

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.



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 a stress-free and relaxing experience for the parents is to provide an entertaining experience for the children.

Visitor attractions come in all shapes and sizes, ranging from Museums to Wildlife centres, Fun parks to Interactive displays. Children of all ages can enjoy the experience, although providing a range of facilities and services to suit their needs ensures that they get the maximum enjoyment from their visit, and therefore return again and again.

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.

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 VISITOR ATTRACTIONS

1. Designated family parking close to the entrance.
2. A pushchair/pram park if access restricted to some areas.
3. A full risk assessment with respect to children, with all safety requirements in place.
4. High chairs and suitable crockery and cutlery available in the café/tearoom. Must meet BS standards and be fit for purpose.
5. Children's menu or portions and milk/food warming facilities available in Café/Tearoom.
6. Traditional style foods, vegetarian and healthy options should be provided on the menu.
7. Contact details of local doctor and a first aid kit should be available to visitors.
8. Within the attraction, information should be presented at a child's height and should be relevant to age and interests.
9. Where there is an on-site shop, a range of children's gifts and products should be available.
10. Should have easy access for pushchairs, and clear directions is needed.
11. Consider drawing materials/books and interactive equipment.
12. Public toilets (m/f) or separate facility should have changing facilities, and consider low level urinal/child's step/toilet seat.
13. If a playroom/outdoor play area is available, it should be secure and well maintained. Must meet BS standards.
14. Free unrestricted Wi-Fi to be available.