



Children Welcome Scheme

Visitors with Children have been considered by VisitScotland in our development of the Children Welcome scheme which recognises the special efforts made by operators to provide for them, and to help them choose suitable accommodation.

CHILDREN WELCOME SCHEME

The needs of families travelling with children are often forgotten or not given the attention that is required. As any parent will know travelling with children can be a stressful experience if goods and services provided do not meet their expectations or more importantly those of their children.

The best way to provide an excellent restful and relaxing holiday experience for the parents is to provide an excellent holiday experience for the children.

Happy children make happy parents.

Those wishing to apply for the Children Welcome scheme should display a positive attitude towards children and a genuine desire to meet and anticipate their needs.

You can choose to become a member of the Children Welcome Scheme. To become a member, you must provide the following and your Quality Advisor will verify that the required facilities exist when they visit.

CHILDREN WELCOME SCHEME CRITERIA FOR SERVICED ACCOMMODATION

- 1 Suitable cot, or children's beds and bedding should be available.
- 2 Facilities for warming milk and preparing baby food.
- 3 Fridge storage available.
- 4 You should provide a secure storage area for guests' use, i.e. for pushchairs.
- 5 Safety features should be in place such as plugs in empty sockets, window catches, no trailing cables etc, with all other hazards identified.
- 6 If a playroom/outdoor play area is available, it should be secure and well maintained.
- 7 High chairs and suitable crockery and cutlery for small children should be available.
- 8 Contact details of local doctor and a first aid kit should be available to guests.
- 9 Local activity details – 'Families Welcome' pack e.g. Local VAs, eateries, shops, walks, recreation (soft play, outdoor play, swimming, leisure centre etc). Consider bed weather options.
- 10 A step or children's loo seat in bathroom should be considered.
- 11 You should be able to offer a family sized room or interconnecting room.
- 12 Tea tray/kettle should have restricted access.
- 13 You should be able to offer early evening, family friendly dining with children's menu or portions available, where meals provided. Vegetarian and healthy options should be offered.
- 14 Information on location and opening times of child-friendly eating establishments (and directions), if meals are not provided.
- 15 Public toilets (M&F) or separate facility where provided, to have changing facility, also consider low level urinal/step or children's loo seat.
- 16 Consideration given to training with participation in relevant course run by Tourist Board Training, local enterprise company or other training providers.

CHILDREN WELCOME SCHEME CRITERIA FOR SELF CATERING ACCOMMODATION

- 1 Suitable cot, or children's beds and bedding should be available.
- 2 You should provide a secure storage area for guests' use, i.e. pushchairs.
- 3 Safety features should be in place such as plugs in empty sockets, window catches, no trailing cables etc, with other hazards identified.
- 4 High chairs and suitable crockery and cutlery should be available.
- 5 Contact details of local doctor and first aid kit available.
- 6 Local activity details/Families Welcome Pack- e.g. local visitor attractions, restaurants, shops, walks, recreation. Also consider bed weather options.
- 7 If playroom/outdoor play-area available, it should be secure and well maintained.
- 8 A step or children loo seat in the bathroom should be considered.
- 9 Stair gates to be provided (where necessary).
- 10 A baby bath provided where there is no full bath available.
- 11 Supply of children's entertainment e.g. selection of toys, games, books, CDs, DVDs, videos etc. to be available.
- 12 Information on location and opening times of child-friendly eating establishments with directions.
- 13 Consideration given to training with participation in relevant course run by Tourist Board Training, local enterprise company or other training provider.

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