



Families Welcome

Family holidays account for a third of all UK holiday trips and over 70 million holidays are taken by the British in England each year.

The scheme will give families the confidence that they are booking quality accommodation that meets their particular needs. Simple criteria have been developed which consider the specific requirements of families with children.

Facilities and Services

- Non-smoking family bedroom/s* plus where provided the public lounge/ family area to be non-smoking
- Access to storage available for push-chairs either in bedrooms* or cupboard, either inside or outside
- Family bedrooms*, sleeping a minimum two adults and two children (interconnecting rooms acceptable). Twin room to be available
- Cot and highchair to be available on request where under fours are accommodated (equipment should display Kitemark or CE mark).
- Nappy bin and bags for disposal provided in public area changing facilities/WC/bathroom and on request in family bedrooms*
- Refrigeration facilities available for children's/baby food
- Staff aware of the needs of breast feeding mothers and able to suggest a quiet place for mothers to do this (not self catering)
- At least two of the following to be provided, consider ages 2 - 16,:
 - Children's books. - Children's toys. - Children's DVD/videos. - Children's games. – Children's channels on TV

Food Arrangements (Serviced accommodation only)

- A facility to heat baby food/milk to be provided
- Where meals are provided, children's portions, children's menus and/or choices for children clearly indicated. Healthy options, including local produce, must be available
- Where meal time restrictions apply for families these should be clearly detailed at reception & dining facility

Safety and Security

- One of the following should be provided with options for day time and evening:
 - Ability to arrange registered child minding facility (on site or locally)
 - Baby listening/monitoring facility
 - Kids club (on site or in local vicinity)
- Where pools, ponds, baths and other water features, outdoor gardens and/or equipment are accessible to guests, clear and prominent signage detailing of danger must be displayed to help ensure child safety at all times
- Where open fires or gas fires are in use, fire guards must be provided
- Where family bedrooms* have doors which internally lock, these must be fitted with an emergency release mechanism
- External doors (final exit door in units or bedroom main door) should be lockable from inside and outside
- Staff to be discreet with disclosure of family room numbers in public areas
- Staff who are trained in first aid should be trained in baby & child emergency care e.g. mouth to mouth for babies
- Where additional hazards exist for children, safety equipment must be provided and/or procedures in place

Information Provision

- The following information to be communicated at time of booking and actively promoted in brochure and on website:
 - Age restrictions of children accepted
 - Any additional charges for accommodating children and what these charges include
 - Clearly state any damage/breakage policy
 - Facilities and services for families/children
- The following information to be displayed at a central easily accessible information point or in the bedroom*:
 - Local walks suitable for children of all ages (e.g. flat, park, gentle hills)
 - Information on tourism products suitable for children, e.g. attractions, pubs, restaurants, shopping centres, recreation, to include distances from accommodation and other relevant information e.g. age restrictions, opening times, directions
 - Details of local activity clubs or special events
 - Nearest Tourist Information Centre with directions and contact telephone number
 - Nearest nappy recycling or nappy cleaning service
 - Nearest shops which sell baby/children's goods e.g. nappies, food (location and opening times)
 - Details of local public transport routes
 - Details of nearest doctor, dentist, A&E and all night chemist. Access to these details should be prominent and available 24 hours
- Clearly state any in-house policy relating to children, e.g. children accompanied to leisure facilities, children are not permitted in the residents lounge after 6pm. Particularly important to note areas where access to children is limited or restricted and alert guests to areas of danger

*Where the word "bedrooms" is used please also read self catering units, caravan holiday homes, etc.

