

The Certification Claim Inventory

Worksheet from subchapter 4.11 — The Helm and the Lens, Volume 1b

MAKE THIS LIST BEFORE YOU NEED IT

A suspension changes nothing about the hotel. It changes the truth value of a sentence the hotel has published in dozens of places — publicly, and instantly, while most of those places take days or weeks to change. The practical exposure is therefore a function of surface area and has almost nothing to do with the fault that caused it. Assembled calmly this takes an afternoon; assembled under pressure it is always incomplete, and the incomplete parts are the ones a client finds. Keep it with distribution, not with the environmental file.

Where the property states or implies that it is certified

Where	Who can change it	How long that takes	Last checked
Website footer			
Sustainability page			
Booking channel 1			
Booking channel 2			
Booking channel 3			
Distribution system descriptor			
Corporate / RFP profile			
Rate sheets already issued			
Tender responses already filed			
Framed certificate in			

Where	Who can change it	How long that takes	Last checked
public areas			
Email signatures			
Printed collateral and menus			

Contracts that require notification

Client agreements frequently oblige the property to notify if certification is suspended, withdrawn or reduced in scope. These clauses are drafted by the client, negotiated by sales, and then filed. When a major nonconformity arrives, the property needs to know within a day whether the certificate is decorative or load-bearing.

Client / agreement	Clause reference	What must be notified	Within

Two things worth knowing before you need them

Voluntary suspension exists and is requested in an email. For a long closure for refurbishment, a seasonal property shut for half the year, or a change of ownership mid-cycle, requesting it is the competent move and not a confession. An imposed suspension arriving later reads considerably worse.

Non-payment of fees is among the listed grounds for suspension. It is the only failure in this subject that the environmental function cannot see coming, which is why it is worth mentioning to the finance office once.

