

DATED



WARMINSTER TOWN COUNCIL

AND

**WARMINSTER AND VILLAGES DEVELOPMENT TRUST
LTD**

AGREEMENT

**For support in operating the Warminster Information Centre at the Central Car Park
Warminster**

Warminster and Villages Development Trust
Warminster Information Centre
Central Car Park
Warminster
Wiltshire BA12 9BT

This agreement is made on the 1st day of October 2010

- Between:** Warminster Town Council, Dewey House, North Row, Warminster, BA12 9AD
- And** Warminster and Villages Development Trust (WVDT) , c/o Warminster Information Centre, Central Car Park, Warminster, BA12 9BT
- Preamble** Access to information is a fundamental aspect of economic activity and of community life. The Warminster Information Centre (WIC) is the most visible expression of the Town's outward looking identity. This agreement establishes the output required from the Warminster and Villages Development Trust in return for the financial support given by Warminster Town Council.
- Term:** 3 years from 1 October 2010 until 30th September 2013
- Ann Grant** £12,000 increased by % relating to the precept set by Warminster Town Council
- Payment:** Annually by 1st October 2010, 2011 & 2012
- Termination:** On breach of terms or on 6 months notice given in writing by either party.
- Objectives** To represent Warminster to itself and to its visitors, where appropriate in partnership with other local organisations e.g. the Library, other nearby Information Centres, the Police, and Town, District and County Councils.
- To provide a centre for the collection and dissemination of information to serve the residents, businesses and visitors to Warminster and its surrounding villages. Information held to include local tourism attractions, local accommodation, holiday destinations, travel, transport and other services.
- To support, in whichever way appropriate, the local economy.
- Location** In part of the CAB Building in the Central Car Park, or other venue equivalent in size, location and condition.
- Opening hours.** The WIC is to be open 6 days a week throughout the year, Christmas Day and Boxing Day excepted. Opening times throughout the year to be:
Monday-Friday 10.00am to 4.00pm. Saturday 10.00am to 1.00pm.
- Staffing** The WIC is to be staffed at all times by a paid manager and a minimum of 2 volunteer staff.

Dress	Any dress code will, from time to time, be a matter for agreement between the WIC staff and the Development Trust.
Professional Standards	<p>The WIC is to reflect at all times a highly professional service. The baseline for technical matters is the standards set out for Information Centres by the Enjoy England Partnership, the main elements of which are:</p> <ul style="list-style-type: none"> • Effective use of public funds to benefit local economy. • Commitment to business planning and improvement, including success in commercial revenue growth and service development • Regular use of sector information systems to enhance quality of information provided • Maintenance of records of visitors and communications. • Commitment to sustainable tourism • Free of charge, available to all and with opening hours to meet local needs. • Centre to be IT enabled. • Employment of paid professional staff who are dedicated to providing tourism information only. • Staff to have a sound knowledge of the England product and to participate in the Enjoy England Official Partnership training programme • Accommodation promoted must be assessed under the Visit Britain or AA Quality schemes. • The service should be committed to the promotion of the wider region and other parts of England
Training	The training standards of the staff are to be based on the Enjoy England Official Partnership training programme.
Signage	Signage for identification and direction is to be maintained to the Enjoy England standards.

SIGNED by

on behalf of the Warminster and Villages Development Trust:

SIGNED by

on behalf of Warminster Town Council

Dated: