substantiated non-inclusive incident where your response failed the person targeted	Delisting.

WHAT HAPPENS	WHAT FOLLOWS
Using the Seal or the word Glittered when you are not accredited	Delisting if you are accredited elsewhere, and we will ask you in writing to stop.
Any of the above	You may appeal within 28 days under the published Complaints, Appeals and Delisting Policy. You may reapply six months after a delisting.

8. Data

- You remain responsible for your own incident log, your training records and anything else personal you hold. We are responsible for what you upload to us, for belonging responses, and for complaints about you.
- Belonging responses are collected without names. We give you your own score and your gap between groups; we publish only area and national figures.
- We never pass a complainant's details to you. We may pass the substance of a complaint where that is needed to act on it and the complainant has agreed.
- Everything else is in the privacy notice, which forms part of this agreement.

9. Ending it

- **You** may end this agreement at any time by telling us in writing. Your accreditation ends on the date you say, you remove the Seal within seven days, and no refund is due.
- **We** may end it by delisting you under clause 7, or on thirty days' notice if we stop running The Glitter Standard, in which case we refund the unused part of your fee.
- Clauses 4 (the badge and the name) and 8 (data) survive the end of this agreement.

10. Changes, and everything else

- **Changes to the Ten** are decided by the Standards Council, take effect at least ninety days after the decision, and are notified to you in writing. You are never assessed against a version of the Ten that did not exist when you were accredited, until your next renewal.
- **Changes to this agreement** apply from your next renewal and are notified at least thirty days before it.
- **Liability.** We are not liable for anything that happens in your venue, to your guests or to your staff. You remain responsible for your premises, your licence and your people. Nothing in this agreement limits liability for death or personal injury caused by negligence, or for fraud. Otherwise our total liability to you is limited to the fee you have paid us in the last twelve months.
- **Not a partnership.** This agreement does not make either of us the agent, partner or employee of the other.
- **No transfer.** You cannot transfer this agreement to anyone else. If your venue changes hands the new operator applies in their own right.
- **Law.** This agreement is governed by the law of England and Wales and the courts of England and Wales have jurisdiction.
- **Complaints about us** go through the published Complaints, Appeals and Delisting Policy, and the anonymous form on our website is open to your staff and your guests as well as to you.

11. Signature

By signing, you confirm that you have read the Ten, the Testing Protocol, the Complaints, Appeals and Delisting Policy, the price list and the privacy notice, and that you have authority to sign for the venue.

Venue name and address: _____

Venue type and fee: _____

Accountable person (name and role): _____

Inclusion Lead (name): _____

Signed: _____ **Date:** _____

For The Glitter Standard CIC: _____ Date: _____
