

VisitScotland Welcome Schemes



A range of Welcome Schemes has been developed by VisitScotland, to complement the Quality Assurance schemes and to guide the visitors with a range of interests to those businesses that pay particular attention to their varied needs. The schemes, based on the provision of facilities and services, recognise the special efforts made by businesses to provide for visitors.

The Welcome Schemes have been developed in consultation with experts in the field they represent. During development VisitScotland worked with organisations such as the Mountaineering Club for Scotland, Scottish Cyclists Union, Scotland by Bike and St Andrews Links Trust who have an inside knowledge of the visitors' particular needs.

We need to ensure that the hospitality encountered by our visitors meets, or preferably exceeds, their expectations. It is essential that anyone wishing to join any of the Welcome Schemes does so out of a genuine desire to have a flexible and inclusive approach to accommodate their visitors' diverse needs.

- Anglers Welcome Scheme
- Bikers Welcome Scheme
- Children Welcome Scheme
- Classic Cars Welcome Scheme
- Cyclists Welcome Scheme
- Field Sports Welcome Scheme
- Golfers Welcome Scheme
- Groups Welcome Scheme
- Walkers Welcome Scheme
- Visiting Golfers Welcome Scheme
- Ancestral Welcome Scheme

To apply to any of the VisitScotland Welcome schemes, please complete the application form and return it to customerservices@visitscotland.com

Visitors with children have been considered by VisitScotland in the development of the Children Welcome Scheme which recognises the special efforts made by businesses 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 and Tourism 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, blind cords, 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 visitor attractions, eateries, shops, walks, recreation (soft play, outdoor play, swimming, leisure centre etc). Consider bad weather options.
10. A step or children's toilet 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 childrens' 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 (male and female) or separate facility where provided, to have changing facility, also consider low level urinal/step or children's toilet seat.

CHILDREN WELCOME SCHEME CRITERIA FOR SELF CATERING ACCOMMODATION

1. Suitable cot, or childrens' 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, blind cords, 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 bad weather options.
7. If playroom/outdoor play-area available, it should be secure and well maintained.
8. A step or children toilet 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 childrens' 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. Clothes washing facilities or location of the nearest launderette facility.