



**ARMED FORCES  
COVENANT**

## Tollgate Hotel & Leisure

We, the undersigned, commit to honour the Armed Forces Covenant and support the Armed Forces Community. We recognise the value Serving Personnel, both Regular and Reservists, Veterans and military families contribute to our business and our country.

Signed on behalf of:  
**Ministry of Defence**

Signed on behalf of:  
**Tollgate Hotel & Leisure**

Name: Brigadier Richard Carter

Position: Commander  
11 Signal and West Midlands Brigade

Date: 3<sup>rd</sup> November 2018

Name: Adrian Oldfield

Position: Managing Director

Date: 3<sup>rd</sup> November 2018



**Ministry  
of Defence**



**tollgate**  
hotel & leisure

# The Armed Forces Covenant

An Enduring Covenant Between

The People of the United Kingdom

Her Majesty's Government

– and –

All those who serve or have served in the Armed Forces of the Crown

And their Families

The first duty of Government is the defence of the realm. Our Armed Forces fulfil that responsibility on behalf of the Government, sacrificing some civilian freedoms, facing danger and, sometimes, suffering serious injury or death as a result of their duty. Families also play a vital role in supporting the operational effectiveness of our Armed Forces. In return, the whole nation has a moral obligation to the members of the Naval Service, the Army and the Royal Air Force, together with their families. They deserve our respect and support, and fair treatment.

Those who serve in the Armed Forces, whether Regular or Reserve, those who have served in the past, and their families, should face no disadvantage compared to other citizens in the provision of public and commercial services. Special consideration is appropriate in some cases, especially for those who have given most such as the injured and the bereaved.

This obligation involves the whole of society: it includes voluntary and charitable bodies, private organisations, and the actions of individuals in supporting the Armed Forces. Recognising those who have performed military duty unites the country and demonstrates the value of their contribution. This has no greater expression than in upholding this Covenant.



## Section 1: Principles of the Armed Forces Covenant

1.1 We **Tollgate Hotel & Leisure** will endeavour in our business dealings to uphold the key principles of the Armed Forces Covenant, which are:

- *No member of the Armed Forces Community should face disadvantage in the provision of public and commercial services compared to any other citizen;*
- *In some circumstances special treatment may be appropriate especially for the injured or bereaved.*

## Section 2: Demonstrating our Commitment

2.1 **Tollgate Hotel & Leisure** recognises the value serving personnel, reservists, veterans and military families bring to our business. We will seek to uphold the principles of the Armed Forces Covenant, by:

- *Promoting the fact throughout our business in our marketing, social media etc. that we are an Armed Forces friendly organisation;*
- *Offering preferential rates for the many services we offer to those serving with and connected with the Armed Forces including hotel accommodation, gym membership etc.;*
- *Seeking to support the employment of veterans young or old and working with the Career Transition Partnership (CTP), in order to establish a tailored employment pathway for Service Leavers ;*
- *Striving to support the employment of Service spouses and partners;*
- *Endeavouring to offer a degree of flexibility in granting leave for Service spouses and partners before, during and after a partner's deployment;*
- *Seeking to support our employees who choose to be members of the Reserve Forces by accommodating their training, apprenticeships and deployment where possible;*
- *We will provide complimentary, dedicated catering support to the Military component on duty at Stoke City FCs Military match day;*
- *Aiming to actively participate in Armed Forces Day;*

2.2 We will publicise these commitments through our literature and/or on our website, setting out how we will seek to honour them and inviting feedback from the Service community and our customers on how we are doing.