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# TERMS AND CONDITIONS

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ISAAP.ORG



# ISAAP ACCREDITATION

## TERMS AND CONDITIONS

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### OBJECTIVES OF THE DOCUMENT

To provide a detailed level of clarity as to the commitments for which ISAAP (International Serviced Accommodation Accreditation Process) is responsible.

It also details the obligations of the accommodation providers and agents when engaging in the an ISAAP Accreditation process, the framework and context in which the process is applied, the procedures to be adhered to in the attaining and retaining of ISAAP Accreditation seals and the charges to be levied for administering the assessments and accreditation processes.

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# 1.ACCOMMODATION PROVIDER ACCREDITATION PROCESS

## COMPLIANCE AND QUALITY ACCREDITATIONS

For accreditation renewals, providers will receive an Accreditation Reply Form ("ARF") approximately 2-3 months in advance of the date by which the renewal process must be complete. This ARF will require completion and return to ISAAP by the Provider.

Information being requested in the ARF includes some key Provider company information, such as ownership, changes to business since last accreditation and number of apartments operated in total, for example, and also the accreditation option being selected by the Provider.

Upon receipt of the completed ARF, ISAAP will raise and send the accreditation invoice to the Provider. Once ISAAP has received invoice payment from the Provider, an ISAAP Quality Assessment Consultant ("Assessor") will be assigned to the process.

The ISAAP Assessor will forward the Compliance Accreditation pack to the Provider and commence the Compliance completion process where Compliance Accreditation only has been selected by the Provider.

Where the Provider has selected Quality Accreditation (which includes Compliance Accreditation also), the Compliance pack will still be sent to the Provider as above, and the assessor will enter into discussions about setting suitable date(s) for the assessment visit(s) ("QA visit")

The QA visit and/or the culmination of documentation and procedures relating to Compliance must have been brought to conclusion by the anniversary date\* for continuous quality accreditation to be achieved by the Provider. (\*the last day of the month in which re-accreditation falls due)

### **The Quality Assessment Visit**

a) ISAAP will make contact with the Provider to arrange suitable date(s) to carry out the QA visit(s).

b) A QA process will normally constitute, as a minimum, a meeting to review the Compliance responses, an overnight stay in the Provider's apartment (at no cost to ISAAP), 1 overnight assessment and report plus a number of additional apartment viewings to be agreed and as available. The activity base level is one such visit per year.

c) Where a Provider's portfolio is 200 or more apartment units, or where significant geographical complexity exists in terms of the spread of the Provider's apartment units, the activity level will be higher and the calculation for the number of assessment days/apartments assessed applicable is as per Section 4 below.

d) The Provider will be required to allocate a suitable representative to engage with ISAAP to achieve the requirements of the process.

e) ISAAP will identify any areas of non-compliance during the assessment process and include details on the report. The report will indicate any areas of attention or action required on the part of the Provider to comply with ISAAP Accreditation requirements.

f) ISAAP will ensure, where possible, that the completed assessment visit report and completed Compliance documentation, together with confirmation of successful accreditation renewal and relevant ISAAP seals, will be received by the Provider within 10 working days of the visit. Where the provider has failed to achieve the necessary accreditation standards, they will be advised accordingly and be provided with details of the action required to close any outstanding points.

g) Continuous ISAAP Accreditation can only be confirmed where a Provider has successfully completed the accreditation renewal process within the allowed time, is before the end of the month in which the renewal falls due. If the Provider fails to correct any actions or close any outstanding points within 3 calendar months of accreditation expiry, the process will be terminated and a new accreditation process would need to be commenced if the Provider decided to continue to try to achieve ISAAP Accreditation. In this case, the ISAAP Accreditation charges would apply as per the ISAAP Pricelist.



h) Quality Accreditation or Compliance Accreditation will normally be awarded for 1 year, and the Provider will be required to ensure that arrangements are made for the subsequent assessments to be scheduled in one year's time so that continued accreditation status can be enjoyed by the Provider.

i) ISAAP Provider Quality Accreditation awarded is valid for a country or sovereign nation as a minimum geographical context.

### **QUALITY ACCREDITATION SUBSEQUENT YEARS**

Once a Provider member has completed 3 consecutive years of successful ISAAP quality accreditation, and subject to certain conditions being in place, ISAAP may offer the Provider the opportunity to renew its quality accreditation without hosting a QA visit.

The pre-requisite conditions which absolutely must be satisfied are as follows:

- There have been no significant changes to the Provider's business over the previous 12 months, or since the previous QA visit or re-accreditation decision
- Every building in which the Provider operates serviced accommodation has been viewed previously by ISAAP
- Compliance Accreditation will still need to be completed
- All Compliance elements are still fully complied with, or outstanding gap closures from the previous QA visit have been achieved and confirmed back to ISAAP
- ISAAP has achieved satisfactory assessment experience of a true representative cross section of the Provider's inventory, whether within a single city location or across the relevant country as a whole, prior to this milestone
- ISAAP may deploy a discretionary recommendation of other related activity taking place, such as, for example, a Mystery Guest visit, in lieu of the QA visit being scheduled

**The annual quality accreditation fee will still apply.**

### **Quality Accreditation Certification**

From 3 consecutive successful QA years achieved and onwards, ISAAP can provide a certificate to that effect, the number of consecutive years certified increasing year by year if required.

## **2. BUILDING ACCREDITATION**

A Provider can elect to gain accreditation for one or more of its buildings and ISAAP Building Accreditation may be awarded under the following conditions:

- a) The property is owned and operated as serviced apartments by the Provider or
- b) The property is managed in entirety (i.e. all apartment units within) by the Provider.
- c) 50% of the apartments at the building (to a maximum of 20) will be viewed by the ISAAP Quality Assessment Consultant.
- d) All apartments assessed in the building meet the criteria for the awarding of ISAAP Accreditation, as explained in Section 6.
- e) ISAAP must be satisfied that the apartments assessed in the property are a true representation of the standard at that property.

f) ISAAP will typically view and report on up to 20 apartments per property per day, depending upon consistency and complexity (and perhaps other factors such as geography). Discretion will be used in determining the exact number.

g) ISAAP will assess the structure and internal fabric of the building, the security standard, health and safety procedures and staff interaction as part of the Building Accreditation process. The Provider operating the building being assessed must demonstrate that Compliance standards are met for that individual property, and this will be verified by the assessor during the visit.

h) Building Accreditation is confirmed with a certificate which confirms the date of the Accreditation award. There is a requirement for annual renewal of the accreditation.

i) In the event of change of ownership of a building, the Building Quality Accreditation award does not transfer to the new owner/operator of that property.

### **3. APPROVED AGENT ACCREDITATION**

a) The serviced accommodation Agent will make contact with ISAAP to apply for Approved Agent Accreditation. For re-accreditation in subsequent years, ISAAP will provide the agent with a renewal notification.

b) ISAAP will send the Agent the Pre-Qualifying Declaration of Intent for completion and return and, upon invoice payment receipt, ISAAP will send the Agent the Approved Agent Accreditation pack

c) The Approved Agent scheme is designed to be a remote/desktop activity, though ISAAP reserve the right to impose a site visit, with applicable costs, should the clarity of information required not be forthcoming from the agent. In some cases, this can help to complete a process and thus finalise the approval. The Agent is assessed against a range of pre-set assessment criteria. This may involve sight of evidential documentation and interaction with agent's staff.

d) The Agent will be required to allocate a suitable representative to engage with ISAAP to achieve the requirements of the process.

e) ISAAP will identify any areas of non-compliance during the assessment process and include details on the assessment report. The report will indicate any areas of attention or action required on the part of the Agent to comply with scheme requirements.

f) ISAAP will ensure, where possible, that the completed report documentation, together with confirmation of successful accreditation renewal and relevant ISAAP seal, will be received by the Agent within 10 working days of the culmination of the approval process. Where the provider has failed to achieve the necessary accreditation standards, they will be advised accordingly and be provided with details of the action required to close any outstanding points.

g) There may be the need for a review meeting or discussion where further clarity is sought by the Agent as to an agreement on the timescale in which adjustments can be achieved.

h) The ISAAP Approved Agent Accreditation will be awarded for 1 year.

i) ISAAP Agent Accreditation awarded is valid without geographical boundaries, though an additional accreditation fee may be charged where offices/activity in multiple countries exists.

j) Where an Agent successfully undergoes the accreditation process in a structured environment within each of the 3 internationally recognised regions of the world (EMEA, Americas & APAC), then the Agent can display the awarded regional accreditation logos, one per region

## 4. CALCULATION OF QUALITY ACCREDITATION ACTIVITY APPLICABLE

Context: Per Country

Caveat: Days of QA activity subject to geographical complexity and requirement for ISAAP to visit all buildings in which the provider operates serviced accommodation. Sometimes this element can be agreed as a plan of 2 – 3 years duration.

CATEGORY 1	< 200 serviced accommodation units (<20 units: minimum 3 units viewed) (20-49 units: min. 6 units viewed) (50-99 units: min. 10 units viewed) (100-199 units: min. 15 units viewed)	1 QA activity day
CATEGORY 2	200-299 serviced accommodation units	2 QA activity days
CATEGORY 3	300-599 serviced accommodation units	3 QA activity days
CATEGORY 4	600-999 serviced accommodation units	4 QA activity days
CATEGORY 5	1000+ serviced accommodation units	5 QA activity days

## 5. ACCREDITATION RENEWAL FREQUENCY – COMPLIANCE ACCREDITATION, QUALITY ACCREDITATION, BUILDING ACCREDITATION, APPROVED AGENT ACCREDITATION.

The annual re-accreditation/renewal process, which allows the provider to retain ISAAP Accreditation, will normally (where part of the accreditation process) require an annual assessment visit. However, subject to certain conditions, as laid out in section 1 under “Subsequent Years”, it may, under exceptional circumstances, be possible for those re-accreditations to take place without the actual visit part of the process.

Annual re-accreditation will need to be completed by the end of the month of renewal. The exception to this rule can be where a provider wishes to bring forward the date of the accreditation activity to a more suitable time of year for operational or other reasons.

The annual re-accreditation fee is charged in accordance with the pricelist.

## 6. CRITERIA FOR AWARD OF ISAAP PROVIDER ACCREDITATION.

### Compliance & Quality Accreditations

The Provider will be awarded accreditation if the following criteria are met:

a) The Provider has engaged with ISAAP in terms of the Accreditation Programme procedures as laid out in Section 1, and

b) The standards prescribed by Compliance Accreditation are achieved in full, and

c) There are no Programme Requirements non-conformance scores of greater than 6, as generated by the quality scoring format (where applicable), and

d) There are no “0” scores allocated in the quality scoring format (where applicable), and

e) There are no category scores in the assessment reports which achieve less than the minimum set scores per category, which deliver an overall score of 71%. Assessor discretion can be deployed in some circumstances (where applicable).

## **Building Accreditation**

The Provider will receive the Building Accreditation award for a building where:

- a) The Provider has engaged with ISAAP in terms of the Accreditation Programme procedures as laid out in Section 2, and
- b) The standards prescribed by Compliance Accreditation are achieved and verified by an on-site assessor inspection in full, and
- c) There are no Programme Requirements non-conformance scores of greater than 6, as generated by the quality scoring format and,
- d) There are no “0” scores allocated in the quality scoring format, and
- e) There are no category scores in the assessment reports which achieve less than the minimum enhanced set scores per category, which deliver an overall score of 80%. Assessor discretion can be deployed in some circumstances.

## **Approved Agent Accreditation**

The Agent will receive the Approved Agent Accreditation where the following criteria are met:

- a) The Agent has engaged with ISAAP in terms of the Accreditation Programme procedures as laid out in Section 3, and
- b) The Pre-Qualifying Declaration statements have been audited and verified as in practice by the assessor, and
- c) The standards prescribed by Approved Agent Accreditation are achieved in full.

## **7. ACCREDITATION PROCESS FAILURE AND ESCALATION PROCEDURE**

ISAAP and its Quality Assessment Consultants (Assessors) work closely with the Provider or Agent to deliver a successful new accreditation or re-accreditation outcome.

However, for various reasons, there are some situations whereby a process has not been successfully completed by the expiry date of the existing accreditation (where re-accreditation) or within 3 months (where a new accreditation). In these circumstances the following procedures are deployed.

- a) Where the Provider or Agent is a member of a trade association, such as ASAP or CHPA, for example, or a non-member group for which ISAAP Accreditation is a prerequisite, such as the ASAP Buyers Group, for example, ISAAP will inform the relevant entity of the failed accreditation process at the same time as sending a Provisional Notice of ISAAP Accreditation Process Failure to the Provider or Agent.
- b) The Assessor will continue to work with the Provider or Agent to secure a successful process outcome within the next 3 calendar months and, where this is achieved, the Provider or Agent will receive accreditation confirmation in the established way, and any necessary advice to trade associations or non-member groups will be advised by ISAAP
- c) Where the extended 3 months period does not yield a successful accreditation outcome, the Provider or Agent will receive a Notice of Accreditation Process Failure from ISAAP, and the relevant trade association(s) or non-member group(s) will be informed accordingly.
- d) The Notice of Accreditation Process Failure will include a process for Appeal
- e) Where an accreditation process has failed and an appeal has not been upheld, ISAAP will not be able to commence a new accreditation process with that Provider or Agent until 3 calendar months after the date of the Notice of Accreditation Process Failure. In such circumstances there cannot be a continuation of accreditation history and the Provider or Agent would be starting again from year 1, where applicable.



f) In certain circumstances the Provider or Agent who's accreditation has failed may wish to enlist the assistance of ISAAP in closing any gaps which exist and which prevent accreditation being achieved. ISAAP is able to assign an Assessor to work with the company to close all gaps, though a cost recovery charge will be made to the company, subject to the amount of time required of the Assessor.

## 8.COMPLAINTS PROCEDURE & ACCREDITATION REVOCATION

From time to time ISAAP can become aware of negative feedback of a quality standard or safety element of the customer service provision from a Provider or Agent.

In situations such as these, ISAAP reserves the right to conduct an investigation into such allegations, and this may require communication between ISAAP and the accredited company, the latter being required to accommodate the investigation.

Upon completion of the investigation, it may be judged that the accreditation must be revoked until such time that the standard(s) in question have been amended or corrected.

During the time when accreditation is revoked, the Provider or Agent will be required to remove all ISAAP logos and promotions of ISAAP accreditation status.

The Provider or Agent will be afforded the opportunity to appeal against the outcome of the investigation. Depending upon the severity of the case in question, before ISAAP Accreditation can be re-instated the Provider or Agent will be required to undergo part or all of the respective accreditation process, and fully satisfy the established standards. Consequently, there will be costs involved in confirming re-accreditation, and ISAAP reserves the right to impose the necessary, relevant charges. These will be calculated on a case by case basis using the set parameters within the pricelist.

## 9.ISAAP ACCREDITATION SEAL DISPLAY PROCEDURE

Upon successful completion of an ISAAP Accreditation process, the following chain of events will occur:

- a) ISAAP will send formal written confirmation of accreditation to the Provider or Agent, together with reports, accompanying documentation and the Accreditation Seal (logos).
- b) Where the accredited party is a member of a trade association, such as ASAP or CHPA, for example, or part of a trade association group (non-member), that trade association or group will also be advised of the successful accreditation by ISAAP.
- c) ISAAP Accreditation Seals must be used as provided and the changing of shape, colour or wording is not permitted. Brand guidelines are issued with issue of the logo(s) and must be adhered to in all representations of ISAAP branding.
- d) Where an accredited Provider or Agent reaches a point where it is no longer accredited (as laid out in the clauses contained in section 8), ISAAP will confirm in writing that accreditation is no longer in place, stipulating the reason why, and request that the accreditation seals be removed from all aspects of the company's website, literature and marketing media by a specific date (normally within 7 days).
- e) ISAAP reserves the right to employ and use a system to remove the ISAAP Accreditation Seal from any Provider or Agent who fails to do so under their own volition as a result of any of the circumstances arising as described in Section 8 above.
- f) **Marketing Message: Providers and Agents may divulge accreditation detail only, and not disclose details of percentage scores or comments made by the assessment consultant during the process.**

## 10. CONFIDENTIALITY

From time to time, collective and/or anonymised data may be used by ISAAP.

ISAAP will not divulge any Provider or Agent information which may be construed as sensitive, quality-related, classified, competitive, financial, private personal or confidential to any other person(s) or organisation other than with its own Officers and Quality Assessment Consultants.

Accredited ISAAP Providers or Agents must not, without prior consent by ISAAP, in any correspondence or publication, divulge or refer to the name and/or details of any ISAAP representative or quote or inaccurately infer or misrepresent any confidential ISAAP Accreditation Programme-related report detail.

## 11. PRICES AND TERMS OF PAYMENT (PRICELIST APPENDIX 1)

The costs of the all Compliance, Quality, Building and Agent accreditation processes with ISAAP are detailed on the price matrix at the end of the terms and conditions.

Prices are correct at time of going to print but are subject to review at any time.

All prices are detailed in GBP.

The base costs for GASA in North America are at an agreed rate of \$960 and the cost as detailed in the matrix is based on the conversion rate at the time of going to print. The amount of GBP to be invoiced will be dependent on the rate of conversion on the date of invoicing.

The cost of engaging in an ISAAP Accreditation process per country depends on a number of factors including number of accommodation units and geographic complexity.

All payments must be made on receipt of invoice. The ISAAP Accreditation process will not commence until such time as the payment has been made.

All invoices will be billed from ASAP Ltd t/a ISAAP and the company reserves the right to charge interest at a rate of 8% + Bank of England Base rate for any late payments.

Where accreditation services are being provided to a member of a recognised trade association, such as ASAP or CHPA, for example, the price to be invoiced may include an agreed discount as applicable to such members.

However, should for any reason, membership of that recognised trade association cease within the first 6 months of the accreditation year, ISAAP reserves the right to raise an additional invoice for the pro-rated additional accreditation charge.

Prices for ISAAP products such as Mystery Guest, Competitive Analysis Data, Consultancy and Training can all be provided on request.

## 12. CANCELLATION POLICY

If a scheduled accreditation visit by ISAAP is postponed or cancelled by the Provider or Agent, that company will become liable for any and all costs incurred as a result of the cancellation. ISAAP will invoice for these costs which will become immediately due for settlement and will be in addition to any invoiced costs for the accreditation process.



# APPENDIX 1

## PRICE MATRIX



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Direct all queries to  
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[isaap.org](http://isaap.org)