

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 eating-out with children are often forgotten or not given the attention that is required. As any parent will know, eating-out 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 enjoyable and relaxing dining experience for the parents is to provide an enjoyable dining experience for the children.

Happy children make happy parents.

Those wishing to apply for the Children Welcome scheme should comply with the Breastfeeding etc. (Scotland) Act 2005 and display a positive attitude towards Children and a genuine desire to meet and anticipate their needs. The service style should also reflect this with quick service of children's meals, additional help if needed and extra care when serving food and drinks to the table.

To become a member you must provide the following and your VisitScotland Quality and Tourism Advisor will verify what the required facilities exist when they visit or for non Quality Assured customers a representative from VisitScotland will arrange to come along and verify.

### CHILDREN WELCOME SCHEME CRITERIA FOR SERVICED ACCOMMODATION

1. Suitable cot, or children's beds and bedding should be available. Should meet current BS standards and be fit for purpose.
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 wet weather options.

10. A step or children's toilet seat in bathroom should be provided. Nappy bags should be provided.
11. A baby bath provided where there is no full bath.
12. You should be able to offer a family sized room or interconnecting room. Blackout lining for curtains or black out blinds.
13. Tea tray/kettle should have restricted access.
14. 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.
15. Information on location and opening times of child friendly eating establishments (and directions), if meals are not provided.
16. 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.
17. Free unrestricted WiFi to be available.



### CHILDREN WELCOME SCHEME CRITERIA FOR SELF CATERING/HOSTEL ACCOMMODATION

1. Suitable cot, or children's beds and bedding should be available. Should meet current BS standards and be fit for purpose.
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 wet 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 provided. Nappy bags should be provided.
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. Clothes washing facilities or location of the nearest launderette facility.
14. Free unrestricted WiFi to be available.