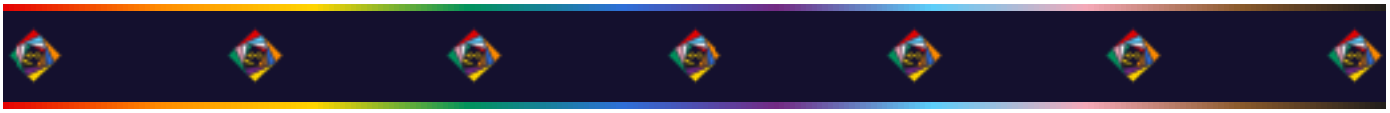
THE GLITTER STANDARD · DOCUMENT

Estate Agreement

One page for a pub or bar estate, with the area manager check.

Version 1.1 · September 2026 · Download as PDF · All documents · Large print, plain text or Word on request from hello@theglitterstandard.co.uk

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One page. Your area managers already assess your venues for Best Bar None. They check the Ten in the same exercise. We do the training, the visits and the badges.

What you do

☐ **Nominate a lead contact** for the estate and tell us who your area managers are.

☐ **Put the module on your learning system**, or use ours. Every customer-facing person completes it within three months of starting and once a year after. Unlimited seats, included in the fee.

☐ **Approve one facilities wording** for the whole estate, once, from our template.

☐ **Your area managers check the Ten** for each venue in the Best Bar None assessment they already do, using our one-page checklist, and confirm it.

☐ **Send us completion data** from your learning system, quarterly: venue, how many staff, how many complete.

☐ **Sign one declaration a year** for the estate: the evidence is true and current.

☐ **Tell us within fourteen days** if a venue closes, changes hands or loses its Best Bar None accreditation.

☐ **Pay one invoice a year** for the estate at the published rate.

What we do

☐ Accept your area managers' checks and badge every venue that passes. **No second inspection.**

☐ Give you the training, the templates, the staff cards, the posters, the belonging cards, the badges and the platform.

☐ Visit venues unannounced as guests, at the published rate, and send you the report within 48 hours whatever the result.

☐ Audit one report in ten against the evidence.

☐ Give you an estate dashboard: who is badged, training completion, belonging scores and the gap between groups.

☐ List every badged venue on the public map with the date of its last visit.

The rules

☐ **Whole estate, or a whole division.** Not a hand-picked handful, or the badge means nothing in a town where half your pubs have it.

☐ **If a visit finds a problem**: sixty days to fix it and one re-visit, included. Twice in a year and that venue is delisted.

☐ **If a check turns out to be untrue**: that venue is delisted and every venue checked by the same area manager is suspended until re-checked. We tell you in writing.

☐ **If accreditation ends**, badges come down within seven days.

☐ **Nothing is ever conditional on booking anything from us or from Glitterbomb.**

THE ESTATE	DETAILS
Estate	
Number of venues covered	

THE ESTATE	DETAILS
Lead contact, email and phone	
Learning system	
Fee (published rate x venues)	
Start date	

Signed for the estate: _____ Role: _____ Date: _____

Signed for The Glitter Standard CIC: _____ Date: _____

The Ten, the Testing Protocol, the Complaints, Appeals and Delisting Policy, the price list and the privacy notice are published at theglitterstandard.co.uk and form part of this agreement. The full accreditation agreement applies to each venue.

The area manager's one-page check

For the area manager to complete during the Best Bar None assessment. Ten ticks and a signature. Upload it or enter it on the platform.

Venue: _____

Area manager: _____

Date of assessment: _____

☐ **1. Pledge signed**, naming the accountable person, with non-inclusive incidents categorised in the incident log.

☐ **2. Inclusion Lead trained**: certificate seen or shown on the platform.

☐ **3. Team trained**: at least 90% of customer-facing staff complete, with a date for the rest.

☐ **4. Door briefed**: door card in the staff area, refusal log has a reason field.

☐ **5. Toilets**: a private lockable facility signed as available to anyone, or a written reason why not possible. Toilets card in the staff area.

☐ **6. Courtesies list** written by the venue and up in the staff area.

☐ **7. Published before arrival**: the wording is live online, and there is a current Euan's Guide listing.

☐ **8. Poster up** where guests see it, and inside the private facility.

☐ **9. Ask for Angela materials up**, and the non-inclusive incident procedure in the staff area.

☐ **10. Belonging QR cards out** on tables and at the bar.

I confirm I have seen evidence of each item ticked above at this venue on this date.

Signed: _____
