

# Groups Welcome Scheme

Visitors travelling as part of a Group have been considered by VisitScotland in our development of the Groups Welcome Scheme which recognises the special efforts made by hostel operators to provide for them, and to help them choose suitable accommodation.

## GROUPS WELCOME SCHEME

When travelling as a group there are various extra facilities and services which make the organisation and management run more smoothly. Organised group check-ins, pre-selected meals and good information prior to the arrival all go to making a more enjoyable trip.

Scotland is very popular with all: family trips and youth groups, for weekend gatherings in the country, city breaks, and sporting breaks for fishing or skiing. And all are looking for a different style of accommodation.

Youth and outdoor groups enjoy the freedom of catering for themselves and the fun of sharing dorms, while caravan rallies enjoy being together for socialising with easy booking and payment options.

The scheme aims to recognise those businesses which provide these additional facilities and services, and recognise the issues and potential situations that may arise.

Should you decide to become a member of the Groups Welcome scheme, you must provide the following. Your Quality Advisor will verify that the following facilities are in place on their next visit.

## GROUPS WELCOME CRITERIA FOR HOSTELS

- 1 Advance payment options available
- 2 Express check-in for large groups with room lists and additional keys available
- 3 Coach/mini-bus parking on site

- 4 City centre properties which are unable to provide on-site parking to source suitable parking facilities off-site, to provide driver with directions and offer transport from and to the parking for the driver if not within easy walking distance
- 5 Where parking on-site is not available, an appropriate and safe set down/pick up point at the property must be available
- 6 Drying room and equipment storage suitable for the size of group accommodated and, if applicable, for any additional independent guests
- 7 City centre properties not providing a drying room should offer suitable, secure, bulk luggage and equipment storage facilities.
- 8 Appropriate bulk catering equipment, i.e. pots, pans, crockery, utensils, cooker space - oven and hobs to be provided.
- 9 A designated fridge and dry food storage facility should be offered if more than one group or group(s) and independent guests are accommodated at the same time.
- 10 Dining table and chairs to allow the maximum group size accommodated to dine together.
- 11 Sufficient crockery, cutlery and glassware to ensure the maximum group size accommodated can have two courses without washing up
- 12 Minimum shower:bedspace ratio of 1:10 (this may be slightly reduced, at the discretion of VisitScotland, in very large properties to take account of different use patterns).

**NEW FOR HOSTELS**

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**To apply please complete this portion and return to the Quality & Standards Department, address below.**

I would like to apply to become a member of the Groups Welcome scheme.

Address of establishment: \_\_\_\_\_

I undertake to supply all the required facilities and services to groups.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Telephone: \_\_\_\_\_

Print Name: \_\_\_\_\_

Email: \_\_\_\_\_

Name of Establishment: \_\_\_\_\_